

Microsoft Software Assurance Benefits Overview

Access valuable resources at each stage of the software lifecycle

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.

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

Help 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.

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.

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 re-

lated 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 SUBSCRIPTION THROUGH SOFTWARE ASSURANCE

Access TechNet Online Concierge Chat and Managed Newsgroups. A designated IT professional will also receive a single license subscription to TechNet Plus Direct, offering evaluation copies of Microsoft software as well as other technical tools and resources.

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.

How Software Assurance benefits apply across specific Volume Licensing program offerings.

Available ■ Not available ■

BENEFIT	OPEN LICENSE	SELECT LICENSE	OPEN VALUE	OPEN VALUE COMPANY-WIDE / SUBSCRIPTION	SELECT LICENSE SAM, ENTERPRISE AGREEMENT / SUBSCRIPTION
New Version Rights	Every License covered under Software Assurance may be upgraded to the newest version.				
Spread Payments	N/A	Payments for License and Software Assurance can be spread into equal annual payments.			
Packaged Services • Desktop Deployment Planning Services • SharePoint Deployment Planning Services	N/A	N/A	Number of engagement days is determined by the number of Microsoft Office Licenses and the number of SharePoint licenses. ¹ Refer to the Microsoft Product List at www.microsoft.com/licensing/userights .		
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	N/A	Available as an add-on subscription license for those with Software Assurance coverage on Windows. Refer to www.windowsvista.com/optimizeddesktop for more information.			
Training Vouchers	N/A	N/A	For every 50 Office Application Licenses covered with SA, you are entitled to 2 days of training (up to 10 days). 50,000 = 250 days; 100,000 = 400 days; 200,000 = 600 days; 400,000 = 800 days; 600,000 = 1,400 days	Minimum number of SA Licenses = Number of training days awarded: 250 = 20 days; 2,400 = 30 days; 6,000 = 50 days; 15,000 = 110 days; 30,000 = 160 days;	
E-Learning	N/A	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 www.microsoft.com/licensing/userights .			
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.				
Employee Purchase Program	N/A	N/A	N/A	Entitled to extend access company-wide.	Entitled to extend access company-wide.
Enterprise Source Licensing Program	N/A	N/A	N/A	N/A	1,500 desktop minimum.
24x7 Problem Resolution Support	Server: 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. ³ Premier customers will be able to transfer their SA incident into their Premier contracts. ⁴ Desktop: For every U.S.\$200K* of Software Assurance spend for Microsoft Office Applications and Windows Client, you are entitled to 1 phone incident. ²				
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 Subscription 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 www.microsoftvolumelicensing.com/userights/PL.aspx .				
Extended Hotfix Support ²	Server: 90-day enrollment not required. Annual contract fees for Microsoft Exchange Server, MOM, SMS, SQL Server™, and Windows Server™ are included as part of Software Assurance. Desktop: Not eligible.			Server: 90-day enrollment not required. Annual contract fees for Exchange Server, MOM, SMS, SQL Server, and Windows Server are included as part of SA. Desktop: 90-day enrollment not required. Annual contract fees for Windows Client and Office Professional are included.	
Windows Fundamentals for Legacy PCs	N/A	N/A	N/A	N/A	For each Windows Client License covered under SA, you are entitled to install 1 copy as the Windows Client License.

¹ 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 ² A Premier or Essential Support Agreement is a prerequisite for eligibility. ³ Not applicable to Open License customers. Web support is for low severity (Severity C) cases only. Any call-back via phone will be decremented against the customer's Software Assurance or Premier phone incident balance. ⁴ 24x7 support is for Severity A cases only. Default language after business hours will be English. Translation services will be used where available. SA incidents will be eligible to be exchanged for Premier incidents on a 1:1 basis. Transfer incidents for Premier Problem Resolution hours will be allowed. The conversion ratio will depend on local Premier list prices and will vary by country. * The indicated currency is U.S. dollars only. Cost varies based on currency.

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