



# Road to the Cloud: Transition Path for Dynamics GP to Business Central FAQ

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## Frequently asked questions

Transitioning to Dynamics 365 Business Central .....	1
Dynamics 365 Business Central licensing .....	3
Dynamics 365 Business Central roadmap and capabilities .....	3

## Transitioning to Dynamics 365 Business Central

### 1. Are current Dynamics GP customers required to move to Dynamics 365 Business Central?

No. Customers are not required to move to Dynamics 365 Business Central; however, to take advantage of the latest cloud-powered functionality including deep integration with Office 365, Power Platform capabilities, and advanced AI and ML-enabled scenarios, we suggest that they transition to Dynamics 365 Business Central.

### 2. What does this mean for Dynamics GP customers?

There are three options for Dynamics GP customers:

- 1) Transition to Dynamics 365 Business Central online:** By moving to Dynamics 365 Business Central in the cloud, customers will get all the benefits of a true cloud solution; such as easy 24/7 access, anywhere from any device with Microsoft's secure servers, seamless upgrades, easy integration building through web APIs, and reduced hardware costs.

For customers interested in the cloud, starting today, Dynamics 365 Business Central offers unprecedented opportunities to drive transformation of the customers' businesses, increasing their business performance through the power of Microsoft cloud technologies and services.

Customers on any mainstream supported version of Dynamics GP can transition directly to Business Central without requiring an interim upgrade to a later GP version.

- 2) Try out Business Central while maintaining Dynamics GP as your primary solution:** Continue to use Dynamics GP and check out Business Central with your data by using the cloud migration tool. You can see what benefits the cloud has to offer and see your data through the [Intelligent Cloud Insights page](#) inside of Dynamics GP. This option gives you an opportunity to try Business Central while still using Dynamics GP in production.

- 3) Renew BREP (Business Ready Enhancement Plan) without migrating or upgrading:** Customers can stay on their GP version by renewing their BREP.

In October 2019, the latest Dynamics GP release [introduced many new features](#) and moved to the [Modern Support Lifecycle](#).

Microsoft will continue to release new versions of Dynamics GP. For more information, please visit the [Dynamics GP page](#).

**3. Is there a discount for existing Dynamics GP customers who want to transition to Dynamics 365 Business Central?**

Yes. End of Plan Transition SKU: Is a discounted price for eligible DPL customers transitioning to Microsoft Dynamics 365 Business Central:

- Customers currently on BREP who are ready to move their primary deployment to the cloud
- Customer drops BREP from DPL on-premises license

	Current license	Business Central		Discount	Per user per month
On-premises to Cloud	Dynamics AX	Premium	\$100	40%	\$60
	Dynamics GP	Essential	\$70	40%	\$42
	Dynamics NAV				
	Dynamics SL	Team members	\$8	40%	\$4.80

**Note:** End of Plan Transition SKU is only available for current users with Business Central online subscription licenses. Customers cannot use it for Business Central on-premises licenses or perpetual licenses.

Transition offer pricing subject to change, please consult the Dynamics 365 Business Central [Licensing Guide](#) and the [Transition Guide](#) for more details.

**4. What transition tools are available to move from Dynamics GP to Dynamics 365 Business Central?**

Customers can use the [Dynamics GP Cloud Migration](#) if they are on Dynamics GP 2015 or later to transition Master, Transactional, and Historical data from Dynamics GP to Dynamics 365 Business Central. Customers on Dynamics GP 2015 or later can move directly to Business Central without requiring an interim upgrade to a later GP version. Check out the [Business Central documentation](#) for the latest details.

RapidStart Services are available for data import/export from Dynamics GP to Dynamics 365 Business Central on-premises or online for any version of GP. For more information on RapidStart Services, please direct your customers to the [RapidStart Services page](#).

**5. Will customers have to pay for cloud hosting if they move to Dynamics 365 Business Central online?**

No, with Dynamics 365 Business Central online, everything is included in one fee – software, cloud hosting, and management services.

**6. Will it be possible to move from Dynamics 365 Business Central online to Dynamics 365 Business Central on-premises?**

Yes. If a customer decides they want to move from online to on-premise they would need to create a support ticket and request the move. We will offer a method to move that data to a Business Central on-premises build for the Business Central data that exists. Any unique GP or SL Historical tables will NOT be moved to the on-premises instance.

**7. What customer-facing material (PPT, fact sheets, etc.) is available for partners to share with customers through webinars, email, website, or face-to-face meetings?**

Please refer to the Dynamics 365 Business Central transition assets [here](#) and the US Business Applications SMB page [here](#).

## Dynamics 365 Business Central licensing

### **8. How does the Dynamics 365 Business Central licensing work?**

For more information, please see the Dynamics 365 Business Central [Licensing Guide](#).

### **9. Does Microsoft offer dual licensing rights for online and on-premises?**

No. Please refer to the Dual Use Rights section in the Dynamics 365 Business Central [Licensing Guide](#) for details.

### **10. What happens if an on-premise client renews their BREP plan and then decides that they want to transition to Business Central online? Do they get any credit for the unused portion of the annual plan payment?**

No credit will be applied for outstanding paid BREP (Business Ready Enhancement Plan). A customer can use the Midterm Transition SKU to see and experience Dynamics 365 Business Central with migrated data prior to fully transitioning to Dynamics 365 Business Central online. Please refer to the Dynamics 365 Business Central [Licensing Guide](#) for details.

## Dynamics 365 Business Central roadmap and capabilities

### **11. In which regions is Dynamics 365 Business Central available?**

For a list of country, language, and localization availability where Dynamics 365 is available, see the [Availability Guide](#).

### **12. Can customers customize Dynamics 365 Business Central?**

Yes, customers can customize Dynamics 365 Business Central with the new Extensions model. Customers can't change standard code and they need to use the event-based model.

It is not mandatory for customers to deploy their extensions to AppSource. Extensions can be developed and deployed per tenant.

For more information, please visit read the [Developer and IT-Pro Help for Dynamics 365 Business Central](#) document.

### **13. How often will content be updated in Dynamics 365 Business Central online and on-premises?**

Microsoft will release updates for Dynamics 365 Business Central on-premises twice per year, in April and October. The online platform will be automatically updated monthly by Microsoft, while the on-premises application will have cumulative updates.

### **14. Can customers still use C/AL to modify source code on Business Central online?**

No, with the current version of Business Central on-premises (Business Central 15) customers will be required to convert their code to AL. It is NOT required that this be repackaged as an extension at this time. However, Business Central online will only allow extension-based modifications (ISV or Per-Tenant).

### **15. Is Dynamics 365 Business Central GDPR compliant?**

Yes. Continuous updates to Dynamics 365 Business Central online along with related administrative features help customers maintain GDPR compliance. For customers that are on-premises, we suggest that customers upgrade to the latest version to help ensure they are GDPR compliant in the future.

For more information on GDPR compliance, please visit the [Microsoft Service Trust Portal](#) or read the [GDPR FAQ](#).

### **16. Is the Windows Client available for Dynamics 365 Business Central on-premises?**

Beginning with the 2019 wave 2 release of Business Central, October 2019, the Windows client is no longer available. Now the Modern client is used for both online and on-premises versions of Business Central.

**17. Can customers buy Dynamics 365 Business Central by themselves?**

No, customers will need to contact a Microsoft partner in the CSP program [here](#) to buy Dynamics 365 Business Central.

**18. Is there a demo environment in Dynamics 365 Business Central?**

Yes, partners should use the [cdx.transform.microsoft.com](https://cdx.transform.microsoft.com) site. Dynamics 365 Business Central is provisioned automatically along with an Office 365 license.

**19. How do I learn more about Dynamics 365 Business Central?**

For general questions about Dynamics 365 Business Central, please visit the [Dynamics 365 Business Central](#) page.

For additional Business Central questions, please refer to the [Business Central documentation](#).

**20. What are the advantages of having a Microsoft cloud managed service?**

Microsoft invests more than \$1B a year in Dynamics Azure to ensure unmatched security and governance. It also employs more than 3,500 security experts to protect your information. Microsoft collaborates with industry and regulators to build trust in the cloud ecosystem guided by the following principles:

- **Security:** Protect confidentiality, integrity, and availability of your data
- **Privacy and control:** Control access to and use of your data
- **Compliance:** Data is stored and managed with applicable laws, regulators, and standards
- **Transparency:** Visibility into how your data is handled and used

**21. Where is my data physically stored in the cloud?**

Your data is stored in one of Microsoft's several data centers, in the same country in which you are located when available, or in the nearest geographic data center to your business. You can learn more about Microsoft security [here](#).

**22. What's Dynamics 365 Business Central online SLA?**

Microsoft has a 99.9% SLA in place on the public cloud platform.