



Insights Now Available Directly from InsideView

Customer FAQ

January 16, 2019

What's happening?

Microsoft is no longer including free licenses of Insights, powered by InsideView in Dynamics 365 subscriptions starting January 16, 2019. However, you can purchase Insights directly from InsideView and we are offering special incentives to purchase by March 31, 2019 to make this transition easier for you.

If you purchased Dynamics 365 prior to January 16, 2019, you can continue using it free of charge until August 15, 2019, after which you will need to license directly with InsideView to continue service.

Decide now and you can lock in your best pricing while continuing to use it free until August.

InsideView Insights looks and acts just like the Insights you're familiar with and it comes with InsideView's stellar customer support. And there's no need for existing Insights customers to download or install a new package. Simply contact insights@insideview.com to switch to a direct license.

InsideView remains a Gold Microsoft ISV partner and will continue to develop innovative solutions for our Microsoft customers.

Who is affected?

There are three groups of Microsoft customers affected:

- 1. Customers in the US and Canada who buy a Dynamics 365 online subscription on or after January 16, 2019:** Your Dynamics license will not include Insights, powered by InsideView. You must purchase it directly from InsideView.
- 2. Customers in the US and Canada who purchased a Dynamics 365 online subscription prior to January 16, 2019:** You can still [download](#), install, and use Insights free of charge until August 15, 2019, after which you'll need to license directly with InsideView to continue your service. We have special incentives to sign up by March 31, 2019, while you continue to enjoy it free until August.
- 3. Dynamics 365 online customers outside the US and Canada who were granted a free license of Insights by Microsoft, as an exception:** You can continue to use Insights free until August 15, 2019.

This change does not affect Dynamics on-premises customers or other online customers outside the US and Canada, who already license Insights directly from InsideView.



When is this change happening?

January 16, 2019	Microsoft will no longer include Insights in new Dynamics 365 online subscriptions in the US and Canada. (Customers who purchased before January 16, will continue to have free access until August 15, 2019.)
March 31, 2019	Last day to license Insights directly from InsideView and get early bird pricing.
August 15, 2019	Free access to Insights ends for all Dynamics 365 customers who will need to purchase directly from InsideView to continue service.

We purchased Dynamics 365 on or after January 16, 2019. How can we get InsideView Insights?

New Dynamics 365 customers (those who purchased Dynamics on or after January 16, 2019) can get InsideView Insights from [AppSource](#) starting January 16, 2019.

You will be provisioned with a 30-day free trial and will need to buy a license from InsideView during the 30 days to continue your access. Contact insights@insideview.com to do so.

What is InsideView Insights pricing?

InsideView Insights pricing is tiered based on your volume of Dynamics seats. If you have up to 10 Dynamics 365 seats, you can [purchase now](#) for a discounted price of \$399/month. After March 31, 2019, the price will be \$499/month. For larger Dynamics 365 environments, [contact us](#) for a custom quote.

What happens if I bought Dynamics 365 prior to January 16, 2019, but didn't install Insights?

If you purchased an online subscription to Dynamics 365 in the US and Canada prior to January, 16, 2019, you are still eligible for free access to Insights until August 15, 2019. You can download it from [AppSource](#) and Microsoft will pay for your license until August 15, 2019, after which you will need to contract directly with InsideView to continue your service.

As a current Insights customer, do I need to install a new package when I contract with InsideView?

No, we will simply flip a switch on the backend. Your user experience, data, watchlists, and customizations will remain unchanged.

How does InsideView Insights compare to LinkedIn Sales Navigator and why should I consider using both?

Insights complements Sales Navigator to give you a more complete view of your prospects. It helps you do:

- **Deeper account research and has broader account coverage**
- Find and research executives who are not on LinkedIn



- Access a broader connections network that includes LinkedIn, email contacts, alumni, work colleagues, and other social networks all in one place
- Find direct email addresses
- **Add company and contact data to Dynamics 365**
- **Update your CRM accounts and contacts for higher data quality**
- **Keeps users in CRM to boost usage**
- **Minimizes extra training - fully integrated into Dynamics with an intuitive user experience**

Check out this [datasheet](#) for more detail or attend our webinar, "[Insights and LinkedIn Demystified](#)."

One last point, you can do all your account research with InsideView Insights and it's less expensive to add Insights to a Dynamics 365 Enterprise subscription than to upgrade to Relationship Sales.

Is Insights going away?

Microsoft will retire the bundled version of Insights on August 15, 2019, but you can replace it with InsideView Insights. InsideView Insights looks and acts like the Insights you're familiar with and comes with InsideView's excellent customer support. When you switch to a direct license, you will not notice any change and all your data, watchlists, and previous preferences will remain the same.

If you have not licensed directly from InsideView by August 15, you will see a white box that says to contact InsideView to continue using InsideView services.

How are customers outside the US and Canada affected?

This change only affects a handful of customers outside the US and Canada who had free access to Insights prior to January 16, 2019. If this is you, your scenario will be just as any existing Insights customer in the US and Canada, having free access to Insights until August 15, 2019. All others currently contract directly with InsideView and will continue to do so.

Who can I contact if I have more questions?

Please contact insights@insideview.com.