



Changes coming to Dynamics NAV

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Frequently asked questions

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Announcements about Dynamics NAV

1. What is being announced about Dynamics NAV?

Dynamics NAV has been rebranded as Dynamics 365 Business Central on-premises. Microsoft will stop selling Dynamics NAV to new customers on April 1, 2019. Dynamics NAV 2018 will be the last version under the NAV brand name. However, existing Dynamics NAV customers will still be able to purchase new licenses for their solution as needed. Microsoft will continue to offer support for Dynamics NAV through January 2028, but will no longer release upgrades for Dynamics NAV 2018 and earlier NAV versions as of April 1, 2019.

Dynamics 365 Business Central on-premises has been available to new customers since October 1, 2018. Dynamics 365 Business Central on-premises has the same application features and functions as the Dynamics 365 Business Central cloud version. The main difference is the platform on which it is hosted and the [licensing models](#).

2. What does this mean for Dynamics NAV customers?

Dynamics 365 Business Central on-premises and Dynamics NAV run the same application code base. Therefore, for existing customers, this will be a similar process to upgrading their Dynamics NAV instance, though they will need to consider variables such as where they are in their BREP, what to do with their customizations, and pricing and licensing differences.

There are 3 options for current Dynamics NAV customers:

- **Migrate to Dynamics 365 Business Central cloud:** By migrating to Dynamics 365 Business Central in the cloud, customers will get all the benefits of a true cloud solution, like 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.

- **Upgrade to Dynamics 365 Business central on-premises and try Intelligent Cloud Insights:** Upgrading to Dynamics 365 Business Central on-premises keeps customers current while allowing them the option of getting some limited benefits of cloud through [Intelligent Cloud Insights](#). Dynamics 365 Business Central on-premises is built for on-premises deployment. It can also be hosted on a client server or Azure, but it can't offer the same seamless experience as a fully managed cloud-based solution.
- **Renew BREP (Business Ready Enhancement Plan) without migrating or upgrading:** Customers can stay on their current system by renewing their BREP.

Transitioning to Dynamics 365 Business Central

3. What migration tools are available to help customers migrate from Dynamics NAV on-premises to Dynamics 365 Business Central?

Making the switch to Dynamics 365 Business Central on-premises is very similar to any other Dynamics NAV upgrade. Now, instead of upgrading to a newer version of Dynamics NAV, customers will transition to Dynamics 365 Business Central.

RapidStart Services is available for data import/export from Dynamics NAV to Dynamics 365 Business Central on-premises or cloud.

4. Will current Dynamics NAV customers be required to migrate to Dynamics 365 Business Central?

Customers are not required to migrate to Dynamics 365 Business Central. However, to stay current and get the latest functionality, we suggest that they upgrade to Dynamics 365 Business Central.

5. Can customers migrate their customizations and integrations to Dynamics 365 Business Central?

Yes, customers can migrate their customizations and integrations by upgrading to Dynamics 365 Business Central on-premises and then converting their customizations to extensions.

6. Will customers have to pay for cloud hosting?

If customers opt to use Dynamics 365 Business Central in the cloud, they will not have to pay separately for cloud hosting, as everything is included in one fee—including software, cloud hosting, and management services.

However, if customers host Dynamics 365 Business Central on-premises in their cloud or on Azure, they will have to pay for the software as well as the cloud hosting service.

7. Will it be possible to migrate from Dynamics 365 Business Central (cloud version) to Dynamics 365 Business Central (on-premises)?

No. There is no migration path from Dynamics 365 Business Central in the cloud to Dynamics 365 Business Central on-premises.

8. 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.

9. How often will content be updated in Dynamics 365 Business Central in the cloud and on-premises?

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

10. What is Intelligent Cloud Insights and how can customers get access to it?

Intelligent Cloud Insights is a feature within Dynamics 365 Business Central that allows customers to replicate their existing on-premises data to Dynamics 365 Business Central Hub in the cloud and then use that hub as the data point to execute the powerful cloud solutions such as Machine Learning, Flow, Power BI, and others as they become available. This can be the starting point to utilize the cloud in a seamless way, thus providing options on the journey and see it in action. With anytime, anywhere access using a web browser, tablet, or even a mobile app, all users can take advantage of seeing their data in the cloud.

11. Can customers still use C/AL or only Extensions with Dynamics 365 on-premises?

There will be no change for the current development model with Dynamics 365 on-premises. Customers can still work with C/AL. Extensions are required for the cloud version.

12. Is Dynamics 365 Business Central GDPR compliant?

Yes, the continuous updates to Dynamics 365 Business Central (in the cloud) help ensure that customers are fully GDPR compliant. 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](#).

13. Why should customers trust that the Microsoft is cloud secure?

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 – Stored and managed with applicable laws, regulators, and standards
- Transparency – Visibility into how your data is handled and used

14. 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. You can learn more about Microsoft security [here](#).

15. What's Dynamics 365 Business Central online SLA?

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

Why Dynamics 365 Business Central

Your Dynamics on-premises solution helped you run and grow your business. But in this time of digital transformation, a modern, cloud-based solution can help take your business to new heights. Business Central helps companies reduce long-term software costs, decrease dependency on IT, and optimize operations and customer experiences through predictive analytics, AI, and data visualizations. Take the next steps to learn how Business Central can help you:

- ✓ **Stay current on the latest Microsoft cloud-powered technology** without the hassle and expense of upgrades, backups, and patches.
- ✓ **Reduce total cost of ownership and improve cashflow** by transitioning to a predictable monthly operating expense. A modern user interface based on the Office tools you already know means less training time and faster return on investment.
- ✓ **Make better business decisions with advanced analytics.** Access, model, and analyze data across multiple dimensions. Seamlessly sync data with Microsoft Power BI to create compelling dashboards and data visualizations.
- ✓ **Leverage your data to build apps specific to your business processes.** Further extend your Business Central solution using Microsoft Power Platform and the Common Data Service.
- ✓ **Gain peace of mind** knowing your sensitive business data is stored in highly secure, state-of-the-art data centers owned and managed by Microsoft and a 99.9% uptime service-level agreement (SLA).
- ✓ **Improve remote access and empower employees wherever they need to work** with powerful, secure desktop capabilities across Windows, iOS, and Android platforms.
- ✓ **Simplify common tasks with native Microsoft 365 integration.** Set up customers or vendors, create quotes, process orders, and submit invoices without leaving your inbox. Easily export data in Excel and create outgoing documents directly in Word.
- ✓ **Utilize the power of AI for predictive inventory, sales forecasting, cash flow forecasting, and overdue payment predictors.** Combine big data, predictive analytics, and Internet of Things (IoT) to transform all information sources into more actionable intelligence.
- ✓ **Configure your systems with ease and connect third-party apps to Business Central** using business add-ons from AppSource. Or work with your Business Central partner to build extensions for your specific needs.
- ✓ **Be ready for what's next.** Easily add and integrate other Dynamics 365 applications as your business needs change and integrate with other third-party apps.