



## Microsoft Software Assurance Solution Customer Solution Case Study



### Overview

**Country or Region:** United States

**Industry:** Technology

### Customer Profile

Fair Isaac Corporation, based in Minneapolis, provides business decision systems to thousands of companies in more than 60 countries.

### Business Situation

Fair Isaac wanted to increase employee satisfaction by enhancing its employee benefits program.

### Solution

The Home Use benefits of Microsoft Software Assurance enable Fair Isaac to offer employees the latest Microsoft Office System software at minimal cost.

### Benefits

- Increases employee satisfaction
- Saves U.S.\$120,000 in software costs
- Boosts productivity
- Reduces IT burden

## Technology Provider Boosts Employee Satisfaction While Increasing Productivity

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Brian Alexander, Director Customer Support, Fair Isaac Corporation

Fair Isaac Corporation, one of the world’s leading providers of business decision systems, has made a very successful decision of its own: to take advantage of the Microsoft Home Use Program included with its Microsoft Software Assurance for Volume Licensing benefits. As a Software Assurance customer, Fair Isaac can maximize its software investment by making the latest Microsoft Office System software available to its employees for their personal or business use at home, at nominal cost. Employees say they love the ability to use the latest Office software at home at minimal cost—and they report productivity increases as a result. There’s virtually no program administration for Fair Isaac’s IT professionals to worry about—so they love the Microsoft Home Use Program, too.

Microsoft  
**Software Assurance**  
for Volume Licensing

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## Situation

Fair Isaac Corporation, based in Minneapolis, provides business decision systems to thousands of companies in more than 60 countries. Its solutions enable its customers to make decisions that are more accurate, objective and consistent, based on a combination of rigorous analytics, high-volume data processing, and business intelligence.

A company that well-known for helping customers make better decisions had better make great decisions for itself, too. And Fair Isaac does. For example, it has decided to adopt and renew an Enterprise Agreement with Microsoft, bringing stability and certainty to its software licensing.

“We knew it would be very helpful to always have the latest versions of our Microsoft software without having to re-license and pay new fees all the time,” says Brian Alexander, Director, Customer Support at Fair Isaac. “As the number of our employees grows, we have a pre-existing way to cover them for software. It makes it easy to budget and meet future needs.”

One of those needs – present and future – is keeping its around 3,000 employees happy. “We are in a very competitive industry,” says Alexander. “Our employees really deliver for us, and it’s important that we continually find ways—beyond their paychecks—to thank them for their service. We are always looking for new ways to enhance our employee benefits program.”

## Solution

One way that Fair Isaac has enhanced its employee benefits is by participating in the Microsoft Home Use Program, a key component of the Microsoft Software Assurance for Volume Licensing Program. Software Assurance gives customers automatic access to new technology and

provides productivity benefits, support, tools, and training to help deploy and use Microsoft software efficiently.

The Home Use Program increases employee productivity and maximizes the value of an organization’s Microsoft Office investment by enabling its employees to work at home. With The Home Use Program, employees can get a licensed copy of select Microsoft Office desktop programs—the same software they use on the job—to install and use on a home computer.

Software covered by the Home Use Program includes Microsoft Office Access, Microsoft Office Excel, Microsoft Office FrontPage®, Microsoft Office InfoPath™, Microsoft Office, Microsoft Office OneNote™, Microsoft Office PowerPoint®, Microsoft Office Project Standard, Microsoft Office Publisher, Microsoft Office Visio®, and Microsoft Office Word.

Alexander learned about the Home Use benefits during Fair Isaac’s adoption of its Enterprise Agreement. To activate the benefit, he went to a Microsoft Web site dedicated to the program, and used an account code provided by Microsoft. In activating the benefit, he received account numbers and instructions to give to employees who wanted to take advantage of Home Use.

“It was as simple as that,” says Alexander. “It really didn’t take much time to implement.”

The next step was publicizing the benefit to Fair Isaac employees. Alexander sent an e-mail to all employees explaining the benefit and providing instructions so they could obtain their Home Use software. At least once per year, Fair Isaac reminds employees about the Home Use program through a monthly “technical tips” newsletter. And information on the program is always available on the

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human resources and IT sections of the company intranet. Employees go to the site when they want to order software, enter the account number for their company along with their delivery information, and receive their software within days.

“It was really easy to get my Home Use Program copy of Microsoft Office 2003,” says Al Sullivan, software engineer at Fair Isaac. “I received Brian’s e-mail, clicked on the link, entered some information when I got to the Web site, and that was it. I had my software four days later.”

### **Benefits**

The Microsoft Home Use Program is helping employees to save money and increase their productivity—and helping to relieve the IT burden, as well.

### **Keeping Employees Satisfied**

After one year, more than 10 percent of Fair Isaac employees have taken advantage of Home Use, which Alexander says makes the program a success as an employee benefit. That amounts to a savings for those employees of U.S.\$120,000 over the cost of retail purchases of Microsoft Office software.

“Home Use has definitely struck a chord with our employees,” he says. “They like the benefit a lot. I know because I have employees coming to my office to ask about the program all the time. They keep the announcement e-mail and contact me throughout the year—often when they buy a new computer for use at home, and they want the most up-to-date software on it.”

Because Fair Isaac provides employees with laptop computers that they can use at home for office work, employees mostly want the Microsoft software on their home machines for their personal use—and that’s fine with Alexander.

“We want our employees to be happy and productive in all aspects of their lives,” he says. “They do so much for us—if this is something we can do for them, with Microsoft’s help, we’re happy to do it.”

And the employees seem just as happy. Says Home Use Program user Sullivan: “I was thrilled that Fair Isaac made this available to me—where else could I get Microsoft Office for the cost of materials and shipping?”

Fair Isaac also used the Home Use Program benefits to help welcome employees joining the company as part of an acquisition. “When we moved the new employees over to our e-mail system, we wanted an e-mail message in their boxes as part of their welcome to the company so we advertised the Home Use Program benefits,” says Alexander. “Getting the full Microsoft Office software at nominal cost—the employees thought that was a great way to help ease their transition to their new environment.”

### **Boosting Productivity**

Beyond helping to keep employees happy, the Home Use Program also helps to keep them productive. Even though they have company-issued laptops for business use, many employees still do some of their office work on their home PCs – especially when their laptops may be at the office, or when they’re already working at their home PCs and don’t want to boot-up a second machine just to update a work project. That’s when Home Use software can be especially valuable.

“Thanks to Software Assurance, we have the most up-to-date versions of Office software on our office machines, so it’s important that employees have those same up-to-date versions on the home PCs they occasionally use for office work,” says Alexander. “Complete, 100 percent compatibility between their home and office PCs means

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that they can use the latest Office functionality wherever they are. They can work faster and with more confidence. The software helps them to get their work done, rather than becoming an obstacle.”

Software engineer Sullivan concurs, saying that having Microsoft Office 2003 on his home machine has made it significantly easier for him to work at home when needed.

### **Reducing the IT Burden**

In addition to making Fair Isaac employees more productive at home, the Home Use Program also helps to reduce the burden on the company’s IT staff, according to Alexander.

“When employees have the same, up-to-date Office software on their home PCs that they have on their office PCs, they’re more familiar with that software, and that it minimizes their need to call our IT helpdesk when they’re working at home and have a problem or question about their software,” says Alexander. “It also means that the IT helpdesk has only one version of Microsoft Office—the current version—to support.”

And Fair Isaac can implement the Home Use benefits without having to worry about administering the program. “Microsoft handles all the administration for us,” says Alexander. “We give our employees the account numbers so they can get their software—but that’s about it. We can always see information on usage from a secure Web site. As a related benefit, we don’t have to worry about licensing issues related to home use—we know our employees are always using fully licensed software.”

“Thanks to Home Use, we’re giving our employees access to the latest and greatest Office software at a very small cost to them and no cost to us,” says Alexander. “This is

an extremely easy program both for us and for our employees. It’s a real win-win.”

## For More Information

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For more information about Fair Isaac Corp. products and services, call 1 (612) 758 - 5200 or visit the Web site at: [www.fairisaac.com](http://www.fairisaac.com)

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## Microsoft Software Assurance

Microsoft's Software Assurance gives you automatic access to new technology and provides productivity benefits, support, tools, and training to help deploy and use software efficiently.

For more information about Microsoft Software assurance, go to [www.microsoft.com/licensing/programs/sa](http://www.microsoft.com/licensing/programs/sa)

## Software

- Microsoft Office 2003 Professional

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