

Microsoft Software Assurance for New Zealand SMB Customers: Explanation of Benefits

Plan

NEW VERSION RIGHTS: Rights to new software version releases during the term of your agreement. Lower costs associated with software acquisition, while simplifying procurement and forecasting. This helps protect your organisation's investment.

ACCESS TO STEP UP LICENSES: Migrate your software from a lower-level software edition to a higher-level edition of certain products (for example step up Windows Server Standard to Windows Server Enterprise). Step ups are available at any time during the term of your Software Assurance coverage.

SPREAD PAYMENTS: Annual payments instead of one up-front payment. Take advantage of greater flexibility in managing technology expenditure, 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 four comprehensive services delivered through prequalified 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 customised 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 realise 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 optimised for medium and large sized organisations. Exclusive features include data protection to help safeguard lost or stolen PCs, tools for application compatibility and virtualisation, and the ability to deploy a single image with different interface languages for users around the world.

MICROSOFT DESKTOP OPTIMISATION PACK (MDOP): Available exclusively to Software Assurance customers, MDOP is an add-on subscription license that uses innovative technologies to help better control the desktop. MDOP helps accelerate and simplify desktop deployments and management, and create a dynamic infrastructure turning software into centrally-managed services. 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.

TRAINING VOUCHERS: Receive vouchers for technical training on selected courses from *Microsoft Certified Partners for Learning Solutions*, (the authorised 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 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: Maximise the value of Microsoft Office and increase productivity by enabling employees to work from home. Eligible software includes the Microsoft Office desktop programs.

MICROSOFT OFFICE MULTI-LANGUAGE PACK (MLP): Enables IT to deploy a single Office 2007 image with support for 37 languages. Also supports individuals who create or edit content in multiple languages.

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. Customers with Premier Support 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 benefit, you must have a Microsoft server license and all corresponding Client Access Licenses (when 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, as well as keep skills sharp!

Transition

EXTENDED HOTFIX SUPPORT: Enter into Extended Hotfix Support Agreements (EHSA) as hotfix issues arise. Annual fees associated with an EHSA agreement are complimentary when Software Assurance is in place for eligible Servers (although hotfixes are chargeable). To qualify for this benefit you must have a Premier or Essential Support Agreement. .



Microsoft Software Assurance Benefits (by product and program)

Office	Open Value CompanyWide	Open Value Non CompanyWide	Open License
New Version Rights: Every License covered under Software Assurance may be upgraded to the newest version	●	●	●
Annual Payments: License and Software Assurance can be spread into equal annual payments	●	●	●
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). For more details please refer to www.microsoft.com/licensing/userights/	●	●	●
Home Use Program: For each Office License covered with Software Assurance, a user of the licensed device is entitled to one copy of that product for home use	●	●	●
Microsoft Office Multi-Language Pack (MLP): All qualifying licenses covered with Software Assurance in the Application Pool have access to MLP	●	●	●
Step-Up License Availability: To purchase a Step-Up license, a customer must have retained a license and have current or expiring Software Assurance for the qualifying product they are stepping up from. For more details please refer to www.microsoft.com/licensing/userights/	●	●	●
Training Vouchers: For every 50 Office Application Licenses covered with SA, entitlement to 2 days of training (up to 20 days)	●	●	●
Packaged Services: Qualified customers receive a number of Packaged Services days based on the number of qualifying Office licenses	●	●	●
Windows			
New Version Rights: Every License covered under Software Assurance may be upgraded to the newest version	●	●	●
Annual Payments: License and Software Assurance can be spread into equal annual payments	●	●	●
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). For more details please refer to www.microsoft.com/licensing/userights/	●	●	●
Windows Vista Enterprise: For each Windows Client License covered under Software Assurance, entitlement to 1 Windows Vista Enterprise Upgrade License	●	●	●
Microsoft Desktop Optimisation Pack (MDOP) for Software Assurance: Available as an add-on subscription license for those with Software Assurance coverage on Windows Desktop. Refer to www.windowsvista.com/optimizeddesktop for more information.	●	●	●
Training Vouchers: For every 50 Windows Client Licenses covered with SA, entitlement to 1 day of training (up to 10 days)	●	●	●
Servers			
New Version Rights: Every License covered under Software Assurance may be upgraded to the newest version	●	●	●
Annual Payments: License and Software Assurance can be spread into equal annual payments	●	●	●
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). For more details please refer to www.microsoft.com/licensing/userights/	●	●	●
Packaged Services: Qualified customers receive a number of Packaged Services days based on the number of Core Client Access License (CAL) suites and Enterprise CAL suites for which Software Assurance is acquired.	●	●	●
Step-Up License Availability: In order to purchase a Step-Up license, customers must have retained a license for the qualifying product. For more details please refer to www.microsoft.com/licensing/userights/	●	●	●
24x7 Problem Resolution Support: Server: For every NZ\$35,000 Software Assurance spend on servers and CALs, entitlement to 1 phone incident. Additionally, a complimentary phone incident is awarded to customers who have at least one Server License covered with Software Assurance. Unlimited Web support is included for all servers covered with Software Assurance only when purchased under Open Value/Open Value Companywide (not Open License)	●	●	●
Cold Backups for Disaster Recovery: For each Server License covered with Software Assurance, entitlement to run one instance of the software on a “cold” server for disaster recovery purposes	●	●	●
Extended Hotfix Support: Enrolment rules and annual program fees waived. Annual contract fees for Microsoft Exchange Server, MOM, SMS, SQL Server, and Windows Server are included as part of Software Assurance.	●	●	●
TechNet Plus Direct: Customers with Software Assurance for a minimum of 5 qualifying products within the server pool are eligible for a TechNet Plus Direct Subscription during the term of their Software Assurance coverage. For more details please refer to www.microsoft.com/licensing/userights/	●	●	●
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 refer to www.microsoft.com/licensing/userights/	●	●	●

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