Microsoft Dynamics CRM Online

Pricing and Licensing Quick Reference Guide

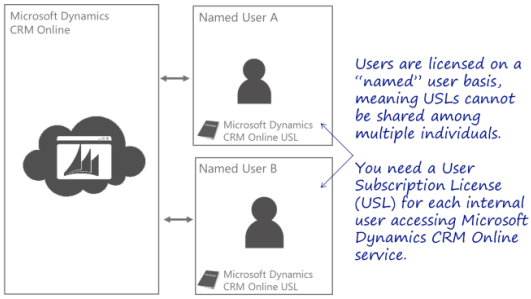
Microsoft Dynamics CRM

Summary

Microsoft Dynamics CRM provides a flexible, high value, and simple-to-understand licensing for your Dynamics CRM in the cloud and on-premises.

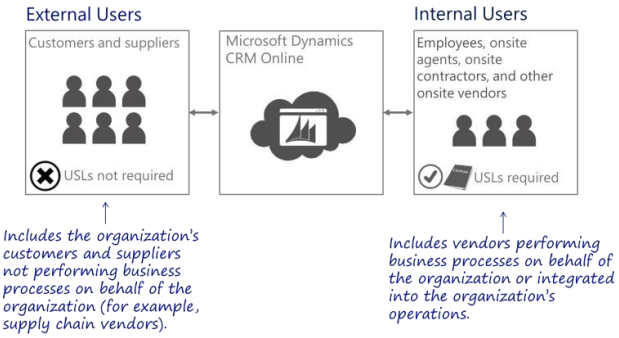
Microsoft Dynamics CRM Online Licensing Basics

You license access to the Microsoft Dynamics CRM Online service by purchasing a User Subscription License (USL) for every internal user who will access the service. The USL grants users non-perpetual rights (with no buy-out rights) to the use of the Microsoft Dynamics CRM Online. USLs are assigned on a "named user" basis, meaning each user requires a separate USL; USLs cannot be shared.



Access by External Users

External (third party) users do not require USLs. External users are users that are not either your or your affiliates' employees, or your or your affiliates' onsite contractors or onsite agents.



USLs and Included Capacity

Microsoft Dynamics CRM Online offers three levels of user subscription licenses (USL)—Essential, Basic, and Professional—each of which grants an increasingly wider spectrum of use rights. This licensing flexibility enables customers to license the solution based on how their users use Dynamics CRM functionality, and mix-and-match these licenses within a deployment.

These USLs and the associated use rights align to the three CAL levels for on-premises deployments. In addition, access via Dynamics CRM desktop apps as well as mobile apps is included with each USL at no additional charge.

The following table provides a summary of the use rights associated with each of the three USL levels.

User Capabilities	**Professional** *(Recommended)* Full sales, service, marketing, and custom applications	**Basic** Basic CRM, reporting, and custom applications	**Essential** Light-weight access to custom applications
Price per user per month[1]	*$65*	*$30*	*$15*
Customize and administer Dynamics CRM	•		
Manage System dashboards, charts, workflows & dialogs	•		
Customer service automation	•		
Marketing campaigns and lists	•		
Sales automation	•		
Reporting, personal dashboards, and visualizations	•	•	
Basic CRM: Read and Write Accounts, Contacts, Cases, and Leads	•	•	
Read and write custom application data	•	•	•
Activity management, activity feeds	•	•	•
Access using Dynamics CRM desktop apps and mobile apps	•	•	•

The following instances and storage are included with the base subscription:

Capacity	
Production instances	1
Non-Production Instances	Up to 1*
Storage	Min. 5 GB**

*One non-production instance is included with the subscription if it includes 25 or more Professional USLs.
**5 GB storage included. For every increment of 20 Professional USLs, the included storage capacity increases by 2.5 GB, up to 50 GB.

If you require additional instances or storage, you can include the following as add-ons to your subscription.

Optional Add-on	**Monthly Price**[1]
Production Instance	$549/instance
Non-Production Instance	$150/instance
Storage	$9.99/GB

Subscription add-ons apply across your entire organization; they are not tied to a specific user.

Availability

Microsoft Dynamics CRM Online licenses are available through the following Microsoft Volume Licensing programs: Enterprise Agreement, Enterprise Subscription Agreement, and Enrollment for Education Solutions.

Organizations not purchasing through one of the above programs can purchase licenses through the Microsoft Online Subscription Program (MOSP) that offers a standard term of 12 months with monthly billing. A minimum purchase of 5 Professional USLs is required for new customers subscribing to Microsoft Dynamics CRM Online using this program.

For more information

Visit the Microsoft Dynamics CRM website: http://crm.dynamics.com

Read the CRM Connection blog: https://community.dynamics.com/crm/b/crmconnection/default.aspx

[1]USD monthly pricing through Microsoft Online Subscription Program (MOSP) shown.

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