



Microsoft Great Plains Overview

Microsoft Great Plains provides business applications that help small and mid-sized companies become more agile in today's interconnected economy. The products automate financial and operational processes, and allow companies to extend specific information and procedures securely via the Web to employees, customers, suppliers and partners.

But beyond our innovative products and services, the true meaning of who we are and what we do is found in the success of our customers, partners and alliances, and our global community. Great Plains may be different things to different people, but we remain completely dedicated to a single and essential mission:

To improve the lives and business success of Partners and Customers.

About Microsoft Great Plains Business Solutions

Microsoft Great Plains provides business applications that help small and mid-sized companies become more agile in today's interconnected economy. Our products automate financial and operational processes, and allow companies to extend specific information and procedures securely via the Web to employees, customers, suppliers and partners. A worldwide network of partner organizations that share our commitment to lasting customer relationships delivers all Microsoft Great Plains products. These business partners provide personalized service—from planning, to implementation, to ongoing support and education—to ensure that companies receive the precise business solution to meet their needs.

More than 140,000 businesses in 132 countries count on Microsoft Great Plains Business Solutions for financials, distribution, project accounting, electronic commerce, human resources and payroll, manufacturing, supply chain management, business analytics, sales and marketing management, and customer service and support solutions.

Solutions Overview

Our business solutions are designed to meet the broad spectrum of business application needs of small and mid-sized companies (also known as the midmarket), which generally consists of businesses with \$1 million to \$500 million in annual revenues. The business solutions are fully and seamlessly integrated across the application areas of Enterprise Resource Planning (ERP), Customer Relationship Management (CRM), Supply Chain Management (SCM) and E-commerce.

Released in July 1994, **Microsoft Great Plains eEnterprise** is a global business solution for the mid-to upper tiers of the midmarket. An enterprise-wide, integrated solution, eEnterprise provides functionality for financials, distribution, e-commerce, human resources and payroll, project accounting, field service, manufacturing and supply chain management. eEnterprise is also integrated with Great Plains Siebel Front Office, a customer management solution. eEnterprise is available exclusively for Microsoft SQL Server.

Released in 1994, **Microsoft Great Plains Solomon** is a business solution targeted to the lower and mid-tiers of the midmarket. The Solomon solution includes financials, payroll, distribution/supply chain management, project accounting, e-business and field service management. In the second calendar quarter of 2001, Solomon will be integrated to Great Plains Siebel Front Office. Solomon is available exclusively on Microsoft SQL Server.



Released in February 1993, **Microsoft Great Plains Dynamics** is a business solution targeted to the lower to mid-tiers of the midmarket. The Dynamics solution includes financials, distribution, e-commerce, project accounting, human resources and payroll and fixed assets. In addition, Dynamics is fully integrated with Great Plains Siebel Front Office. Dynamics is available on Microsoft SQL Server and the Pervasive.SQL databases.

Released in November 1999, **Great Plains Siebel Front Office** is a customer relationship management (CRM) solution developed by the market leaders Siebel Systems and Microsoft Great Plains. This solution automates all sales, marketing, service and e-business processes across the enterprise. Great Plains Siebel Front Office is highly customizable and is designed to be easy to use and rapidly deployable. The solution is fully integrated with eEnterprise and Dynamics and will be integrated with Solomon in May 2001.

Microsoft Great Plains offers a suite of business analytics and reporting tools for Dynamics, Solomon and eEnterprise that give businesses virtually unlimited flexibility in developing reporting and analysis tools to further business goals. Business analytics applications include FRx Financial Reporter, FRx Forecaster, Seagate Crystal Reports, Knosys ProClarity, and Enterprise Reporting.

Distribution

Microsoft Great Plains sells, implements and supports its products through its global partner network consisting of 2,000 value added resellers (VARs), systems integrators, consultants, solution developers, national, regional and local accounting firms, and application service providers (ASPs).

Support

We believe that prompt and effective service and support are essential elements of a complete business solution and are critical to the long-term satisfaction of its customers and partners. The Great Plains Division of Microsoft has received numerous awards for its customer and partner services including its innovative online services, CustomerSource and PartnerSource. Some of the most notable awards include Arthur Andersen's Global 1998 Best Practices Award for Exceeding Customer Expectations, the Inc. magazine and MCI Communications 1996 Positive Performer Grand National Award for excellence in customer service, and SSPA Star awards in 1997 and 1998 for exceptional software support and in 2000 for electronic support.