

Retail Realm Essentials™

Powered by Microsoft Dynamics

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Product Terminology

- Microsoft Dynamics Retail Management System (also referred to as RMS)
- Microsoft Dynamics AX 2012 R3 was released in May 2014 and Microsoft Dynamics AX 2012 R3 CU8 is the latest version of the product, released November 2014
- “Microsoft Dynamics for Retail” is used to refer to the retail solution within Microsoft Dynamics AX
- Microsoft Dynamics Retail Essentials is a configuration option within the latest version of Microsoft Dynamics AX, also referred to as “Retail Essentials”
- Retail Realm Essentials powered by Microsoft Dynamics is a new, retail-centric solution that deploys a highly tuned retail experience based on the Retail Essentials configuration option within Microsoft Dynamics AX 2012 R3 and is offered by Retail Realm and includes additional functionality from Retail Realm.

RMS & RMS Support Lifecycle

What is RMS?

Microsoft Dynamics Retail Management System (RMS) offers small and midsize retailers a complete retail store and point of sale (POS) solution that can be adapted to meet unique requirements. This powerful software package automates POS processes and store operations, provides centralized control

for multi-store retailers, and integrates with Microsoft Office, Microsoft Dynamics GP, Microsoft Dynamics NAV and other popular applications.

How long will RMS be available for purchase?

Effective July 10, 2016, RMS will no longer be available for new customers. Existing customers will be able to acquire additional licenses until July 31, 2020 if they remain active on Enhancement Plan. These are customers with active RMS licenses on their account as indicated in PartnerSource Business Center prior to July 10, 2016. New sales are highly discouraged as there are no updates/upgrades/hotfixes planned for RMS.

Has the RMS “end of availability to new customers” date been communicated?

Yes, on July 17, 2014, Microsoft communicated the following on the Dynamics Community blog: *Microsoft Dynamics RMS - This product is available to new customers through July 10, 2016, the date when mainstream support for Microsoft Dynamics RMS ends. Note: Extended support continues through July 13, 2021.*

<https://community.dynamics.com/rms/b/rmssupport/archive/2014/07/17/pos-2009-end-of-mainstream-support.aspx>

Will RMS continue to be supported?

Extended Support will be available for existing RMS customers until 2021, however this provides limited break/fix support and no fixes without an extended hotfix support agreement. For details, refer to the following timeline support details.

Products Released	Lifecycle Start Date	Mainstream Support End Date	Extended Support End Date	Service Pack Support End Date
Microsoft Dynamics Retail Management System Store Operations 2.0	4/15/2007	7/10/2016	7/13/2021	10/13/2009

<http://support.microsoft.com/lifecycle/?p1=12198>

Products Released	Lifecycle Start Date	Mainstream Support End Date	Extended Support End Date	Service Pack Support End Date
Microsoft Dynamics Retail Management System Headquarters 2.0	4/15/2007	7/10/2016	7/13/2021	

<http://support.microsoft.com/lifecycle/?p1=12218>

Will hotfixes and Service Packs continue to be released between 2016 and 2021 to maintain PCI compliance and support future versions of operating systems?

After the end of mainstream support, Microsoft will no longer test RMS with new operating system releases. RMS will remain officially supported in PCI terms as “Acceptable only for Pre-Existing Deployments” from the end of mainstream support to the end of extended support in 2021. Questions about the PCI compliance of specific merchant systems should be directed to a PCI auditor.

Will RMS be receiving any enhancements?

- Microsoft will continue to release hotfix improvements for RMS through the end of mainstream support. After that, only updates required for identified security issues will be released.

- RMS customers are encouraged to consider Retail Realm Essentials as a solution to meet their needs.
- Microsoft is offering transition guidance and credit options for customers who would like to go from RMS to Retail Realm Essentials. See the Microsoft Dynamics 2.0 Transition Policy document on [PartnerSource](#).

Is RMS repackaged into Microsoft Dynamics AX?

No, RMS is not repackaged into Microsoft Dynamics AX. However, as part of its commitment to the SMB space, Microsoft released Retail Essentials as a simplified configuration option within Microsoft Dynamics AX 2012 R3. Retail Realm has taken the Retail Essentials component of Microsoft Dynamics AX and created a standalone solution, Retail Realm Essentials, which is geared at small and medium businesses (SMB) as well as the RMS market segment. Retail Realm Essentials is a highly tuned retail solution with additional functionality from Retail Realm.

Where can I learn more about RMS? Retail Realm Essentials?

- RMS: <http://www.microsoft.com/en-us/dynamics/rms-overview.aspx>
- Retail Realm Essentials: <http://www.rrdisti.com/products/retail-realm-essentials>
- Microsoft Dynamics AX 2012 R3: <http://www.microsoft.com/en-us/dynamics/erp-ax-overview.aspx>

About Microsoft Dynamics AX 2012 R3 Retail Essentials

Microsoft Dynamics AX 2012 R3 launched on May 1, 2014 and included a module called Retail Essentials as a configuration option within Microsoft Dynamics AX. Retail Essentials was designed to meet primary retail management functions in a simplified, streamlined, and scalable way for organizations who require the full power of Microsoft Dynamics AX in a simplified retail-specific configuration. Retail Realm has taken the Retail Essentials IP and built an SMB solution around it. The rest of this document outlines details about this solution called Retail Realm Essentials. Microsoft Dynamics AX 2012 R3 (hereafter referred to as Microsoft Dynamics for Retail) includes a configuration option called Retail Essentials, which is licensed with the Microsoft Dynamics AX 2012 R3 Server license and applicable CALs and must be purchased from an authorized Dynamics reseller or through Microsoft volume licensing.

Target Market for Retail Realm Essentials

Who is the target customer for Retail Realm Essentials?

The Retail Realm Essentials solution targets the lower end of the market including mid and upper small business retailers and enables these retailers to operate their stores. It has functionally similar to the footprint of RMS and is appropriate for retailers who are looking for a traditional retail solution for their brick and mortar retail stores. Retail Realm Essentials is a starting point from which retailers can add and remove functionality. It has a simplified installation as well as enhanced initialization based on seed data. It simplifies the user experience for retailers and has a simplified UI including simplified forms. It has a streamlined store setup, which enables stores to be rapidly set up and has store manager data striping which enables store managers to only look at data pertinent to their store.

Is Retail Realm Essentials a good fit for all RMS customers?

Retail Realm Essentials is a great solution for smaller or more simplified operations. Other RMS customers might prefer the full Microsoft Dynamics AX solution.

Is Retail Realm Essentials appropriate for small retailers, less than 5 stores?

Yes. Retail Realm Essentials is definitely an appropriate solution to consider for customers with less than 5 stores.

Can we add a third-party e-commerce solution?

Retail Realm has developed integration with two e-commerce solutions to date and will continue to look for additional e-commerce integration opportunities. Contact Retail Realm directly for more information.

About Retail Realm Essentials Powered by Microsoft Dynamics

What is Retail Realm Essentials?

Retail Realm Essentials is a new, retail-centric solution that deploys a highly tuned retail experience based on the Retail Essentials configuration option within Microsoft Dynamics AX 2012 R3. Retail Realm Essentials provides a streamlined, retail specific UI and comes pre-configured to simplify deployment. This means that non-retail modules are hidden, setup is simplified to avoid the need to learn unrelated areas, and all necessary forms have been brought together and re-organized for ease of use. Retail Realm Essentials is designed for retailers with up to 75 POS registers who are looking for a retail solution for their brick and mortar stores. Retail Realm Essentials is designed to meet primary retail management functions in a simplified, streamlined, and scalable way.

Is Retail Realm Essentials a Microsoft product or a Retail Realm product?

Retail Realm Essentials is a Retail Realm product. It is a new, retail-centric solution that deploys a highly-tuned retail experience *based on* the Retail Essentials configuration option within Microsoft Dynamics for Retail. Retail Realm Essentials includes some licensed Microsoft functionality, combined with its own innovations and some third party functionality. The enhanced features and functionality that Retail Realm is providing are in two areas: the AX Utility which is an add-on product includes various horizontal and vertical developments, from which resellers can chose which enhancements to re-sell to their end users. In addition to the AX Utility, Retail Realm has developed integrations to third-party solution providers such as e-Commerce, Financials, Mobility, Loyalty, Payment Processing, etc., in order to facilitate the setup of the overall retail solution. Some of these integrations are provided by Retail Realm Essentials partners, and others are developed directly by Retail Realm. All of these integrations are made available to the reseller channel to add value, and enrich and enhance the Retail Realm Essentials overall solution.

What happens if you need 76 POS registers?

- The license for Retail Realm Essentials includes a limit of 75 POS registers. Users are prevented from creating a 76th register at the client application and database level. If a license violation is found, the records which exceed the license limitation must be removed before normal operations can resume.
- If customers need 75+ POS registers, see the updated “Microsoft Dynamics AX 2012 R3 Upgrade Policy V2” document (updated March 2015) regarding the section on guidance for “Upgrading from Retail Realm Essentials Powered by Microsoft Dynamics to Microsoft Dynamics AX 2012 R3”.

<https://mbs.microsoft.com/Files/partner/AX/PriceOrder/PricingNews/MicrosoftDynamicsAX2012R3UpgradePolicy.pdf>

When is Retail Realm Essentials available?

Retail Realm Essentials launched in early 2015 and is available today!

When can we order and sell Retail Realm Essentials?

Retail Realm has a SKU available for purchase today.

What do I need to do to become a reseller with Retail Realm so that I can resell Retail Realm Essentials?

- Certification with Retail Realm.
- Active Microsoft Reseller Registration Agreement – needs to be signed by both Retail Realm and reseller
- Partners can verify if they have a current registration agreement by contacting Retail Realm.

Can partners get Demo Dev keys for Retail Realm Essentials?

- Not to be confused with NFR keys, Microsoft is making Demo Dev keys available so that resellers can set up an environment to demo the product to customers.
- If you are a Microsoft Dynamics AX certified partner or a Retail Realm Essentials certified partner, then you will need to select Retail Essentials Server Product Information and the Retail Essentials Server Template. The Demo/Dev license configuration is found under Developer Tools in PartnerSource Business Center.
- For additional information, refer to the License Key Configurator (LKC) Tool Quick Reference Guide on [PartnerSource](#)

Why choose Retail Realm Essentials?

The Retail Realm Essentials solution is a modern, scalable, retail solution that uses the latest technology and is inherently designed for a multi-store, centralized environment, while still being a viable option for even a single store - enabling the small to medium-sized business to take advantage of the feature and functionally rich Microsoft Dynamics AX product, with the ability to easily grow their business and adopt the more complex and extended functionality of the AX platform as they need it. Additionally, this preserves the customer's investment and truly is a building block solution for any size retail organization.

Why choose Retail Realm Essentials for partners wanting to extend the solution?

For partners with expertise in jewelry, sporting goods, books, or virtually any vertical, you can still support those specialties. However, less of those vertical needs will require a third-party customization, and those that do will be easier to develop, manage, and install.

Does Retail Realm Essentials have HQ features?

Retail Realm Essentials is a retail management system for the small and medium business (SMB) that manages both store and head office functionalities. Retail Realm Essentials includes extensive HQ capabilities which allows you to populate catalog pricing, transactions, and manage stores from HQ. The solution is based on the Microsoft Dynamics AX platform that supports multiple businesses and geographies.

Does Retail Realm Essentials come with the full AX solution?

No. Today Retail Realm Essentials is a simplified solution based on Microsoft Dynamics AX 2012 R3 focusing on primary retail needs to run and operate brick and mortar stores. Non retail functionality is

hidden. The solution is designed to grow with your business and can scale up and become full Microsoft Dynamics as your organizational requirements become more sophisticated or needs change.

How is Retail Realm Essentials different from the Microsoft Dynamics for Retail solution?

Retail Realm Essentials is based on a simplified configuration of Microsoft Dynamics for Retail (the retail solution within Microsoft Dynamics AX 2012 R3). Retail Realm Essentials provides a specific configuration of the solution that has been designed and fine-tuned to serve those customers with brick and mortar retail needs only. In other words, where Microsoft Dynamics for Retail is a retail module within the ERP product (Microsoft Dynamics AX), Retail Realm Essentials is a configuration that serves up a simplified view of the retail functionality found in the product (such as a simplified area page) and retail tuned UI. Retail Realm also has added functionality to better meet the needs of SMB retailers, which is outlined in detail here: <http://www.rrdisti.com/products/detail/retail-realm-essentials-powered-by-microsoft-dynamics>

Do Retail Realm Essentials and Microsoft Dynamics for Retail have the same functionality?

Microsoft Dynamics for Retail has additional functionality on the back-end including traditional ERP business functions. Retail Realm Essentials tries to preserve as much retail functionality with a simplified user interface. In this version, Retail Realm Essentials only supports stores, not e-commerce or multi-channel capabilities.

Will Retail Realm Essentials include e-commerce?

Retail Realm through their partners, is offering various e-commerce solutions on top of Retail Realm Essentials. Immediately available are Sana Systems and UniteU with others to be added. Contact your Partner Account Manager at Retail Realm directly for further information.

Will Modern POS be available in Retail Realm Essentials?

Today Retail Realm Essentials includes Enterprise POS. Modern POS will not be available in Retail Realm Essentials in this release.

Will Retail Realm Essentials support layaway?

Not in the current release, but it is an area that is being considered by Retail Realm for future development.

Does Retail Realm Essentials support warehouse management?

Retail Realm Essentials does not include the Microsoft Dynamics AX warehouse management module. It will include stock adjustments, stock count, transfer order, purchase order, buyer's push, and cross docking. Warehouses can be used standalone for use in Transfers and Purchase orders. If you want full warehouse management, you should consider upgrading to Microsoft Dynamics AX 2012 R3.

Can you address scalability of Retail Realm Essentials, for example on store count?

Retail Realm Essentials supports up to 75 POS Registers.

Will the interface of Retail Realm Essentials allow for user-interface string translation or does it require a partner?

Retail Realm has an add-on in Retail Realm AX Utilities – Retail Realm Resource Manager. This adds capability for localization of the interface language in Retail Realm Essentials.

Will the solution be touch-friendly?

Yes, the POS solution in Retail Realm Essentials is touch-optimized. Enterprise POS is touch-enabled and the Windows 8 keyboard will appear when the user activates a text field. Pre- 8.1 may need to use an old style Windows keyboard.

Will it be possible to extend or build on top of Retail Realm Essentials?

The extensibility model allows for extensions both on the front-end and back-end. Front end (POS) is based on Service Models C# (Visual Studio) and the back end is based on AX extensions or X++.

Will Retail Realm Essentials use Microsoft SQL Server database?

Yes, it uses Microsoft SQL Server as its underlying database. Licenses for Microsoft SQL Server and their corresponding CALs are not included with Retail Realm Essentials licenses. They must be acquired separately in accordance with the Microsoft SQL licensing models.

With Microsoft SQL Server will there be pre-configured reports and dashboards?

Yes, there are a few pre-configured reports that are available out of the box in Retail Realm Essentials. Reports in Retail Realm Essentials are based on Microsoft SQL Reporting Engine (SSRS) so adding additional reports is possible.

How are tax and regulatory updates generally handled?

Microsoft understands that local laws, market conditions, and support requirements differ around the world and by industry sector. Therefore, Microsoft may offer tax updates beyond the description listed here. Tax and regulatory updates will generally be released each tax season, or on an as-needed basis, during the Mainstream Support phase at the supported service pack level of each product version, for current and future versions of the following products: Microsoft Dynamics AX. For all other supported product versions of Microsoft Dynamics products, tax and regulatory updates generally will be released each tax season at the supported service pack level for the most current version and one version prior.

For more information see: <http://go.microsoft.com/fwlink/?LinkID=529470>

What if I want access to other Microsoft Dynamics AX functions that are not included in Retail Realm Essentials?

- If you're looking for an omni-channel solution, including e-commerce, mobile POS, call center, social capabilities and more, the full Microsoft Dynamics for Retail solution may be a good fit.
- Should your business requirements change or if you exceed the 75 POS register limit, the Retail Realm Essentials installation can be converted seamlessly into a full version of Microsoft Dynamics AX using an upgrade key. If you are active on Enhancement Plan you can transition from Retail Realm Essentials to Microsoft Dynamics AX 2012 R3 by means of a license investment credit. This credit will be equivalent to 100% of their Protected List Price for the modules and users the customer has licensed on Retail Realm Essentials. In exchange for the pre-existing license, customers transitioning via the license credit can use the license credit toward the cost of Microsoft Dynamics AX 2012 R3.
- See the updated "Microsoft Dynamics AX 2012 R3 Upgrade Policy V2" document (updated March 2015) regarding the section on guidance for "Upgrading from Retail Realm Essentials Powered by Microsoft Dynamics to Microsoft Dynamics AX 2012 R3".

<https://mbs.microsoft.com/Files/partner/AX/PriceOrder/PricingNews/MicrosoftDynamicsAX2012R3UpgradePolicy.pdf>

- Updated AX Retail licensing guide is now available on PartnerSource. Key updates include updated store manager to Task CAL, added new e-commerce examples, and added Retail Realm Essentials information.

https://mbs.microsoft.com/Files/partner/AX/PriceOrder/Licensing_Policies/MicrosoftDynamicsAX2012R3RetailLicensingScenariosGuideFeb.pdf

- FAQ for AX Retail pricing and licensing
<https://mbs.microsoft.com/Files/partner/AX/PriceOrder/Pricesheets/MicrosoftDynamicsAX2012R3RetailPricingandLicensingFAQ1.PDF>

Migration from RMS

How does a retailer migrate from RMS to Retail Essentials?

- There are two types of migration: data and code. If there are customizations on RMS, code migrations are needed.
- The Data Import/Export Framework with RMS migration is included as part of the base product.
- You can view the transition policy for existing RMS customers who want to transition their licenses to Retail Realm Essentials here:

<https://mbs.microsoft.com/partnersource/northamerica/pricing-ordering/pricing-ordering-news/Microsoft-Dynamics-RMS-Transition-Policy>

How much data can be migrated through the tool from RMS?

Master files and transactional data can both be migrated. Transactions will be imported as is from RMS. The data import/export framework is included as a component in the list of Retail Realm Essentials components. It can be modified to support data not imported by the out-of-the box import. Details can be found here: [https://msdn.microsoft.com/en-us/sqlserver/dn736933\(v=ax.50\)#](https://msdn.microsoft.com/en-us/sqlserver/dn736933(v=ax.50)#)

Is it easy to import data from RMS into Retail Realm Essentials?

Retail Realm Essentials provides a data import/export framework that is optimized for the import of retail specific data. It includes the ability to import all of the following data from the existing retail system:

- Customers
- Employees
- Gift cards
- Products
- Product categories, such as department and category
- Product dimension groups, such as size, color, and style groups
- Product variants, such as individual products derived from product dimension groups
- Assortments
- Units of measure
- Barcodes
- Discounts
- Inventory
- Open purchase orders
- Open transfer orders

- Stores
- Organization hierarchy, such as regions
- Taxes
- Terminals
- Payment methods
- Vendors
- Pricing
- Transaction history

If you are migrating from Microsoft Dynamics RMS, all of the entities mentioned above are mapped to RMS out of the box. This means that Retail Realm Essentials just needs an ODBC connection to the RMS headquarters database in order to migrate the data into Retail Realm Essentials.

Data being migrated from third-party retail systems needs to have mappings created that are specific to the data in the third-party system. However, the architecture is optimized so that this data just needs to be mapped to staging tables in Retail Realm Essentials, the data import/export framework takes care of properly creating the data.

Deployment

How does Retail Realm Essentials make deployment easier?

Aside from improvements to the install process, several other capabilities have been introduced that make the deployment more straightforward. Typically, Microsoft Dynamics for Retail deployment requires setup in many areas that don't necessarily seem related to retail. With Retail Realm Essentials, deployment does not require setup of things like chart of accounts. In fact, the initialization process for Retail Realm Essentials configures reference data in over 40 areas of Microsoft Dynamics for Retail. This significantly reduces deployment time and circumvents the need to display or access areas that would only be needed for initial setup. This is also one of the ways that the UI in Retail Realm Essentials has been simplified, everything in the UI is there and just as important, not so unnecessary functions are in the way.

How do I install Retail Realm Essentials?

Retail Realm Essentials has a simplified installation process.-In order to be able to sell/install Retail Realm Essentials, partners must first go through training and certification courses available globally through Retail Realm. A full schedule of training dates and locations can be found here:

<http://www.rrdisti.com/events/training-sessions>

What are the system requirements for Retail Realm Essentials?

- Back office
 - OS – Windows Server 2012 R2
 - Active Directory is required for proper installation
 - Database Server – SQL Server 2014 Standard and Enterprise Editions x64
- Store/POS
 - OS – Windows 7, 8, 8.1
 - Database Server – SQL 2014 Express

Third-party solutions

What if I need financials? Will Dynamics AX be the only back office available?

You can upgrade to full Microsoft Dynamics AX if you choose to use AX Financials. Retail Realm Essentials has basic accounting export which allows simplified integration to third-party accounting, such as QuickBooks, has been simplified. For more high-level integration to a specific accounting system, please contact Retail Realm directly.

Will Retail Realm Essentials interface with my accounting system?

- Accounting export functionalities have been built to help Retail Realm Essentials provide account level sales data to your retail system. Using the built in accounts, which can easily be extended or modified if necessary, you can create profiles to map totals being generated in Retail Realm Essentials to the corresponding account in the accounting system.
- Retail Realm Essentials has an open import/export capability to communicate to other financial systems. Some partners will be providing in-depth integrations to Microsoft Dynamics GP, NAV, and SL. Further developments are being created by other partners.

Will Retail Realm Essentials have an SDK for developers?

Partners need to complete the Advanced Technical Training offered by Retail Realm. There will be an SDK for ISVs who want to extend the solution (back-end language is X++). For a full training schedule provided via Retail Realm, please visit: <http://www.rrdisti.com/events/training-sessions>

Will Microsoft be building standard integration to Microsoft Dynamics GP for Retail Realm Essentials?

Microsoft will not build exclusive connectors as part of Retail Realm Essentials but it is something Retail Realm or other partners can do. Microsoft will only have the standard import/export SDK as part of the base solution.

What processing merchants will Retail Realm Essentials support?

Retail Realm Essentials supports Dynamics Online Payment Services, which supports First Data and PayPal. Retail Realm and its partners have also developed integrations to several payment processing providers such as:

- Shift4 (USA/Canada)
- WorldPay
- GlobalPay (in process)
- Mercury (USA)
- Verifone (UK)
- PCEFTPOS (Australia/New Zealand)
- LevelUp (in process)
- Banctek (in process)

Additionally, through these integrations, Retail Realm Essentials supports Apple Pay, PayPal, EMV, and various other payment processing options. For more information, contact Retail Realm directly.

Pricing and Licensing

How is Retail Realm Essentials licensed?

The Retail Realm Essentials solution is licensed with the Retail Realm Essentials Server. Each server provides access for two stores and includes two functional CALs. Each store also requires licensing of the Store Server. All users and devices should be licensed in accordance with the Microsoft Dynamics AX terms. See the Retail licensing guide for further details.

- Updated AX Retail licensing guide is now available on PartnerSource.:
https://mbs.microsoft.com/Files/partner/AX/PriceOrder/Licensing_Policies/MicrosoftDynamicsAX2012R3RetailLicensingScenariosGuideFeb.pdf
- FAQ for AX Retail pricing and licensing:
<https://mbs.microsoft.com/Files/partner/AX/PriceOrder/Pricesheets/MicrosoftDynamicsAX2012R3RetailPricingandLicensingFAQ1.PDF>

What is the starting MSRP?

Please contact Retail Realm directly for all pricing questions.

Service and Support Offerings

Will support be available to customers?

Customers active on a Microsoft Dynamics Enhancement Plan and a support plan with Retail Realm will submit a web form or send an email to their partner. Retail Realm will also be building a knowledge base that will be available via the Retail Realm Gemini System.

Do customers continue to renew the Enhancement Plan with their partners?

Yes. Customers will continue to pay Enhancement. Existing RMS customers will need to be active on Enhancement Plan in order to transition to Retail Realm Essentials. Details about credits and transition information can be found in the transition policy document.

- RMS to Retail Realm Essentials transitions:
https://mbs.microsoft.com/Files/partner/All_Products/PriceOrder/PricingNews/MicrosoftDynamicsRMSTransitionPolicy.pdf
- The same benefits will be available with Enhancement Plan. For more details, see:
<http://www.microsoft.com/dynamics/customer/en-us/service-plans.aspx>

After the first year of the Enhancement Plan, do I need to continue to be active on plan?

Yes, to continue to receive enhancement benefits, such as updates, upgrades, CustomerSource access, PLP, customers must remain on the plan.

How do you handle existing RMS customers who are lapsed (not on an Enhancement Plan or support plan)?

If an existing RMS customer is lapsed, they can repurchase or come back on plan.

- Review the transition policy for existing RMS customers who want to transition to Retail Realm Essentials:
https://mbs.microsoft.com/Files/partner/All_Products/PriceOrder/PricingNews/MicrosoftDynamicsRMSTransitionPolicy.pdf

- You will find the Enhancement Plan here:
<https://mbs.microsoft.com/partnersource/northamerica/partner-essentials/customer-service-plans>

Are there support offerings available direct from Microsoft?

No. The Advantage Plan and AdvantagePlus Plan are no longer available for Retail Realm Essentials customers. After a transition, the transition rules will be applied per the license transition policy. All support questions should be directed to Retail Realm.

Who will be supporting Retail Realm Essentials?

The Retail Realm Support Team will be offering 24 hour, 5 days a week support. Support will be available direct to partners only. Customers will need to go through their partner for support.

Will customers still have access to training and e-learning on Retail Realm Essentials?

- Training is currently available globally through Retail Realm. For more information and current schedule, visit <http://www.rrdisti.com/events/training-sessions>
- Customers will continue to get benefits with Enhancement Plan. For more details, see: <http://www.microsoft.com/dynamics/customer/en-us/service-plans.aspx>

Training and Certification

Do current RMS partners need additional certification to be able to sell Retail Realm Essentials?

Yes. Partners need to go through a 5-day training course offered by Retail Realm and pass a certification exam which will be given immediately at the end of the course. They also need to have an active reseller registration agreement with Retail Realm.

When will training and certification be available?

Training is currently available through Retail Realm. For more information, visit <http://www.rrdisti.com/events/training-sessions>

Distribution

Will Retail Realm be the sole distributor for Retail Realm Essentials?

Retail Realm Essentials is a unique offering by Retail Realm. Retail Realm have added their own functionality to this solution, and will be distributing through their own reseller channel. Retail Realm is currently the only distribution partner for this type of licensing of the Retail Essentials module of Microsoft Dynamics AX. This is a non-exclusive arrangement for the *Retail Essentials* module within Microsoft Dynamics AX 2012 R3, however, and may be extended to other partners in the future.

Where will Retail Realm Essentials be available?

Microsoft Dynamics AX is localized for 36 countries and Retail Realm will make Retail Realm Essentials available in the same geographies.

Roadmap

How does Retail Realm Essentials fit into the overall roadmap for Microsoft?

Microsoft is committed to the retail space and to SMB customers. Microsoft Dynamics Retail Essentials is a direct outcome of resource and development investments to support SMB customers who are building their businesses on the Microsoft Dynamics solution and are using RMS today. Furthermore, the

partnership with Retail Realm and the release of Retail Realm Essentials is a result of customer and market demand.

The first version of Retail Realm Essentials was released in 2015 and Retail Realm plans to continue to enhance the solution. This includes both product enhancements as well as enhancements as a part of subsequent cumulative updates.

Additionally, the solution can scale up and become full Microsoft Dynamics AX as organizational requirements become more sophisticated or needs change.

Will there be cloud based offering in the future?

Read the Microsoft Dynamics AX Statement of Direction on PartnerSource for more information on product strategy and direction: <https://mbs.microsoft.com/partnersource/northamerica/sales-marketing/product-strategy-direction/StatementofDirection>

Will there be an option to be part of a Retail Realm beta program?

Early adopter program is only available to select partners who have completed training and passed the certification exam. Please contact Retail Realm directly for further information. Retail Realm Essentials training schedule can be viewed here: <http://www.rrdisti.com/events/training-sessions>

When is Retail Realm’s next conference?

The 5th Annual Retail Realm Technology Conference will be at the Four Seasons Resort, Las Vegas on April 25 – 27, 2015. Find more information and register here: <http://www.rrdisti.com/events/upcoming-events>

Get the latest news and updates about Retail Realm Essentials and hear directly from Microsoft personnel. Break-out sessions coupled with demos in the Exhibit hall will introduce you to a plethora of add-ons and enhancements from third-party developers (including Retail Realm) which will improve upon and expand the performance capabilities and functionality of the out-of-the-box Microsoft Dynamics products on the AX for Retail, RMS, and Retail Realm Essentials platforms.

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