

# Microsoft Software Assurance Benefits Overview

Access valuable resources at each stage of the software lifecycle

[www.microsoft.com/licensing/sa](http://www.microsoft.com/licensing/sa)

## Plan

### NEW VERSION RIGHTS

Rights to new software version releases help you lower the costs associated with software acquisition while simplifying procurement and forecasting. This helps protect your organization's investment while providing upgrades to the latest software available.

### STEP-UP LICENSE AVAILABILITY

Migrate your software from a lower-level software edition to a higher-level edition of certain products. Available at any time during the term of your Software Assurance coverage.

### SPREAD PAYMENTS

Take advantage of greater flexibility in managing technology expenditures with the option to make annual payments instead of one up-front payment. Helps reduce initial costs and forecast annual software budget requirements up to three years in advance.

## Deploy

### PACKAGED SERVICES

Plan and prepare for an efficient and successful deployment by taking advantage of comprehensive services delivered through pre-qualified deployment partners.

#### Desktop Deployment Planning Services

Helps lower the cost and complexity of deploying the latest Microsoft® Office and Windows® desktop software.

#### SharePoint® Deployment Planning Services

Access customized consulting to help lower the cost and complexity of deploying Microsoft Office SharePoint Server.

#### Exchange Deployment Planning Services

Provides product information, guidance, best practices and hands-on deployment training for a Microsoft Exchange implementation.

#### Business Value Planning Services

Helps customers realize a greater return on an Office system technology investment by identifying and designing improvements to business processes.

## Use

### WINDOWS VISTA® ENTERPRISE

Supports lower IT costs and improved IT efficiency. The Windows Vista Enterprise operating system is optimized for mid-size and large

organizations, with exclusive features that include data protection to help safeguard lost or stolen PCs, tools for application compatibility and virtualization, and the ability to deploy a single image with different interface languages for users around the world.

### MICROSOFT DESKTOP OPTIMIZATION PACK (MDOP)

Helps reduce the total cost of ownership (TCO) of your Windows desktop by accelerating operating system and application management and enhancing IT responsiveness and user uptime. Available exclusively to Software Assurance customers, the MDOP is an add-on subscription license that uses innovative technologies to help better control the desktop, accelerate and simplify desktop deployments and management, and create a dynamic infrastructure by turning software into centrally-managed services.

### TRAINING VOUCHERS

Receive vouchers for technical training on select courses from Microsoft Certified Partners for Learning Solutions, the authorized worldwide training channel for Microsoft technology products and services. Training vouchers provide your IT staff with direct access to in-depth, instructor-led training using Official Microsoft Courseware from the Microsoft technology experts.

### E-LEARNING

Provide your employees with access to flexible and convenient self-paced learning developed by Microsoft technology experts. Available 24 hours a day, seven days a week, Official Microsoft E-Learning delivers a rich and interactive learning experience featuring audio, games, learning assessments, and hands-on exercises.

### HOME USE PROGRAM

Supports increased employee productivity and helps maximize the value of Microsoft Office by enabling employees to work from home. Eligible software includes the most widely-used Microsoft Office desktop programs.

### MICROSOFT OFFICE MULTI-LANGUAGE PACK (MLP)

Enables IT to deploy a single Office 2007 image with support for 37 languages, while also supporting individuals who create or edit content in multiple languages.

### EMPLOYEE PURCHASE PROGRAM

Give employees discounts on the retail pricing of some of Microsoft's most popular productivity and consumer products. Using the same software at home and at work provides employees with flexibility, while great consumer products offer fun and excitement.

### ENTERPRISE SOURCE LICENSING PROGRAM

Access Microsoft Windows source code for internal development and support. Eligible customers with 1,500 or more licensed desktops can make adjustments and improvements to systems and related applications, implement improved debugging to help maintain security, and help protect against viruses and other computer hazards.

## Maintain

### 24X7 PROBLEM RESOLUTION SUPPORT

Receive business-critical support with 24x7 Problem Resolution phone support and unlimited Web support during business hours for Standard and Enterprise edition servers. 24x7 allows you to select the right level of support. Customers with Premier contracts can apply support incidents earned through Software Assurance towards Premier support for higher service levels.

### COLD BACKUPS FOR DISASTER RECOVERY

Be prepared with complimentary "cold" backup server licenses for disaster recovery. To qualify for this Software Assurance benefit, you must have a Microsoft server license and all corresponding Client Access Licenses (CALs)—if required by the software—enrolled in active Software Assurance.

### TECHNET BENEFITS THROUGH SOFTWARE ASSURANCE

Give IT staff easy access to experts and technical information to help improve service levels, control costs, solve mission-critical and day-to-day problems, and keep skills sharp.

## Transition

### EXTENDED HOTFIX SUPPORT

Enter into Extended Hotfix Support Agreements (EHSA) as hotfix issues arise. Annual fees associated with EHSA are included in the Software Assurance agreement—helping to increase peace of mind and reduce support cost. To qualify for this benefit you must have a Premier or Essential Support Agreement.

### WINDOWS FUNDAMENTALS FOR LEGACY PCS

Get the security and manageability of the Windows XP SP2 operating system and experience a smooth migration path to the latest hardware and the Windows Vista operating system.

# Software Assurance benefits for Enterprise organizations

BENEFIT	SELECT LICENSE SAM, ENTERPRISE AGREEMENT / SUBSCRIPTION
New Version Rights	Every License covered under Software Assurance may be upgraded to the newest version.
Step-Up License Availability	In order to acquire a Step-Up license, customers must have retained a license for the qualifying product. For more details, refer to the Microsoft Product List at <a href="http://www.microsoft.com/licensing/userights/">www.microsoft.com/licensing/userights/</a> .
Spread Payments	Payments for License and Software Assurance can be spread into equal annual payments.
Packaged Services <ul style="list-style-type: none"> <li>• Desktop Deployment Planning Services</li> <li>• SharePoint Deployment Planning Services</li> <li>• Exchange Deployment Planning Services</li> <li>• Business Value Planning Services</li> </ul>	Qualified customers receive a number of Packaged Services days based on the number of qualifying Office Application licenses, and the number of Core CAL suites and Enterprise CAL suites for which Software Assurance is acquired. <sup>1</sup> Refer to the Microsoft Product List at <a href="http://www.microsoft.com/licensing/userights/">www.microsoft.com/licensing/userights/</a> for details.
Windows Vista® Enterprise	For every Windows Client License covered under Software Assurance, you are entitled to 1 Windows Vista Enterprise Upgrade License.
Microsoft Desktop Optimization Pack (MDOP) for Software Assurance	Available as an add-on subscription license for those with Software Assurance coverage on Windows. Refer to <a href="http://www.windowsvista.com/optimizeddesktop/">www.windowsvista.com/optimizeddesktop/</a> for more information.
Training Vouchers	The number of eligible training days is based on the number of licenses. The ratio of days to licenses varies between Office Application products and Windows Client products. Refer to the Microsoft Product List for more information: <a href="http://www.microsoft.com/licensing/userights/">www.microsoft.com/licensing/userights/</a> .
E-Learning	The number of users who can access courses is based on the number of licensed copies of qualifying products enrolled in Software Assurance. Qualifications vary by product pool (Applications, Systems, Servers). Refer to the Microsoft Product List at <a href="http://www.microsoft.com/licensing/userights/">www.microsoft.com/licensing/userights/</a> .
Home Use Program	For each Office Application License covered with Software Assurance, a user of the licensed device is entitled to 1 copy of that product for use at home.
Microsoft Office Multi-Language Pack (MLP)	All Software Assurance customers with qualifying licenses in the Application Pool have access to MLP.
Employee Purchase Program	Discounts off estimated retail pricing on some of Microsoft's most popular productivity and entertainment products.
Enterprise Source Licensing Program	1,500 desktop minimum.
24x7 Problem Resolution Support	<b>Client:</b> For every U.S.\$200K of Software Assurance spend for Microsoft Office Applications and Windows Client, you are entitled to 1 phone incident. <sup>2</sup> <b>Server:</b> For every U.S.\$20K Software Assurance spend for servers and CALs, you are entitled to 1 phone incident. Additionally, a complimentary phone incident is awarded to customers who have at least 1 Server License covered with Software Assurance. Unlimited Web support is included for all servers covered with SA. <sup>3</sup> Premier customers will be able to transfer their SA incident into their Premier contracts. <sup>4</sup>
Cold Backups for Disaster Recovery	For each Server License covered with Software Assurance, you are entitled to run 1 instance of the software on a "cold" server for disaster recovery purposes.
TechNet Benefits through Software Assurance	Number of IDs available is dependent upon type and level of agreement and product pools purchased. For more details please go to <a href="http://www.microsoft.com/licensing/userights/">www.microsoft.com/licensing/userights/</a> .
Extended Hotfix Support <sup>2</sup>	<b>Client:</b> 90-day enrollment not required. Annual contract fees for Windows Client and Office Professional are included. <b>Server:</b> 90-day enrollment not required. Annual contract fees for Exchange Server, MOM, SMS, SQL Server, and Windows Server are included as part of SA.
Windows Fundamentals for Legacy PCs	For each Windows Client License covered under SA, you are entitled to install 1 copy as the Windows Client License.

## Software Assurance for Enterprise Organizations

### OVERVIEW:

Microsoft Software Assurance can help enterprise organizations with 250 or more PCs boost productivity, empower workers, and secure the infrastructure by combining the latest software with training, around-the-clock phone support, consulting services, and the latest IT tools and resources.

### PROFILE:

Enterprise organizations have complex IT scenarios, and can take advantage of the additional Software Assurance benefits available exclusively to customers with Select License SAM, Select Plus SAM, and Enterprise Agreement/ Subscription licensing programs. These benefits include:

- Windows Vista Enterprise
- Microsoft Desktop Optimization Pack
- Enterprise Source Licensing Program
- Windows Fundamentals for Legacy PCs

<sup>1</sup> Can convert unused training days to increase the level of service. Please refer to the Microsoft Product List to see eligible conversion options at [www.microsoft.com/licensing/userights/](http://www.microsoft.com/licensing/userights/). <sup>2</sup> A Premier or Essential Support Agreement is a prerequisite for eligibility. <sup>3</sup> Web support is for medium severity (Severity C) cases only. Phone callback will be decremented against the customer's Software Assurance or other support agreement. After hours support is for critical incidents (Severity A) only. Default language after business hours will be English. Translation services can be used where available. <sup>4</sup> Software Assurance phone incidents are eligible to be exchanged for Premier incidents on a 1:1 basis. The transfer of incidents to Premier Problem Resolution hours is allowed. The conversion ratio will depend on local Premier list prices and can vary by country. \* The indicated currency is U.S. dollars only. Cost varies based on currency.

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