



**Microsoft Dynamics® Field Service Anywhere (FSA)
Discontinuation Frequently Asked Questions**

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The document contains specific questions and answers in relation to the removal of Field Service Anywhere for Microsoft Dynamics GP from the Microsoft Dynamics GP Price List.
More information about this announcement can be found on:

CustomerSource:

https://mbs.microsoft.com/customersource/default_greatplains.htm

1 Introduction

1.1 *What is Field Service Anywhere?*

Field Service Anywhere (FSA) is the mobile application for technicians using Microsoft Dynamics™ GP Field Service Management.

The FSA application is designed to use with the Field Service Management Solution Series in Microsoft Dynamics GP. FSA allows technicians in the field to interact with Field Service while using a Windows Mobile Phone or a Pocket PC. Fields and functionality on the mobile device are scaled down, but still allow field personnel to do their jobs efficiently.

1.2 *Why did Microsoft discontinue FSA?*

Overall, businesses will gain the most from a Microsoft Dynamics GP business solution as the platform enhanced by mobile field service applications from Independent Software Vendors (ISV) like I.B.I.S., Inc. (IBIS), who have strong and deep field service/professional services domain expertise. IBIS is the vendor who developed FSA and then OEM'd (Original Equipment Manufacturer) the product to Microsoft. ISV's like IBIS will likely provide mobile field service solutions which meet specific business and industry and vertical needs.

2 Customer Impact

2.1 *Which customers are impacted by this change?*

Any customer who is current on a Microsoft Enhancement Plan and has purchased a license to use FSA for Microsoft Dynamics GP 9.0 or Microsoft Dynamics GP 10.0.

2.2 *What are the options for existing FSA for Microsoft Dynamics GP customers?*

Existing FSA customers are eligible to continue to use FSA and obtain support until Microsoft Dynamics GP 9.0 and Microsoft Dynamics GP 10.0 are no longer supported by Microsoft (Please refer to section 3.4 of this document for additional information on support.) Existing customers will be allowed to purchase additional licenses of FSA (for Microsoft Dynamics GP 9.0 and Microsoft Dynamics GP 10.0 – as long as they are supported product versions), in accordance with the terms and conditions of the Microsoft Dynamics GP Enhancement Plan. However, FSA will NOT be available from Microsoft for Microsoft Dynamics GP "11." Please be advised, if existing Microsoft Dynamics GP customers upgrade to Microsoft Dynamics GP "11" (or future releases of Microsoft Dynamics GP), they will NOT be able to utilize FSA unless they contract/work with IBIS as they will continue to maintain, package, brand and upgrade FSA under the IBIS brand. If customers are still in need to utilize a mobile field service solution outside of FSA, and decide not to continue the use of FSA offered by Microsoft and/or IBIS because of this discontinuation announcement, they will need to obtain an ISV (Independent Software Vendor) solution. Existing customers can search for mobile field service solutions by utilizing the Microsoft Solution Finder at the following site:

<https://solutionfinder.microsoft.com>

2.3 What are the options for new Microsoft Dynamics GP customers after May 1, 2010 (Microsoft GP11 Customers?)

New customers, who wish to implement a mobile field service solution, can either choose to work directly with IBIS when they repackage FSA for Microsoft Dynamics GP and market it under the IBIS brand or they can search for mobile field service solutions from other Microsoft Dynamics ISV's by using the Microsoft Dynamics Solution Finder:

www.microsoft.com/dynamics/solutionfinder

2.4 Will the level of customer support from Microsoft change?

Customers on supported releases of Microsoft Dynamics GP (Microsoft Dynamics GP 9.0 and Microsoft Dynamics GP 10.0) will benefit from their BREP/Maintenance investment until these products are no longer supported (Excluding Microsoft Dynamics GP "11" and any future release of Microsoft Dynamics GP.) Microsoft Dynamics GP 10.0 will be the last Microsoft supported version of FSA.

Microsoft Dynamics GP software solution lifecycle which is:

- Microsoft Dynamics GP 9: January 11, 2011 (Microsoft Mainstream Support Ends)
- Microsoft Dynamics GP 10: October 9, 2012 (Microsoft Mainstream Support Ends)

Microsoft Dynamics Support Lifecycle Policies:

<http://support.microsoft.com/gp/lifeselectmonbus>

After those dates, existing customers that have licensed FSA will no longer be under BREP/Maintenance and will not be invoiced for that service....if they stay on Microsoft Dynamics GP 9.0 or Microsoft Dynamics GP 10.0. Now, if customers upgrade to Microsoft Dynamics GP "11" or beyond, FSA will not be an available SKU under Microsoft Dynamics GP "11"....so it will not be a part of their system list price or overall Microsoft Dynamics GP Enhancement/BREP calculation.

2.5 Will FSA be available with for the next/future releases of Microsoft Dynamics GP for existing customers?

FSA will not be available from Microsoft for the next release(s) of Microsoft Dynamics GP (Microsoft Dynamics GP "11" and beyond.) However, IBIS will provide FSA for Microsoft Dynamics GP future releases under their own brand.

2.6 What will happen for FSA customers that are upgrading to Microsoft GP "11"?

Please reference to question 2.2. However, FSA will not be available from Microsoft for Microsoft Dynamics GP "11" and any future releases of Microsoft Dynamics GP (the features will not be available when they upgrade to Microsoft Dynamics GP "11.") Customers upgrading to Microsoft Dynamics GP "11" should contact their partner to have them make sure FSA for Microsoft Dynamics GP is not listed under their Microsoft system list price (since the system list price is used to calculate BREP/Maintenance plan.) Please remember that existing or new customers do have the option to work with ISV's like IBIS in order to obtain mobile field service solutions.

2.7 Will the level of partner support change?

Microsoft Dynamics GP Partners will continue to work with their customers according to the agreements they have in place.

2.8 Will new customers still be able to purchase FSA for Microsoft Dynamics GP from Microsoft or IBIS?

After May 1, 2010 (Termination date), new customers will no longer be able to purchase FSA from Microsoft. New customers will need to contact IBIS in order to obtain similar FSA functionality that was previously offered by Microsoft – but would now be packaged as an ISV offering from IBIS.

2.9 If customers want to stay on a Microsoft solution; will Microsoft offer any replacement or similar functionality in the core product?

It's Microsoft's policy to evaluate our business continuously and stay up to date with the market and its trends. However, there are no plans to offer a replacement or similar functionality within Microsoft Dynamics GP as of the date of the discontinuation.

3 IBIS

3.1 Who is IBIS?

IBIS has been providing award-winning services and world-class business applications for over 20 years. You are free to contact IBIS directly and obtain further information about their products and services at: www.ibis.com