

# Transitioning from Dynamics SL to Dynamics 365 Business Central Frequently Asked Questions

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This document will help answer the most common questions that partners and customers have about moving from Dynamics SL to Dynamics 365 Business Central. For more information, visit <https://aka.ms/BCmigrations>.

## Transitioning to Dynamics 365 Business Central

### **Q. Are current Dynamics SL customers required to move to Dynamics 365 Business Central?**

**A.** While Dynamics SL customers are not required to move to Dynamics 365 Business Central, there has never been a better time to take advantage of Business Central's cloud-powered functionality like built-in AI, deep integration with Office 365, and native integration with Power Platform, to easily create customer line-of-business apps. Microsoft will continue to offer extended support for Microsoft SL through January 11, 2028, but the only path to the cloud is through Business Central. See more [here](#).

### **Q. What benefit do Dynamics SL customers get when they transition to Business Central?**

**A.** By moving to Dynamics 365 Business Central, customers will get all the benefits of a true cloud solution available in 130+ countries. These benefits include easy, secure from any device, seamless upgrades, built-in integration with Outlook and Teams, and reduced hardware costs.

Business Central now also brings the power of AI to small and medium-sized businesses with features that help you work smarter, adapt faster, and perform better. Built-in AI features help you accelerate automation of repetitive tasks, improve customer service, anticipate business challenges, and enhance decision making.

Moving to Business Central also provides integration with Power Platform, meaning businesses can easily develop custom line of business applications that seamlessly integrate with Business Central data.

### **Q. Will Dynamics 365 Business Central be more expensive than Dynamics SL?**

**A.** Because Business Central is a cloud subscription, customers can eliminate hardware, maintenance, upgrade, and replacement costs associated with running on-premises Dynamics SL systems. This means that the total cost of ownership (TCO) of Business Central, in most cases, will be lower than the TCO of Dynamics SL. You can use the [Business Central TCO Model](#) to determine your expected TCO.

These savings will be more significant in the first three years of the cloud transition if the customer can take advantage of the [Bridge to Cloud 2 offer](#). Bridge to Cloud 2 provides a **40% discount during a 3-year term** when migrating to most Dynamics 365 online products licensed through an eligible partner-led NCE subscription.

**Q. Can I migrate directly to Dynamics 365 Business Central from Dynamics SL?**

A. If you are currently on an older version of Dynamics SL, you must first upgrade to Dynamics SL 2018. Then, there will be a staged process that may include converting code and reconfiguring reports and customizations to Business Central. The alternate option is to do a full net new implementation of Dynamics 365 Business Central, import data from your Dynamics SL, and make the necessary reporting and customization changes directly to the new cloud system.

To assist in data migration, if customers are on the Dynamics SL 2015 or newer, they can use the [Dynamics SL Data Migration extension](#) to migrate Master data from Dynamics SL to Dynamics 365 Business Central.

Note: For customers looking for project management-specific capabilities for the Dynamics 365 Business Central deployment, there are many ISV offerings available on [AppSource](#).

**Q. What incentives does Microsoft offer to help Dynamics SL customers move to Dynamics 365 Business Central?**

A. Dynamics SL customers are eligible for the [Bridge to Cloud 2](#) offer. With this offer, any eligible Dynamics on-premises commercial customers can receive a **40% discount during a 3-year term** when migrating to most Dynamics 365 online products licensed through an eligible partner-led NCE subscription. For partners, this is not only an opportunity to accelerate the migration journey and increase revenue, but also an opportunity to differentiate your business from the competition and gain cloud attribution revenue toward Solution Designation incentives.

Microsoft is also offering free partner-led migration assessments through the **AIM to the future with Microsoft** program. These assessment engagements are funded through the [pre-sales funding program](#), and were formerly known as the Standard Migration Assessment and Advanced Migration Assessment offerings. For more information, visit the [Partner Hub migration page](#).

**Q. What transition materials are available to facilitate the move from Dynamics SL to Dynamics 365 Business Central?**

A. If you are currently on an older version of Dynamics SL, you must first upgrade to Dynamics SL 2018. You can find information on migrating to Dynamics 365 Business Central [here](#).

To assist in data migration, if customers are on the Dynamics SL 2015 or newer, they can use the [Dynamics SL Data Migration extension](#) to migrate Master data from Dynamics SL to Dynamics 365 Business Central.

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

A. Visit the [Partner Hub migration page](#) to access all to-customer migration assets available to partners.

**Q. How can customers try out Dynamics 365 to see if it is a good fit for their business needs?**

A. You can access a Business Central trial at <https://learn.microsoft.com/en-us/dynamics365/business-central/trial-signup>.

## Dynamics 365 Business Central licensing

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

A. Business Central is licensed on a per user or per device subscription model. See the [Dynamics 365 licensing guide](#) for more information.

**Q. Do Dynamics SL customers who have an Enhancement Plan for accessing new version rights, hot fixes, services packs, and regulatory releases get a credit if they decide to migrate to Dynamics 365 Business Central before the end of their agreement?**

A. No. Customers do not get a credit for any “unused portion” of an EP. Please refer to the [Dynamics 365 licensing guide](#) for more information.

## Dynamics 365 Business Central roadmap and capabilities

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

A. For a list of country, language, and localization availability where Dynamics 365 Business Central is available, see <https://aka.ms/BCcountries>.

**Q. What’s new and what’s planned for Dynamics 365 Business Central?**

A. You can find the latest release plans at <https://aka.ms/BCreleaseplan>.

**Q. Can customers customize Dynamics 365 Business Central?**

A. Yes, customers can customize Dynamics 365 Business Central with the extensions model. Customers can’t change standard code and they need to use the event-based model. Extensions can be developed and deployed per tenant. It is not mandatory for customers to deploy their extensions to AppSource. For more information, please visit read the [Developer and IT-Pro Help for Dynamics 365 Business Central](#) document.

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

A. 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.

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

A. 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).

**Q. Where can I learn more about security, privacy, and compliance for Business Central:**

**A.** Find the relevant articles here:

- Security and Privacy documentation: [aka.ms/BCSecurity](https://aka.ms/BCSecurity)
- Security in Business Central: [aka.ms/BCSecurity](https://aka.ms/BCSecurity)
- Databases and backups: [aka.ms/bcbbackups](https://aka.ms/bcbbackups)
- Compliance overview: [aka.ms/BCCompliance](https://aka.ms/BCCompliance)
- Application compliance: [aka.ms/BCAppCompliance](https://aka.ms/BCAppCompliance)

**Q. Is Dynamics 365 Business Central GDPR compliant?**

**A.** 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](https://www.microsoft.com/service-trust) or read the [GDPR FAQ](#).

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

**A.** The Windows client ceased to be available with the 2019 wave 2 release of Business Central in October 2019. Now, the Modern client is used for both online and on-premises versions of Business Central.

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

**A.** No, customers will need to contact a Microsoft partner in the CSP program to buy Dynamics 365 Business Central, many of which can be found on [AppSource](https://appsource.microsoft.com).

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

**A.** 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.

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

**A.** For general questions about Dynamics 365 Business Central, please refer to the [Business Central documentation](#).

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

A. 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

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

A. 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](#).

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

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

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