

Software Assurance Support Benefits

Keep your organization up and running

www.microsoft.com/licensing/sa

When a business-critical incident occurs, or your IT Professionals need a reliable resource, your team is covered. 24x7 phone support for all products, Web support during business hours, and access to TechNet Subscription and Cold Backups are services you can count on.



24x7 Problem Resolution Support

24x7 Problem Resolution Support is a benefit of Microsoft® Software Assurance for Volume Licensing designed to help your IT staff reduce downtime for problem resolution. It provides phone support 24 hours a day, seven days a week. The direct connection to Microsoft any time a support need arises for any product can help you lower support costs and free up IT resources to deploy additional products.

24x7 Problem Resolution Support offers:

- **Support 24 hours a day, seven days a week.** Around-the-clock phone support for business-critical issues. The number of phone incidents available depends on your Software Assurance investment.
- **Extended product support coverage.** Phone support for all Microsoft server, Microsoft Windows® operating system, and Microsoft Office system products and editions, even if the specific license requiring support does not have Software Assurance coverage.
- **Unlimited online support.** Web support for all Standard and Enterprise edition server products covered by Software Assurance.

Use 24x7 Problem Resolution Support to help your organization:

- Lower downtime and support costs
- Benefit from a direct connection to Microsoft

Additional Value for Premier Support Customers

Realize additional business value from your Software Assurance investment and enable better IT productivity with Microsoft Services Premier Support—our most comprehensive, flexible support service designed to meet your most complex support needs. With the option to convert Software Assurance 24x7 Problem Resolution Support Incidents to Premier Problem Resolution Support hours or incidents, you may experience a heightened level of support that includes faster response and managed incident escalation, enabling increased IT productivity within your organization. Customers receive a personalized support relationship with a designated Technical Account Manager (onsite support available at no extra cost); a comprehensive selection of support resources including preventative planning, infrastructure support, assistance, and workshops; plus services aimed at maximizing the productive use of software, such as code and supportability reviews, health checks, knowledge transfer workshops, and root cause analysis. For information about Premier customer support, visit: www.microsoft.com/services/microsoftservices/srv_prem.aspx.

TechNet Subscription through Software Assurance

Use **TechNet Subscription** to help your organization:

- Utilize featured resources, software updates, and how-to articles
- Access full-version evaluation software

TechNet Subscription through Software Assurance provides IT Professionals with three distinct TechNet Plus benefits: **TechNet Online Concierge Chat**, **Managed Newsgroups**, and **TechNet Plus Direct**.

TechNet Online Concierge Chat provides live, instant-message access to a Microsoft resource that can help you find answers to your IT challenges. Use this resource when you have questions about where to find downloads, patches, or knowledge base articles. As a Software Assurance customer, all of the IT Professionals in your organization have access to this benefit.

TechNet Managed Newsgroups enable IT Professionals to submit technical questions through the TechNet online forums and have guaranteed response and accuracy with the answers provided. A team of Microsoft Support Specialists actively monitor all posts made to these forums and provide 24-hour response to all inquiries. In addition, a team of support experts carefully reviews inquiries made by customers with access to this benefit—giving your IT staff peace of mind that the solution they are provided is accurate.

The **TechNet Plus Direct Subscription through Software Assurance** provides one of your IT Professionals with fast and convenient access to all Microsoft full-version commercial software for evaluation, with no time or feature limits; two complimentary[†] Professional Support incidents—valued at approximately U.S.\$900 each; Beta software (the latest releases available prior to public release); E-Learning; and the TechNet Plus Library—the latest content, tools, security, user documents, and support Knowledge Base—updated regularly. Eligibility varies by licensing program and the number of Software Assurance agreements for Microsoft server products. Through your Volume License agreement, you can also purchase TechNet Plus subscriptions for additional IT Professionals in your organization. Discuss Volume Licensing pricing options with your partner or Microsoft Account Manager.

Use **Cold Backups for Disaster Recovery** to help your organization:

- Protect business information
- Minimize the impact of a systems disaster

Cold Backups for Disaster Recovery

The Cold Backups for Disaster Recovery benefit of Software Assurance helps your organization be prepared when disaster strikes. Have peace of mind knowing that mission-critical IT solutions are protected and preserved in disaster recovery situations. An online backup server enables you to protect your business by responding quickly to a disaster, minimizing the overall impact to your systems and helping you protect business information. Customers with Software Assurance for qualifying server products and related Client Access Licenses (CALs) are eligible for complimentary server licenses for those products for disaster recovery.

To find out more about what Software Assurance can do for you, go to www.microsoft.com/licensing/sa.

Software Assurance benefits support organizational performance across the software lifecycle and its stages.



SOFTWARE STAGE	SOFTWARE ASSURANCE BENEFIT
PLAN	<ul style="list-style-type: none"> • NEW VERSION RIGHTS • SPREAD PAYMENTS
DEPLOY	<ul style="list-style-type: none"> • PACKAGED SERVICES <ul style="list-style-type: none"> – DESKTOP DEPLOYMENT PLANNING SERVICES – SHAREPOINT® DEPLOYMENT PLANNING SERVICES
USE	<ul style="list-style-type: none"> • WINDOWS VISTA ENTERPRISE • MICROSOFT DESKTOP OPTIMIZATION PACK • ENTERPRISE SOURCE LICENSING PROGRAM
	<ul style="list-style-type: none"> • TRAINING VOUCHERS • E-LEARNING • HOME USE PROGRAM • EMPLOYEE PURCHASE PROGRAM
MAINTAIN	<ul style="list-style-type: none"> • 24X7 PROBLEM RESOLUTION SUPPORT • TECHNET SUBSCRIPTION THROUGH SOFTWARE ASSURANCE • COLD BACKUPS FOR DISASTER RECOVERY
TRANSITION	<ul style="list-style-type: none"> • EXTENDED HOTFIX SUPPORT • WINDOWS FUNDAMENTALS FOR LEGACY PCs

[†] Toll charges may apply.

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