

# MICROSOFT DYNAMICS CRM ONLINE VS. ON-PREMISES

## Feature Comparison Matrix

FEATURE	D365 ONLINE	D365 ON-PREMISES
Exchange Synchronization for sending email	Outlook App with Server Synchronization	Outlook App, Server Synchronization (using Exchange on premise)
SSRS reporting	Existing SQL reports will have to be rewritten to use FetchXML, or T-SQL from a replicated reporting server in Azure.	FetchXML or T-SQL
Power BI reporting	Yes	Yes, with a gateway
Upgrade/Update process	Office 365 admin approves the upgrade before it is installed, update rollups applied automatically. Cannot avoid upgrades.	Upgrades and update rollups installed by your administrator
Direct server access	No – must use API	Yes
Storage	Limited to the amount of storage purchased. Attachments can be transferred to SP.	Limited to the amount of storage available on your server.
Release cycle	D365 customers can migrate On Premises at any time. SQL database provided to client at scheduled time that can be imported to an On Premises deployment.	Fall release released to both D365 and On Premises, includes the functionality released in the Spring release.

FEATURE	D365 ONLINE	D365 ON-PREMISES
Migrating	D365 customers can migrate On Premises at any time. SQL database provided to client at scheduled time that can be imported to an On Premises deployment.	D365 On Premises customers can migrate to D365 and customization for entities can be imported; however, on premises database cannot be moved to Online data center, so a data migration is required.
Sandbox environments	No additional charge for non-production environments as part of your subscription (to be used for dev/test/UAT). The number of organizations received depends on the number of users.	Non-production environments can be installed, but additional cost for SQL and Windows Server licenses.
Access issues	Is accessible from anywhere. You can also lock down access to selected IP addresses.	Use AD FS or VPN – complicated and expensive to set up.
IT resources	IT support not required	Some level of IT support is needed.
3rd party	Installation using Microsoft Store is a single click.	Manual installation.
Backup and restore	Managed by Microsoft. Three days of backup OOTB and restore on demand.	Requires IT staff to implement DR software and plan.
Scaling	Automatic	Depends on how many servers you own.