



Enterprise Agreement Program Guide



Executive summary

What is this Guide?

This Program Guide provides an in-depth overview of the Enterprise Agreement (EA) and how it works. It is designed to be an on-going resource to customers throughout the life cycle of their EA.

Who is this Guide intended for?

- Customers who are considering buying an EA and are looking for more details about how it works
- Customers who have just bought an EA and are looking for guidance on how to manage their agreement over the lifecycle of the EA
- Customers who have an EA who have specific questions about aspects of the agreement

Please note: This Program Guide will be updated periodically. Please check back frequently to get the latest version.

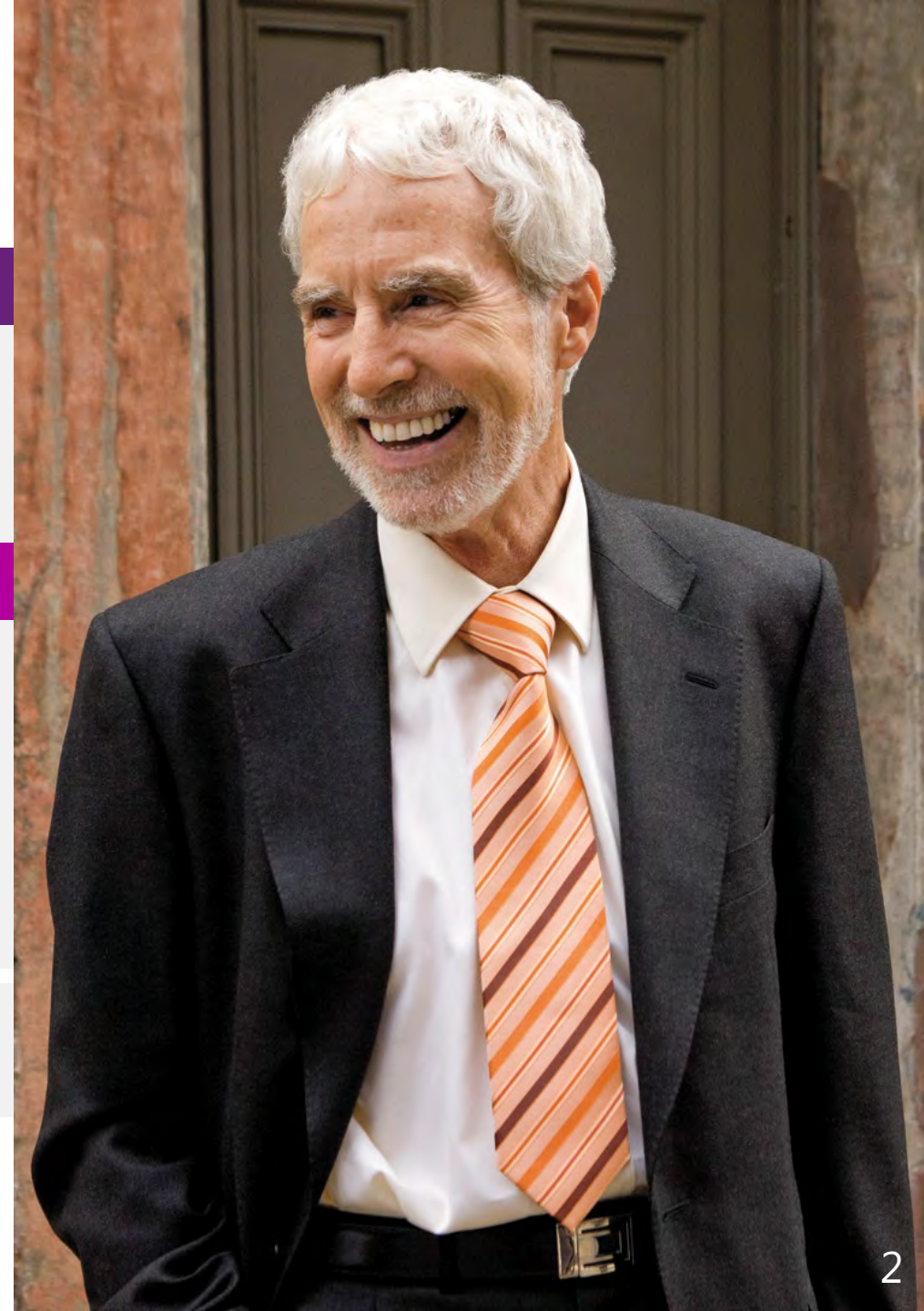




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Enterprise Agreement

The rapid pace of technological change creates both opportunities and challenges for today's organizations. This change is driving organizations around the world to make decisions about whether they will embrace the cloud as a reality today, empower the flexible work styles employees are demanding, or work on a strategy to harness the rapidly growing volume of data that is available to help drive business decisions.

Microsoft understands that technology licensing can help or hinder organizations that need the agility to respond to these technological opportunities. That is why the Microsoft Enterprise Agreement offers the best value to organizations that want a manageable volume licensing program that gives them the flexibility to buy cloud services and software licenses under one agreement in response to the changing technology landscape.

Best value

Maximize your investment in Microsoft technologies with best pricing and benefits.

- Get the best savings by deploying a common IT platform across the organization.
- Get 24x7 technical support, planning services, end-user and technical training, as well as unique technologies with Software Assurance.
- Minimize up-front costs and budget more effectively by locking in pricing and spreading payments over three years.

Flexible

Respond to the changing technological landscape by accessing the latest versions of cloud and on-premises software.

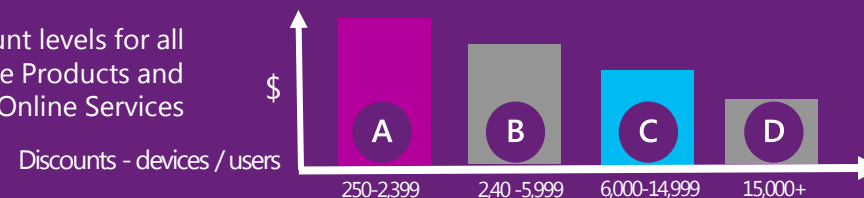
- Meet the unique requirements of your organization based on its size and technology needs.
- Automatically access the latest software and technologies with Software Assurance.
- Choose from Microsoft cloud services, on-premises software, or a mix of both and migrate on your own terms.

Manageable

Streamline license management with a single organization-wide agreement.

- Simplify purchasing with predictable payments via a single agreement for cloud services and/or software.
- Track purchases centrally and manage licenses with online management tools.
- Manage licensing throughout the life of your agreement with the help of a Microsoft Certified Partner or a Microsoft representative.

Discount levels for all Enterprise Products and Enterprise Online Services

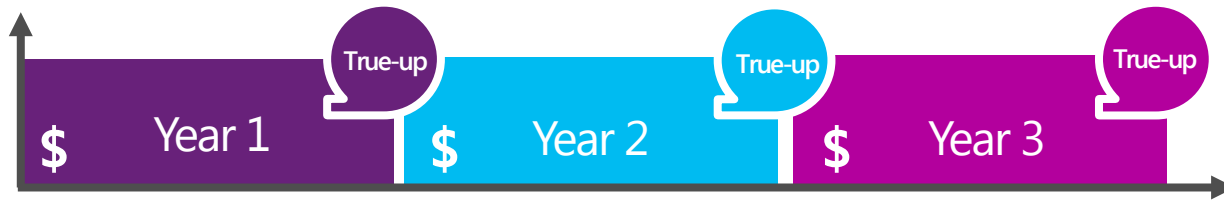


Discounts - devices / users

The EA offers savings ranging from 15% to 45% off Select Plus pricing

Term and structure

The Enterprise Agreement is designed for organizations with at least 250 users and/or devices that want to license software and cloud services for a minimum three-year period.



The EA is a 3-year agreement that allows you to forecast software technology costs up to three years in advance. You can also take advantage of greater flexibility in managing technology expenditures with the option to make three annual payments instead of one up-front payment. This option helps reduce initial costs and helps you forecast annual software budget requirements up to three years in advance.

True-up

The True-up supports business growth by giving you the flexibility to add cloud services, software, users, and devices to the Enterprise Agreement when needed, at pre-agreed terms and pricing, without having to report or order each time. The True-up is an annual inventory of products, services, users, and devices added during the year.

Built-in savings

The program offers savings ranging from 15% to 45% as well as comprehensive Software Assurance benefits for on-premises licenses. You get additional savings and benefits if you buy one or more EA Enrollments.

New product versions

With your EA, you automatically gain access to new software versions of licensed products as soon as they are released, and for no additional cost through your Software Assurance benefits.

Step-up availability

With Step-ups, you can upgrade from a lower- to a higher-level edition at a low cost. Rather than pay full cost for the higher-level software edition, you pay only the pricing difference with Step-ups, and you can still take advantage of enhanced features and technologies with premium editions.

Agreement structure

Microsoft Business & Services Agreement

Enterprise Agreement

Enterprise Enrollment

Server & Cloud Enrollment

Eliminate budget constraints with Microsoft Payment Solutions

[Microsoft Payment Solutions](#) helps you expand your IT purchasing power and improve cash flow with easy, flexible, and affordable payment plans. You can apply Payment Solutions to purchases and match payments to align with your business requirements.

With Microsoft Payment Solutions, you can craft a customized payment plan to meet your needs by selecting from a range of flexible payment options, including:



Monthly, quarterly, or semi-annual spread payments: Avoid a large upfront investment by spreading low, equal, and predictable payments over 12 to 60 months.



Deferred payments: Defer making your first payment for up to 6 months, allowing you to begin deploying and benefitting from your IT investments immediately, and then pay when your budget becomes available.



Ramped payments: Manage cash flow more strategically by matching payments to staged technology deployment—paying less initially and more in the later stages of the roll-out, while ramping down legacy technology at the same time.

With Microsoft Payment Solutions you can:

- Make software purchases through a payment structure that aligns to your budget, cash flow, or deployment schedule.
- Add new products, upgrades, True-ups, or consulting services to an existing agreement outside of normal budget cycles, at any time.
- Take advantage of total solution financing for complete software, services and hardware solutions, including non-Microsoft products.

Enterprise Agreement enrollments

Enrollments are a cost-effective way to license Microsoft solutions to meet organizational objectives and offer additional savings and benefits.

The enrollment agreement structure includes additional built-in discounts and allows for the easy addition of new products, services, and licensing options to better support future licensing and deployment scenarios.

Enterprise Enrollment: Commit to one or more end-user technologies from Microsoft and receive best pricing, cloud-optimized licensing options, and simplified license management.

Server and Cloud Enrollment (SCE): Commit to one or more server and cloud technologies from Microsoft and receive best pricing, cloud-optimized licensing options, and simplified license management.

Subscription Enrollment: For companies that want to subscribe to, rather than buy, Microsoft product licenses.

Enterprise Enrollment

Server & Cloud Enrollment

Subscription Enrollment

The Enterprise Enrollment

The Enterprise Enrollment allows committed customers to standardize broadly on the latest versions of the Windows operating system, Office, and/or Client Access License (CAL) Suite. In return for making an enterprise-wide commitment, you receive a range of benefits, including best pricing and terms, user/device or hybrid licensing options, and simplified license management. Moreover, the Enterprise Enrollment lets you choose whether to deploy on-premises software and/or cloud services across your organization.

You also have the flexibility to maintain a mix of on-premises and online services to suit user needs, and you can move from on-premises licensing to equivalent Online Services, such as the Enterprise Cloud Suite, as business priorities change. Such organization-wide implementations help you reduce device and user management and support costs, and provide additional pricing advantages above the EA's standard volume pricing levels. Get additional savings when you buy an Enterprise Platform and the Enterprise Cloud Suite within the Enterprise Enrollment.

Enterprise Enrollment products and platforms

Enterprise Products include on-premises licenses for Microsoft core PC and device products, namely Windows operating system, premium edition Office suite, and applicable Client Access Licenses in the form of CAL Suites. With the EA, Enterprise Products must be licensed on an organization-wide basis and may be ordered as separate products, or in groups of products known as the Enterprise Platform. As of December 1, 2014, the Enterprise Cloud Suite will be available as an User Subscription License or an Add-on to the Enterprise Platform.

Enterprise Platform
Per device/hybrid

Enterprise Cloud Suite
Per user

Office Professional Plus
Enterprise CAL Suites
Windows Enterprise

Office 365 E3
Enterprise Mobility Suite
Windows Software Assurance per User

Note: All Windows operating system licenses provided under the Enterprise Agreement are upgrade licenses. This means you'll need a base Windows operating system (OS) license on those devices for which you plan to use a Windows upgrade license. You can choose to upgrade to Windows Enterprise operating system.

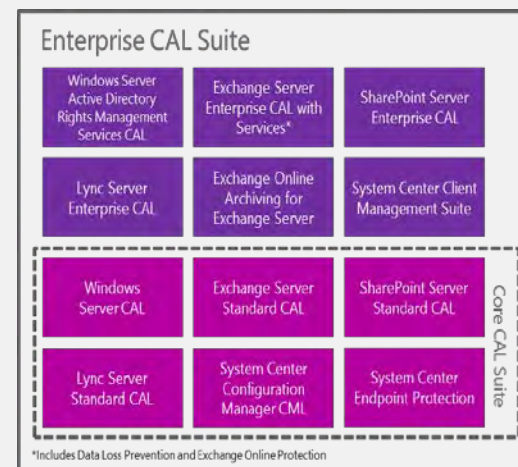
Note: With either Desktop Platform you may add the Microsoft Desktop Optimization Pack (MDOP) to help streamline deployment and device management.

CAL Suites

A Client Access License (CAL) grants access to certain Microsoft server software. CALs are used in conjunction with Microsoft Server software licenses to allow users and devices to access and utilize the services of that server software.

When you license CAL Suites through your EA, you do so on a company-wide basis.

You can acquire the Enterprise CAL Suites upfront or as a "Step-up" from the Core CAL Suite. Also, customers who acquire CAL Suites through an EA have Software Assurance, so you can update your CAL licenses as you update your Server products to help ensure proper licensing alignment.



Enterprise Cloud Suite (ECS)

Enterprise Enrollment

Server & Cloud Enrollment

Subscription Enrollment

In the modern workplace employees are always connected and always moving. They have more devices with more data, and they expect tools to support ubiquitous collaboration. IT needs a solution to help protect data, manage the growing number of mobile devices, unify environments that span operating systems, and enable seamless collaboration for workers across all their devices.

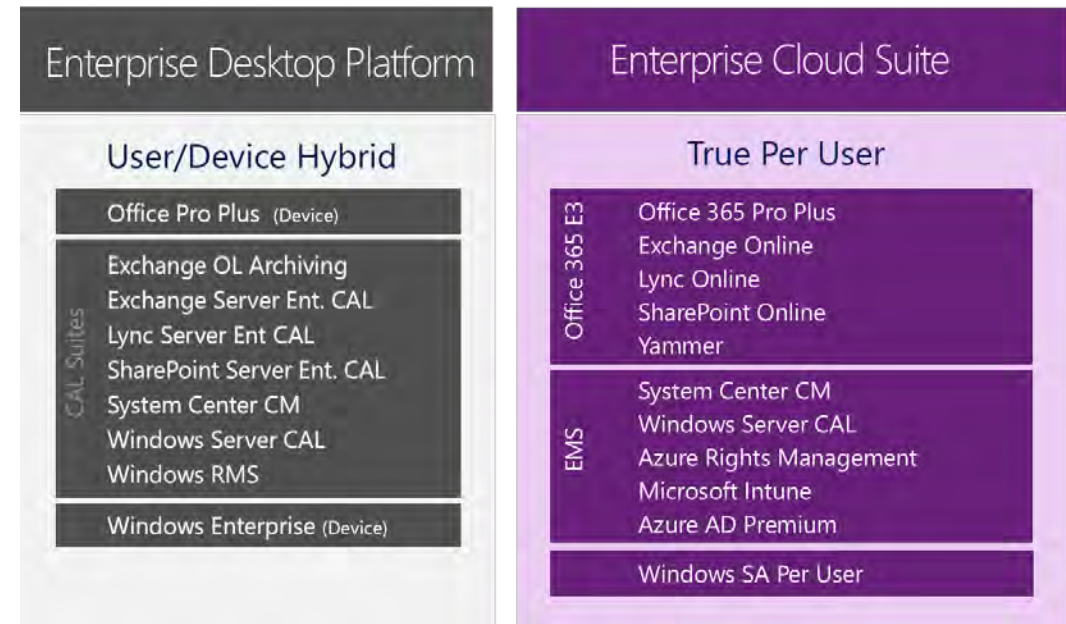


ECS brings together Office 365 E3, Enterprise Mobility Suite, and Windows Software Assurance per User and is available as a User Subscription License (USL) or an Add-on to the Enterprise Platform. The combination of these three offerings empowers users with best-in-class productivity across devices while supporting IT security and control.

Today's Enterprise Platforms are a hybrid user/device licensing model. In reality, most EAs are device-based, but ECS represents a move to a new user based model.

With ECS, the Enterprise Platforms become user-centric, which simplifies how you can give your users access to Office 365, Enterprise Mobility Suite (EMS), and Windows across multiple devices in a more flexible way. And with the arrival of the EMS and a new Windows per User offering, the missing pieces to fully enable a per user cloud-first Platform Enterprise Agreement are now available.

ECS components



When you buy ECS, the following products are included:

- **Office 365:** Microsoft gives you the ability to have a company portal where users can choose Office applications and the way they interact with other apps. You also have a familiar file and data security model with Windows devices.
- **EMS:** The approach to core Office 365 customer problems—authentication via Single-Sign-on with Azure AD, multi-factor authentication, application management across devices—EMS provides this IT management capability to Office 365 and all other corporate apps.
- **Windows Enterprise:** Windows Enterprise offers the best Office 365 operating system foundation to get work done, and is offered on a per user basis.

How to buy ECS

Enterprise Enrollment

Server & Cloud Enrollment

Subscription Enrollment

ECS is available via the Enterprise Enrollment and Enterprise Subscription Enrollment. And it's simple for existing Enterprise Platform customers to move to ECS.

The following licensing options are available:

Existing users – ECS Add-on

Enterprise Agreement or EA Subscription customers who have bought Office Professional Plus, CAL Suites, and Windows Enterprise (Enterprise Platform) and who want to move users to the cloud may maintain their existing on-premises licensing position and buy the ECS Add-on.

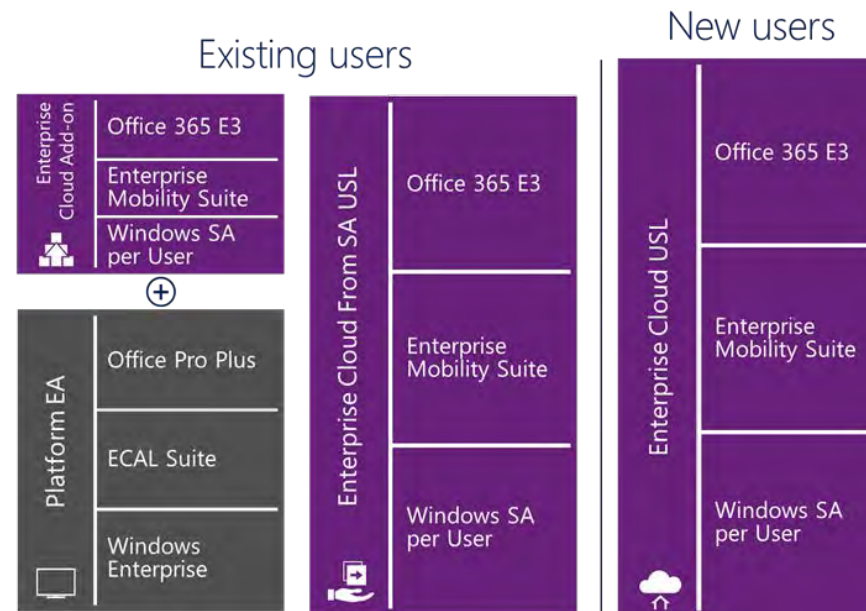
New users – ESC Full USL

Customers who would like to move to a per user model, access cloud services, and are not currently licensed with Office Professional Plus, CAL Suites, and Windows Enterprise (Enterprise Platform) or who would like to move net new users to the per user model and access cloud services may buy the ECS Full USL under an Enterprise Agreement or EA Subscription agreement.

Alternatively, customers who would like to move new users to a per user model, access cloud services, and are not currently licensed with Office Professional Plus, CAL Suites, and Windows Enterprise (Enterprise Platform) may buy a License and Software Assurance for Office Professional Plus, CAL Suites, and Windows Enterprise and then add the ECS Add-on.

Existing users – ECS from Software Assurance USL

EA customers who have paid in full for Office Professional Plus, CAL Suites, and Windows Enterprise (Enterprise Platform) and who want to move users to the cloud with a pure per user license may buy the ECS From Software Assurance USL.



Windows Software Assurance per User

Windows Software Assurance per User is a new way to license Windows, putting users at the center of their devices. With Windows Software Assurance per User, Windows Enterprise Edition can be delivered across the user's devices, and customers have the flexibility to decide how to deliver Windows Enterprise across devices.

You can also choose to deliver Windows Enterprise edition through local install, Virtual Desktop Infrastructure (VDI), or Windows To Go. This provides simpler license management by allowing customers to count just users with primary PCs, instead of counting every single device.



If you do not have users with primary devices running Windows Pro (or a qualified operating system), VDA per User is available. VDA per User does not require the primary device to have a qualified operating system.

Server and Cloud Enrollment (SCE)

SCE is an enrollment under the Microsoft Enterprise Agreement that enables you to standardize broadly on one or more key server and cloud technologies from Microsoft. In exchange for making an installed-based commitment to one or more components of Server and Cloud Enrollment, you receive the best pricing and terms, plus other benefits including cloud-optimized licensing options and simplified license management.

Best value: Get the best pricing and terms for server and cloud products, including discounts on new licenses, Software Assurance, and Microsoft Azure. You get full Software Assurance benefits for all deployed licenses, including new version rights. Unlimited Problem Resolution Support is included for qualifying customers.

Flexible: SCE offers an easy on-ramp to the cloud because Microsoft Azure is automatically available when you enroll in any of the other three components and it can also be licensed standalone. Application license mobility to the cloud is available through Software Assurance. SCE also includes new subscription-based licensing to give you more flexibility when you need to retire workloads, consolidate, or migrate to the cloud.

Manageable: Take advantage of simplified licensing management through standardization to streamline overall deployment and management. SCE also offers standardized terms, conditions, and discounts as well as a standardized management platform across on-premises and Microsoft Azure when you commit to CIS in SCE.

SCE components

Core Infrastructure	Application Platform	Developer Platform	Microsoft Azure
Products CIS SKUs (Windows Server + System Center)	Products SQL Server	Products Visual Studio Ultimate and Premium	Products All Microsoft Azure Cloud Services
Requirements CIS coverage for all Windows Servers	Requirements Full SA coverage	Requirements Full SA coverage	Available Automatically Can also be licensed standalone
+ Access to Microsoft Azure			

Enterprise Enrollment

Server & Cloud Enrollment

Subscription Enrollment

Additional Products

A broad selection of Microsoft products and services are available as Additional Products. They may be added initially or at any point during the term of your Enrollment, allowing you to more easily support departments or divisions with specific needs and still enjoy volume pricing advantages and an annualized payment option.

Additional Products may include device-based licenses, user-based licenses, cloud services, professional services, and other licenses that support your IT environment, such as CALs.

Commitment on use

Commitment on Use Rights provides you with the added security of knowing exactly what the use rights are for the products you license under your EA Enrollment(s). Although Microsoft may change Use Rights from time to time, these changes will not impact your Use Rights that are in effect at the time you buy products through your Enterprise Agreement.

How it works

To enroll, an installed-base-wide commitment, or a monetary commitment in the case of Microsoft Azure, is required to one or more of the four SCE components. The following are also required:

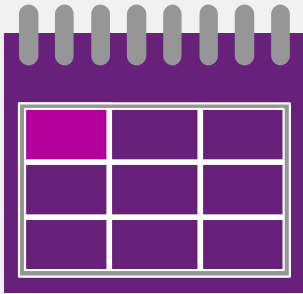
- **Enterprise Agreement:** Although you need to sign an EA, an Enterprise Enrollment for Desktop is not needed to qualify.
- **Annuity coverage:** 100% Software Assurance or Subscription coverage is required on your installed base for each product family that you commit to. This includes those licenses that were not covered by Software Assurance when you entered the program.

Learn more about SCE by [downloading](#) the SCE Program Guide.

EA Subscription Enrollment

The Enterprise Agreement includes a Subscription Enrollment option for organizations that want to subscribe to, rather than buy, Microsoft product licenses.

The Subscription Enrollment provides similar advantages to those of the other EA Enrollments and gives you a lower initial cost based on a three-year subscription, and the ability to increase or decrease subscription counts on an annual basis. This ability to grow or downsize subscription counts can be attractive, especially if you expect significant fluctuations in workforce size and IT requirements.



However, unlike the other EA Enrollments, in which you retain perpetual use rights for the licenses you buy, with the Enterprise Subscription Enrollment, you gain access to Microsoft software only for as long as you maintain your subscription. If you decide not to renew, you relinquish your rights to run the software, unless you choose to acquire your licenses through the Enrollment's "buy out" option.

Enterprise Enrollment

Server & Cloud Enrollment

Subscription Enrollment

Cloud services

With respect to your Enterprise Agreement, cloud services will typically fall into two classes: Enterprise Online Services or Additional Online Services. These may be added to your EA by using the standard purchasing process, or as in the case of Office 365 and Microsoft Intune and EMS, by moving users from Enterprise Products to comparable Enterprise Online Services.

Enterprise Online Services

These are services that are designated as Enterprise Online Services in the [Microsoft Product List](#). These typically fall in line with existing on-premises Enterprise Products so that the two may be thought of as equivalents when satisfying organization-wide licensing commitments and establishing volume pricing levels.

With the Enterprise Agreement you can move select on-premises licenses (Enterprise Products) to comparable cloud services (Enterprise Online Services) over the life of the Enterprise Agreement. As an example, you might move workers to cloud services in one division or one department at a time. To support this move, rules have been established to help you move users to Office 365 and EMS services, and to help ensure that you do not pay twice for similar capabilities.

Finally, if at a future date you want to move users back to on-premises software bought through your Enterprise Enrollment, you may do so under the program's guidelines.

Additional Online Services

These are services that are designated as Additional Online Services in the [Microsoft Product List](#). Additional Online Services include an array of cloud platform and services that you may buy through your Enrollments as needed, similar to how you buy Additional Products through your Enrollments today.

With Dynamics CRM Online, organizations get a full-featured CRM application designed to improve marketing effectiveness, boost sales, and enrich customer service interactions on a per user subscription basis.

With Microsoft Azure you have an open and flexible cloud platform that enables you to quickly build, deploy and manage applications across a global network of Microsoft-managed data centers. As such, Microsoft Azure offers a range of cloud computing, data management, and networking services that utilize consumption-based, per unit billing models. When it is purchased through your Enterprise Agreement, volume pricing discounts are available and apply to both your initial annual monetary commitment level and any additional Microsoft Azure service capacities you may add throughout your Enterprise Agreement.

Software Assurance

Software Assurance, which is included with the Enterprise Agreement, offers a range of tools and resources to help your company deploy, manage, and maximize your Volume Licensing purchases. The program covers Microsoft technologies and services and includes new product version rights, training, deployment planning, and support. Software Assurance is designed to help improve the productivity of IT professionals and end users in your organization, and to help you extend the value of your technology investment. For details about the range of Software Assurance benefits available, visit www.microsoft.com/softwareassurance.

Key benefits of Software Assurance include:

- Planning Services to enable efficient deployments.
- In-person and online training for IT pros and end users.
- Rights to new software releases during the term of your agreement at no additional cost.
- Access to unique technologies available only to Software Assurance customers.
- Ways to spread payments over time.

Software Assurance benefits at a glance

Plan	Deploy	
New Product Versions	Windows Software Assurance per User	Windows RT Companion VDA
Spread Payments	Unique Technologies	Office Roaming Use Rights
Step-up Licensing	MDOP: Deployment Tools	License Mobility through Software Assurance
	Windows Thin PC	Services
	Office Multi-Language Pack	Planning Services
	Extended Use Rights	Training Vouchers for IT Training
	Windows Companion Subscription License	E-Learning for End Users
	Windows To Go Use Rights	Office Home Use Program
	Windows Virtual Desktop Access	24x7 Problem Resolution Support

Use

MDOP: Device Management
24x7 Problem Resolution Support
Training Vouchers for IT Training
E-Learning for End Users
Office Home Use Program
Extended HotFix Support
Back-ups for Disaster Recovery

Support and consulting services

Premier Support Services

Gain the most benefit from your IT infrastructure by pairing your business with Microsoft Services Premier Support. Our dedicated support teams provide continuous hands-on assistance and immediate escalation for urgent issues, which speeds resolution and helps you keep your mission-critical systems up and running. We help you evaluate your IT health and provide the training or tools your teams need to “get healthy and stay healthy.”

The Enterprise Agreement allows you to add a variety of Microsoft Premier Support offerings to provide the optimum level of proactive and reactive support for your chosen Microsoft solutions. Premier Support complements your EA with support that maps to your purchasing decisions and may be managed as part of your overall agreement.

Premier Support provides annually allocated support through the term of your EA Enrollment. There is no concept of a True-up for Premier Support, but rather additional hours are bought, as needed, to supplement your particular level of Service. Using Premier Support is a matter of contacting your assigned Microsoft Services Representative(s).

Enterprise Strategy Services

The Microsoft Enterprise Strategy Program (ESP) provides you with a dedicated Microsoft Enterprise Architect who will focus on business impact and value by optimizing the use of technology throughout your EA. In addition to supplying access to the Microsoft-internal knowledge base and numerous other resources, ESP provides a programmatic approach to help enable business transformation, advance technology thought leadership, foster innovation, and maximize the value of Microsoft products and services.

ESP provides you access to an annually allocated Microsoft Enterprise Architect, and other services throughout the term of your Enterprise Agreement, as described in the [Microsoft Product List](#). There are three different service offerings (Connect, Foundation, and Portfolio) but no concept of a True-up for ESP. Instead, additional capacity may be bought through a Capacity Add-On option.

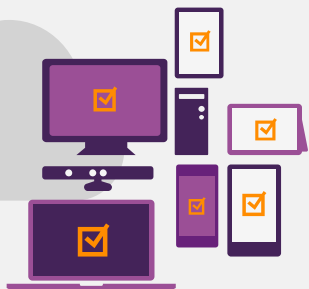
Managing your Enterprise Agreement

Adding cloud services & products



Throughout your EA term you can adjust your Microsoft on-premises software and cloud services licenses in two ways:

- If you add new users or devices, you can equip them with software and cloud services you are already using and then account for these changes at your next agreement anniversary through an annual reconciliation process known as [True-up](#).
- If you want new products or cloud services, you can order these through your Microsoft Reseller at any time during your agreement.



Software Asset Management



Software Asset Management (SAM) is an industry best practice that helps you control costs and optimize software investments across your organization. Administered through an ongoing plan, SAM makes it easier to identify what you have, where it's running, and whether redundancy may exist. Microsoft offers several resources that you can use to establish or improve your SAM practices.

The Microsoft SAM site provides a SAM optimization kit, links to several SAM self-service tools to assist with deployment discovery, and a list of Microsoft Certified SAM Partners whom you can contact directly, should you want to have experts help you devise and implement a Software Asset Management plan. (See the [Microsoft Software Asset Management website](#) for more details.)

Tracking CALs



The Microsoft Assessment Planning (MAP) Toolkit features an IT-based Software Usage Tracker functionality that provides usage reports for the following server products: Windows Server, Exchange Server, SQL Server, SharePoint Server, and System Center Configuration Manager.

This automated software asset management–related functionality is designed to be used by Microsoft Volume Licensing customers. The Software Usage Tracker provides you with a view of your actual server usage, which can be valuable for comparing with your purchased CALs, or for True-up and agreement renewal discussions. (Learn more about CALs in *B: A Detailed Look at Client Access Licenses and Microsoft CAL Suites*. Learn more about MAP Toolkit at www.microsoft.com/map.)

Product fulfillment VLSC

The Volume Licensing Service Center (VLSC) is the primary location for Microsoft Volume Licensing customers to view licensing information, download Microsoft software, and manage Volume Licensing benefits and subscriptions.

The VLSC licensing dashboard includes a notification area for site alerts, a Volume Licensing news and announcements section, and links to key tasks. The VLSC helps you manage your EA purchases with:

- Licensing information composed of the Licensing Summary and the Relationship Summary.
- Licensing Summary. You can use the VLSC to view current and past Microsoft License Statements across programs and agreements.
- Relationship Summary. The VLSC includes a report that shows all Volume Licensing agreements associated to a user's profile. You can also view further details about offerings, contacts, licenses, and purchase orders. The Relationship Summary provides a consolidated summary of all Volume Licensing IDs associated with the user's Microsoft account when accessing the VLSC.

Downloads. Accelerated download speeds and a simple, secure user interface make it easier and safer for you to use the VLSC to find the right product, based on your licensing entitlements.

Product keys. The VLSC makes it easier for you to request product keys for the Windows operating system, enables retrieval of volume license keys for all Microsoft licensed products, and provides access to technical support.

Software Assurance benefits summary. You can view the Software Assurance benefits available across all agreements associated to a user's profile. The Software Assurance benefits summary includes the total eligible quantity of benefits across all agreements, benefits that have not yet been used, and benefits that have not yet been activated.

Online Services. Access details about Microsoft Online Services subscriptions and how to manage them.

Subscriptions. Access details and management tools for Microsoft Developer Network (MSDN) and TechNet subscriptions.

Help. Access information about the VLSC site, an FAQ, and contact details for the Support Center.

Managing your Enterprise Agreement

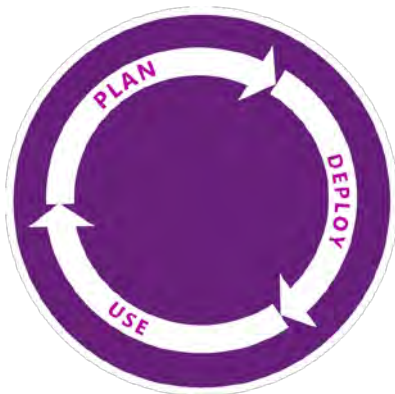
Managing cloud services

Although management processes may be modified to accommodate future cloud service offerings, currently there are three principle ways to manage Microsoft cloud services:



- Use the Microsoft Account for Organizations Portal to administer your Office 365, Microsoft Intune, EMS, and Dynamics CRM subscriptions. This consolidated portal lets you view your online services subscription licenses as well as provision and manage individual user accounts and administrative privileges (for example manage domain re-delegation, directory synchronization, and single sign-on).
- Similarly, you may use the Microsoft Azure Enterprise Portal to manage your accounts, configure rules and settings for various Microsoft Azure services, and generate reports.
- Use Microsoft System Center to manage both public and private Microsoft cloud implementations. System Center's comprehensive management capabilities enable it to monitor and manage your entire IT infrastructure stack from traditional physical servers, virtualized servers, virtual machines, and running workloads, all the way up to service-based cloud components.

Using Software Assurance



Whether you want to plan for upcoming deployments, get 24x7 support, or give employees access to training, you will need to claim your Software Assurance benefits through the Volume Licensing Service Center (VLSC).

After you are signed in to the VLSC, you will follow different steps depending on the specific benefit you want to use. A guide for claiming and using each benefit is posted on the Software Assurance website. (See the [Software Assurance website](#) for more details.)

Software Assurance credit

Microsoft may choose to provide Software Assurance credit to address an overlap in Software Assurance coverage when renewing Software Assurance from one Enrollment or Registration Form, prior to expiration of that Software Assurance coverage, into a new or existing Enterprise Enrollment.

As this credit is applied in terms of a discounted price to the Software Assurance under the new order, a Customer (direct model) or Channel (indirect model) Price Sheet from Microsoft is required. Furthermore, because Software Assurance credit is not programmatic, Microsoft may choose to not provide credit at its discretion.

Requirements

- Enterprise Agreement Enrollments (perpetual) only
- Microsoft must pre-approve
- You must have at least one month of credit
- Credit is applied for same products/versions only
- Credit cannot exceed 35 months
- Only Software Assurance is credited; License is not prorated
- No termination of original/initial Software Assurance obligations

How it works

- Microsoft-generated CPS documents pricing
- Amendment required for indirect Enterprise Agreement Enrollments
- Software Assurance prorated monthly based on new Software Assurance net price (after discounts if any)
- All credit is applied to year 1 on a per product basis
- Any credit in excess of zero unit price year 1 is applied to year 2 and subsequently to year 3 if applicable

Managing your Enterprise Agreement

True-up: annual reconciliation

Over the life of your Enterprise Agreement, you can equip additional hardware, devices, or users with software and online services that you've already licensed, and then account for these changes through an annual reconciliation process known as True-up. If you have an Enterprise Subscription Enrollment, this process is known as an Annual Order, through which you can increase or decrease your license subscription counts.

Once a year, you are asked to reconcile your Enterprise Agreement licenses to account for the total number of licenses you've added in the previous 12 months. This effort culminates in an order you place (or an Update Statement you submit) that reconciles all the qualified devices, users, and processor units added or used by your organization over the course of the year. Your annual reconciliation order (or Update Statement) is due 30 to 60 days prior to your Enrollment anniversary, which helps Microsoft ensure that you're taking advantage of allowable license transitions or license reductions before issuing your annual invoice. (See the [Enterprise Agreement True-up Guide](#) for more information.)

Renewing enrollments

Although Microsoft and customers often talk about renewing an Enterprise Agreement, technically, renewal decisions are made for individual Enrollments.

Options for renewing your enrollments

At the end of your three-year Enrollment term, you'll have the option to renew for another three-year cycle. Beyond your initial three-year agreement, renewal pricing for on-premises software licenses is based on Software Assurance only—a moderate percentage of Enterprise Pricing for on-premises licenses.

If you have an Enterprise Subscription Enrollment, this renewal differs in that renewal pricing for on-premises software licenses is based on License plus Software Assurance. Furthermore, a buyout option exists for customers who want to retain perpetual rights to previously licensed on-premises software.

Why True-up

Buy only what you need and use what you have

- When needed, buy additional quantities of software and services at pre-negotiated pricing and terms.
- Pay only for what you need rather than potentially overestimating what is needed just to be safe.
- Reduce procurement costs by issuing only one purchase order a year.

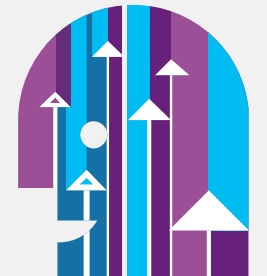
Respond to changing business needs by accessing the latest technologies from Microsoft when needed

- Respond to business growth by adding or removing* software, devices and users as needed without having to place individual purchase orders.
- Easily provision new online services as needed via License Reservation and reconcile annually.
- Optimize your licensing program and plan more strategically for future investments.

Simplify purchasing and license management through a single annual order

- Make an annual self-assessment to identify licenses and services in use and identify new needs.
- Easily manage compliance by ensuring that licensing is current and accurate each year.
- Work with your account team or Microsoft Certified Partner as they help define the best solutions for your organization and help manage your agreement.

*Available with the Enterprise Subscription Enrollment



As with the annual reconciliation process, it is important to work with your Microsoft Account Representative or Partner to submit your renewal order 30 days before your agreement term ends in order to avoid losing valuable licensing rights, continuity of cloud services, and other benefits.

Resources

Online management tools and information

- Designated members of your organization gain access to the following online tools to use and manage aspects of your Enterprise Agreement.
- Volume Licensing Service Center (<https://www.microsoft.com/Licensing/servicecenter/default.aspx>). Use the Volume Licensing Service Center to download licensed products, access product keys, and manage your Volume Licensing agreements and license acquisition activity—all in one online location.
- Software Assurance Benefits (www.microsoft.com/softwareassurance). Most benefits can be accessed through the Volume Licensing Service Center. The Software Assurance website provides everything you need to know to get started.

Note: When you subscribe to Microsoft cloud services you gain access to online administration and monitoring tools. See *Managing Cloud Services* on previous page.

Buying, renewing, or adding to the Enterprise Agreement

To buy, renew, or add products and services to your Enterprise Agreement, contact your Microsoft Authorized Enterprise Software Advisor (ESA) or Microsoft Authorized Large Account Reseller (LAR).

- In the United States, call (800) 426-9400, or find an authorized reseller
- In Canada, call the Microsoft Resource Centre at (877) 568-2495

Academic, government, and charitable organizations

If you are affiliated with an academic, government, or charitable organization, there are additional Volume Licensing programs available to you, which may include additional partner and pricing advantages. Visit the [Microsoft Volume Licensing website](#) for more information.

Worldwide

For information about Volume Licensing offerings available in your area, find the [Microsoft Volume Licensing website for your country/region](#).

Where to learn more

- Microsoft Worldwide Volume Licensing: www.microsoft.com/licensing
- Microsoft Online Services: www.microsoft.com/licensing/onlineservices
- Software Assurance: www.microsoft.com/softwareassurance
- Microsoft Volume Licensing Service Center: www.microsoft.com/licensing/existing-customers/manage-my-agreements.aspx
- Microsoft Financing: www.microsoft.com/licensing/how-to-buy/financing.aspx





GLOSSARY OF LICENSING TERMS

Add-on: Subscription for an Online Service that supplements a customer's on-premise license.

Additional Product: Any Product identified as such in the Product List and chosen by Enrolled Affiliate under this Enrollment.

Country of usage: Enrolled Affiliate must specify the countries where Licenses will be used on its initial order and on any additional orders.

Customer: The entity that has entered into an Enterprise Agreement with Microsoft and its Affiliates.

Customer Price Sheet: The written statement provided to Enrolled Affiliate for the initial and any subsequent orders. The Software Advisor or Microsoft Account Manager will provide Enrolled Affiliate with a Customer Price Sheet. This will contain Enrolled Affiliate's Product and Services initial order, pricing, and billing terms.

Effective Date: If Enrolled Affiliate is renewing Software Assurance or Subscription Licenses from one or more previous Enrollments or agreements, then the effective date will be the day after the first prior Enrollment or agreement expires or terminates. Otherwise, the effective date will be the date this Enrollment is accepted by Microsoft. Any reference to "anniversary date" refers to the anniversary of the effective date each year this Enrollment is in effect.

Enrolled Affiliate: An entity, either the Customer or any one of Customer's Affiliates, that has entered into an Enrollment under the Enterprise Agreement.

Enrollment: The document that an Enrolled Affiliate submits under the Enterprise Agreement to place orders for Products and Services.

Enterprise: The Enrolled Affiliate and the Affiliates it chooses to include on its Enrollment.

Enterprise Cloud Add-on USL: Subscription for an Online Service that supplements a customer's on-premise license. It includes EMS, Office 365, and Windows per User subscription.

Enterprise Cloud USL: A per user suite including EMS, Office 365, and Windows per User subscription.

Enterprise Commitment: If ordering any Enterprise Products, Enrolled Affiliate's order must include coverage for all Qualified Users or Qualified Devices, depending on the license type, of one or more Enterprise Products and the corresponding Enterprise Online Services.

Enterprise Mobility Services (EMS): A suite of Online Services consisting of Intune, RMS Online, Azure Active Directory Services, Windows Server CAL, and System Center Configuration Manager.

Enterprise Online Service: Any Online Service designated as an Enterprise Online Service in the Product List and chosen by Enrolled Affiliate under this Enrollment. Enterprise Online Services are treated as Online Services, except as noted.

Enterprise Product: Any Desktop Platform Product that Microsoft designates as an Enterprise Product in the Product List and chosen by Enrolled Affiliate under this Enrollment. Enterprise Products must be licensed for all Qualified Devices and Qualified Users on an Enterprise-wide basis under this program.

Expiration Date: The date upon which the Enrollment expires.

Extended Payment Terms: Payment terms that allow for monthly, quarterly, semi-annual, or customized structured payments, as well as modified payment timing on standard payment terms. Depending on Enrolled Affiliate's location, Enrolled Affiliate may have the ability to request Extended Payment Terms for an order.

Extended Term: If Enrolled Affiliate does not renew prior to the Expiration Date, access to the Online Services will automatically continue month-to-month in accordance with the terms of the Enrollment ("Extended Term"). Online Services will be invoiced monthly at the then-current published price for Enrolled Affiliate's price level as of the Expiration Date plus a 3% administrative fee for up to one year. If Enrolled Affiliate does not want an Extended Term, Enrolled Affiliate must submit a request to Microsoft. Microsoft must receive the request not less than 30 days prior to the Expiration Date.

Product: All products identified on the Product List, such as all software, Online Services, and other web-based services, including pre-release or beta versions.

Product Selection Form: A required form that indicates the quantities and types of Enterprise Products/Enterprise Online Services the Customer is purchasing, as well as the price level that applies.

Industry Device: Any device that: (1) is not useable in its deployed configuration as a general purpose personal computing device (for example, personal computer), a multi-function server, or a commercially viable substitute for one of these systems; and (2) only employs an industry or task-specific software program (for example, a computer-aided design program used by an architect or a point of sale program) ("Industry Program"). The device may include features and functions derived from Microsoft software or third-party software. If the device performs desktop functions (for example, email, word processing, spreadsheets, database, network or Internet browsing, scheduling, or personal finance), then the desktop functions: (1) may be used only for the purpose of supporting the Industry Program functionality; and (2) must be technically integrated with the Industry Program or employ technically enforced policies or architecture to operate only when used with the Industry Program functionality.

GLOSSARY OF LICENSING TERMS

L&SA: A License with Software Assurance for any Product ordered.

License: The right to download, install, access, and use a Product. For certain Products, a License may be available on a fixed term or subscription basis. Licenses for Online Services will be considered Subscription Licenses.

License Reduction: Enrolled Affiliate may reduce the quantity of Subscription Licenses at the enrollment anniversary date on a prospective basis if permitted in the Product List.

Office 365: A suite of Online Services including Office 365 Pro Plus, Exchange, SharePoint, Lync, and Yammer.

Qualified Device: Any device that is used by or for the benefit of Enrolled Affiliate's Enterprise and is: (1) a personal desktop computer, portable computer, workstation, or similar device capable of running Windows Professional locally (in a physical or virtual operating system environment), or (2) a device used to access a virtual desktop infrastructure (VDI). Qualified Devices do not include any device that is: (1) designated as a server and not used as a personal computer, (2) an Industry Device, or (3) not managed (as defined in the Product List at the start of the applicable initial or renewal term of the Enrollment) as part of Enrolled Affiliate's Enterprise. At its option, the Enrolled Affiliate may designate any device excluded above (for example, Industry Device) that is used by or for the benefit of the Enrolled Affiliate's Enterprise as a Qualified Device for all or a subset of Enterprise Products or Online Services the Enrolled Affiliate has selected.

Qualified User: A person (for example, employee, consultant, contingent staff) who: (1) is a user of a Qualified Device, or (2) accesses any server software requiring an Enterprise Product Client Access License or any Enterprise Online Service. It does not include a person who accesses server software or an Online Service solely under a License identified in the Qualified User exemptions in the Product List.

QuickStart Reservation: A License Reservation for an Online Service on which a Customer has not already locked pricing and/or Customer is not cloud-ready with appropriate Online Service terms and conditions included in their agreement.

Reseller: Large account representative authorized by Microsoft to resell Licenses under the Enterprise Agreement and engaged by an Enrolled Affiliate to provide pre- and post-transaction assistance related to the Enterprise Agreement.

Reserved License: For an Online Service identified as eligible for True-ups in the Product List, the License reserved by Enrolled Affiliate prior to use and for which Microsoft will make the Online Service available for activation.

Software Advisor: An entity authorized by Microsoft and engaged by an Enrolled Affiliate to provide pre- and post-transaction assistance related to this agreement.

Software Assurance: An offering by Microsoft that provides new version rights and other benefits for Products as further described in the Product List.

Step-up License: Enrolled Affiliate may move to a higher edition or suite by purchasing a Step-up License, which is generally priced at the difference of their original license and the higher edition or suite.

Subscription License: For certain Products, a License may be available on a fixed term or subscription basis.

Transition: The conversion of one or more License(s) to or from another License(s). Products eligible for Transition and permitted Transitions are identified in the Product List.

Transition Period: The time between the Transition and the next Enrollment anniversary date for which the Transition is reported.

True-up Eligible: Over the life of an Enterprise Agreement, customers can equip additional hardware, devices, or users with software and online services that they have already licensed, and then account for these changes through an annual reconciliation process known as True-up. The Product List indicates which products and services are allowed to be reconciled through the True-up process.

Update Statement: An update statement must be submitted instead of a True-up order if, as of the initial order or last True-up order, Enrolled Affiliate's Enterprise: (1) has not changed the number of Qualified Devices and Qualified Users licensed with Enterprise Products or Enterprise Online Services; and (2) has not increased its usage of Additional Products. This update statement must be signed by Enrolled Affiliate's authorized representative. The update statement must be received by Microsoft between 60 and 30 days prior to the Enrollment anniversary date. The last update statement is due within 30 days prior to the Expiration Date.

USL: User Subscription License, usually for an Online Service.

Windows per User: A Subscription License for Windows per user.

ENTERPRISE AGREEMENT FREQUENTLY ASKED QUESTIONS

What is the Enterprise Agreement?

The Microsoft Enterprise Agreement offers the best value to organizations with 250 or more devices that want a manageable volume licensing program that gives them the flexibility to purchase cloud services and software licenses under one agreement in response to the changing technological landscape.

How is the Enterprise Agreement structured?

The Enterprise Agreement is a three-year agreement, which allows you to forecast software technology costs up to three years in advance.

What do I buy with an Enterprise Agreement?

With the Enterprise Agreement, you are able to purchase Microsoft end-user products and online services as well as server and cloud technologies. Take advantage of enrollments within your Enterprise Agreement:

- Enterprise Enrollment : Get the best pricing; per user, per device, or hybrid licensing options; and simplified license management for end-user technologies from Microsoft.
- Server and Cloud Enrollment (SCE): Get the best pricing, cloud-optimized licensing options, and simplified license management when you buy one or more server and cloud technologies from Microsoft.

How much flexibility do I have to make changes to my EA during the term?

The Enterprise Agreement gives you the flexibility to add or *remove additional cloud services and software at pre-agreed terms and pricing to the agreement when needed without having to report or order each time.

How do I account for these changes?

The Annual True-up allows you to take an inventory of additional products and services used during the year without having to report or order each time.

What happens at the end of the three-year term?

At the end of the third year, you will work with Microsoft to renew your Enterprise Agreement for another three years. Renewing a Microsoft Enterprise Agreement gives you the best value while allowing you to build on existing investments, respond to a changing technological landscape, and maintain a higher level of engagement with Microsoft.

* Available with the Enterprise Subscription Enrollment.

Can I sign up to an OLS-only Enterprise Agreement?

Yes, you can establish an OLS-only Enterprise Agreement with a minimum of 250 Subscription Licenses of an Enterprise Online Service.

Must I include all of my affiliates under an Enterprise Agreement, or can I select which affiliates will be part of the Enterprise Agreement for purposes of defining the enterprise?

No. When you formulating your Enterprise for purposes of an **Enterprise Agreement**, you define which entities will be included.

When purchasing Additional Products under an Enterprise Agreement, are there any minimum quantity requirements?

No. When you purchase Additional Products under an Enterprise Agreement, there are no minimum quantities required. You may purchase any quantity.

Can I spread payments for my initial order, or do I have to pay for the initial order all upfront?

For your initial order under your Enterprise Agreement, you have the option to pay for it all upfront or to pay for it in installments.

When are my True-up orders required?

Your first two True-up orders are required 60 to 30 days prior to your Enterprise Agreement enrollment anniversary, and your final True-up order is required within 30 days of your enrollment end date.

If I currently have an Enterprise Agreement with Office, Windows, and Core CAL, and I am interested in purchasing some OLS licenses for Office 365 for one department, do I have to purchase the OLS on a company-wide basis?

No. In this case you can purchase incremental additional OLS licenses and still maintain your initial Professional Desktop commitment.

When I renew my Enterprise Agreement, what do I own?

After your final payment(s) has been made for your Licenses and Software Assurance, you will own perpetual licenses to the then-latest version of the software. When you renew, you will then be paying for Software Assurance—only for that license.

ENTERPRISE CLOUD SUITE FREQUENTLY ASKED QUESTIONS

What is the Enterprise Cloud Suite (ECS)?

The Enterprise Cloud Suite (ECS), now available as part of the Enterprise Enrollment, brings together Office 365 E3, Enterprise Mobility Suite, and Windows Software Assurance per User. The combined power of these three offerings empowers users with best-in-class productivity across devices while supporting IT security and control.

What are the benefits of ECS?

Licensing benefits include:

- **Flexible licensing:** ECS is available as both an Add-on license for existing Software Assurance users and a Full USL for new users.
- **Built-in savings:** Great pricing when you buy these solutions through ECS.
- **Simplified cloud licensing:** Eliminate the need to count devices with a pure per user licensing model.

What products are included with ECS?

The following products are included:

- **Office 365 E3:** Office 365 Pro Plus, Exchange Online, SharePoint Online, Lync Online, Yammer
- **Enterprise Mobility Suite:** Microsoft Intune, Microsoft Azure Rights Management Service, Microsoft Azure Active Directory Premium, Windows Server CAL, System Center Configuration Manager CAL, System Center Endpoint Protection CAL
- **Windows Software Assurance per User:** Windows Enterprise (requires licensed user to be the primary user of at least one device licensed with Windows Pro)

How do I buy ECS?

ECS is available through the Enterprise Agreement or Enterprise Subscription Enrollment. And it's simple for existing Enterprise Platform customers to move to ECS. The following licensing options are available:

- **Existing Users – ECS Add-on:** Enterprise Agreement or Enterprise Agreement Subscription customers who have bought Office Professional Plus, CAL Suites, and Windows Enterprise (Enterprise Platform) and who want to move users to the cloud can maintain their existing on-premises licensing position and purchase the ECS Add-on.

- **New Users – ECS Full USL:** Customers who would like to move users to the cloud who are not currently licensed with Office Professional Plus, CAL Suites, and Windows Enterprise (Enterprise Platform) or who would like to add net new users directly to the cloud can purchase the ECS Full USL under an Enterprise Agreement or Enterprise Agreement Subscription.

Alternatively, customers who would like to add new users to the cloud who are not currently licensed with Office Professional Plus, CAL Suites, and Windows Enterprise (Enterprise Platform) can purchase a License and Software Assurance for Office Professional Plus, CAL Suites, and Windows Enterprise and then add the ESC Add-on.

- **Existing Users – ECS from Software Assurance USL:** Enterprise Agreement customers who have bought Office Professional Plus, CAL Suites, and Windows Enterprise (Enterprise Platform) and who want to move users to the cloud with a pure Online Services license can buy the ECS from Software Assurance USL.

What is the difference between a USL and an Add-on?

- A USL is a User Subscription License. A subscription lowers initial licensing costs because the customer subscribes to the rights to use Microsoft products and services instead of purchasing a perpetual license.
- An Add-on is a subscription for an Online Service or product that supplements a your existing license position. The underlying license must be maintained in order to continue using the Add-on. Add-ons can never be added in quantities greater than the underlying license count.

What is the difference between the different USLs?

Add-on USLs

- Include Enterprise Products and Enterprise Online Services
- You retain existing licenses
- Software Assurance benefits earned through underlying On-Premises Software Assurance

Full USLs

- Include Enterprise Products and Enterprise Online Services
- For users who have no existing fully paid licenses with active Software Assurance and need Online Services
- No Software Assurance benefits

ENTERPRISE CLOUD SUITE FREQUENTLY ASKED QUESTIONS

From Software Assurance USLs

- Include Enterprise Products and Enterprise Online Services
- Transition fully paid licenses with active Software Assurance to Online Services USLs with transitional Software Assurance benefits
- Cloud-relevant Software Assurance benefits maintained to assist in transition

What is User Licensing for Access to Windows?

There are two options for user licensing for access to Windows: Windows Software Assurance per User and Windows VDA per User. Both are an entirely new way to license Windows and put users at the center of their devices.

With Windows Software Assurance and VDA per User, Windows Enterprise edition can be delivered across a user's multiple devices. You also have the flexibility to decide how to deliver Windows Enterprise across devices through local install, Virtual Desktop Infrastructure (VDI), or Windows To Go. This provides simpler license management by allowing you to count just users with primary PCs, instead of counting every single device.

How is Windows Software Assurance per User different from Windows in the Enterprise Platform?

- **Enterprise Platform:** As part of the Enterprise Platform, Windows Software Assurance is licensed per device, and each one of these devices requires Windows Pro or another underlying qualified operating system. With this license, you get only local install rights of Windows Enterprise on a single device and VDI rights from a single device; MDOP must be purchased for each device.
- **Windows Software Assurance per User:** This license is available as an Add-on or a full USL and is assigned only to Primary Users whose primary work devices are already licensed with Windows 7/8/8.1 Pro or Enterprise.

What happens if the user does not have a primary device running Windows 7/8/8.1 Pro or Enterprise?

For customers who do not have Primary Users with primary devices running Windows 7/8/8.1 Pro or Enterprise, there is the Windows VDA per User USL available. Windows VDA per User does not require the primary device to have a qualified operating system, nor

does it require the user to be the primary user of a device. Windows VDA per User allows VDI or Windows To Go access on any device, and local install rights on any device the licensed user uses that is already licensed with Windows 7/8/8.1 Pro or Enterprise. The Windows Software Assurance per User Add-on may also be assigned to the Primary User of a primary device licensed with Windows VDA per device and gives the user all the rights of Windows VDA per User.

How do I buy E4 instead of E3 in ECS?

If you want the advanced Lync Voice capabilities of Office 365 E4 within ECS, you can buy the Lync Voice addition to E3. This premium addition grants the additive functionality of Lync Voice in E4 while preserving the existing structure of ECS. This SKU can be used for Enterprise Cloud Add-Ons, from Software Assurance USLs, and Full USLs, but it requires that you maintain your ECS licensing to continue to use Lync Voice functionality.

What should I do if I have an Enterprise Platform that includes one of the Enterprise Cloud Suite components?

You replace the Office 365 E3 Add-on with the ECS Add-on at anniversary and earn a significant suite discount on ECS. This allows you to experience a smooth transition from the Office 365 E3 Add-on.

Does ECS require any Bridge CALs?

No Bridge CALs are needed when buying the entire ECS. If you choose to transition to only Office 365 E3 from Software Assurance or only EMS from Software Assurance at anniversary, you will need to buy the corresponding Bridge CAL to maintain coverage of your remaining CAL Suite components.

How does my LSP get support for licensing questions?

LSPs can get support by:

- Contacting their LSS.
- Contacting Microsoft Partner Support through the Regional Service Center: <https://mspartner.microsoft.com/en/id/pages/support/regional-service-centers.aspx>

SERVER AND CLOUD ENROLLMENT FREQUENTLY ASKED QUESTIONS

What is the Server and Cloud Enrollment (SCE)?

The Server and Cloud Enrollment (SCE) is a new licensing vehicle under the Microsoft Enterprise Agreement that enables customers to standardize on one or more Microsoft Server and Cloud technologies.

To enroll in an SCE, customers make an installed-base-wide commitment to one or more components. This means committing to full Software Assurance coverage across the installed base of an SCE component.

How does SCE work?

Enrolling in SCE requires the following:

- **Enterprise Agreement:** Although you need to sign an Enterprise Agreement, an Enterprise Enrollment for Desktop is not needed to qualify.
- **Annuity Coverage:** 100% Software Assurance or Subscription coverage is required on your install base for each product family that you commit to. This includes those licenses that were not covered by Software Assurance when you entered the program.

With SCE, the following occurs:

- For licenses with continuous Software Assurance coverage, Software Assurance can be renewed upon entrance to the program at a discount.
- For the licenses that did not have Software Assurance, you can subscribe to the most current version of the product.
- For incremental licenses bought during the agreement term, you receive additional price savings on L+SA.

What does SCE mean for ECI customers?

These changes do not impact an ECI customer during the term of the ECI Enrollment. With an installed-base-wide commitment to the Core Infrastructure Suites (CIS) through SCE, ECI customers will retain access to the best pricing, new subscription options, new Microsoft Azure benefits, and access to the latest technologies. New benefits like System Center Azure management rights and the ability to qualify for unlimited support are also included. SCE provides a 15% discount on License + Software Assurance and 5% on Software Assurance

for Core Infrastructure Suite (CIS) Standard and Datacenter (SE and DC). These discounts are in addition to the discounts already provided for CIS SKUs in non-SCE programs.

Customers who only want to partially cover their environments with CIS can very easily do so through other volume licensing programs, with no dedicated contracts or unit minimums. Existing ECIs can be renewed into the CIS SKU in other programs, such as Select Plus or Additional Products in the Enterprise Agreement Enterprise Enrollment.

What does this mean for EAP customers?

EAP customers can continue their installed-base-wide commitment to SQL Server, Visual Studio, BizTalk Server, and SharePoint Server in the SCE. Customers will see some small pricing changes as we standardize and simplify discounts.

If I have existing licenses without Software Assurance, how should I add those into the SCE Agreement?

For all licensed deployments of products that must be covered as part of an installed-based commitment to SCE that are not current with Software Assurance, you can choose to add them as subscription or to add them as L+SA at signing.

Can licenses without Software Assurance be added as Software Assurance only with the Software Assurance Prior L SKU?

The “Deferred License” approach through the Software Assurance Prior L SKU that was available in the EAP is being replaced in SCE with a more flexible subscription option.

How is subscription different than traditional L+SA?

Subscription options in SCE are available for the components that require an installed-base commitment. If workloads are retired or moved to the cloud, subscription license quantities can be reduced annually. Within a selected component, you can selectively choose to own/maintain perpetual units with full term commitments of three years or have some as subscription.

Can I buy a subscription for new units?

Yes, you can select whether units you add at signing of SCE or license at True-up (based on deployments) will be subscription or perpetual (L+SA). You can choose based on your individual workload requirements.