Microsoft Software Assurance (SA) Benefits

Overview of Software Assurance (SA) Benefits

Microsoft Software Assurance is a comprehensive maintenance offering that helps you get the most out of your software investment. It can combine the latest software with telephone support available 24 hours a day, partner services, training and IT tools that help customers deploy, manage and migrate software.

With Software Assurance you can increase worker productivity, accelerate organizational performance and quickly realize a return on your software investment.

Insight will work with you to assist in activating your Software Assurance Benefits, and then be there for the long run to answer questions and help you get the most out of your benefits.

You may have some or all of the following benefits:

NEW PRODUCTS:

New Version Rights – With New Product Versions you get access to new software versions as soon as they are released for no additional cost.

- Improve productivity using the latest Microsoft software
- Lower the costs of acquiring new product versions
- Simplify software licensing, budgeting and administration

Microsoft Desktop Optimization Pack – Available exclusively to Software Assurance customers as an add-on subscription, the Microsoft Desktop Optimization Pack (MDOP) employs six innovative technologies to improve desktop management, including application virtualization, asset management and desktop diagnostic tools.

- Help reduce costs by streamlining deployment and PC management
- Help improve end-user uptime with increased IT responsiveness

Step-Up Licensing - With Step-Up Licensing Availability you can upgrade from a lower- to a higher-level software edition—such as Office Standard to Office Professional—at a low cost. Rather than pay full cost for the higher-level software edition, Step-Up Licensing allows you to pay only the pricing difference. Software Assurance coverage is required to take advantage of Step-Up Licensing.

- Take advantage of enhanced features and technologies with premium software editions
- Reduce the costs of buying new software

Windows 7 Enterprise - Available exclusively to Microsoft Software Assurance customers, Windows 7 Enterprise, a cornerstone technology of the Windows Optimized Desktop, helps you boost productivity and drive cost efficiencies across your organization.

- Help make people productive anywhere
- Help manage risks through enhanced security and control
- Help reduce costs by streamlining PC management

DEPLOYMENT:

**Packaged Services** - Offers four types of consulting engagements (see below), each engagement is delivered by a qualified consultant who provides guidance and analysis for planning and deployment, and helps your organization realize a greater return on investment

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Description</th>
<th>Duration Options</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Desktop Deployment Planning Services</td>
<td>(DDPS) can help you ensure successful deployment of Microsoft Office or Windows software to increase usage, increase productivity and lower costs. Your consultant collaborates with you to create a comprehensive deployment plan that includes analysis, business case, process and technical procedures. The service is based on the Solution Accelerator for Business Desktop Deployment and best practices from Microsoft, and the objective is to help reduce the cost and complexity associated with high levels of process and automation. The number of engagement days is one, three, five, 10 or 15, as determined by your Software Assurance coverage. (The one-day engagement is via teleconference. Engagements three days and up are typically performed onsite.)</td>
<td>one, three, five, 10 or 15, as determined by your Software Assurance coverage.</td>
<td>(The one-day engagement is via teleconference. Engagements three days and up are typically performed onsite.)</td>
</tr>
<tr>
<td>SharePoint Deployment Planning Services</td>
<td>(SDPS) is designed to help your organization plan an effective deployment of Microsoft Office SharePoint Server. Your consultant shares best practices, analyzes your organizational environment and provides tools and services to help you optimize the effectiveness of the Office SharePoint Service core capabilities, plus help lower the cost of deployment and help improve the productivity of your organization. The number of engagement days is one, three, five, 10 or 15, as determined by your Software Assurance coverage. (The one-day engagement is via teleconference. Engagements three days and up are typically performed onsite.)</td>
<td>one, three, five, 10 or 15, as determined by your Software Assurance coverage.</td>
<td>(The one-day engagement is via teleconference. Engagements three days and up are typically performed onsite.)</td>
</tr>
<tr>
<td>Exchange Deployment Planning Services</td>
<td>(EDPS) is designed to help guide your organization through the deployment planning stages of a Microsoft Exchange implementation. Through a structured engagement, your consultant reviews new Microsoft Exchange product features, shares best practices, analyzes organizational requirements, provides hands-on deployment training and helps create comprehensive deployment and implementation plans. The number of engagement days is three, five, 10 or 15, as determined by your Software Assurance coverage.</td>
<td>three, five, 10 or 15, as determined by your Software Assurance coverage.</td>
<td>(The one-day engagement is via teleconference. Engagements three days and up are typically performed onsite.)</td>
</tr>
<tr>
<td>Business Value Planning Services</td>
<td>(BVPS) helps your organization’s business decision makers develop a plan to maximize the business value of the Microsoft Office system through structured, multi-day engagements. Your consultant works with you to document, analyze and design a plan that helps you unlock the potential of your existing investment, drive change, and improve your business processes. The number of engagement days is three, five, 10 or 15, as determined by your Software Assurance coverage. (The one-day engagement is via teleconference. Engagements three days and up are typically performed onsite.)</td>
<td>three, five, 10 or 15, as determined by your Software Assurance coverage.</td>
<td>(The one-day engagement is via teleconference. Engagements three days and up are typically performed onsite.)</td>
</tr>
</tbody>
</table>

**Virtual Desktop Access** – Windows Virtual Desktop Access lets you access virtual desktop environments from Software Assurance-covered PCs, and allows the PC’s user to remotely access their virtual desktops from third-party devices such as personal PCs and hotel kiosks.

- Extend the value of your virtual desktop environment by deploying your desktops anywhere, locally or in the datacenter
- Expand end-user productivity with increased flexibility to access virtual desktops outside of the work environment

**Office, Project, and Visio Roaming Use Rights** - Roaming Use Rights for Office, Project and Visio allows users with Software Assurance on Office, Project or Visio to remotely access their software on their virtual desktops from third-party devices such as home PCs and Internet kiosks.
Expand end-user productivity with increased flexibility to access Office, Project and Visio outside of the work environment
Extend the value of your virtual desktop environment with roaming use rights on Office, Project or Visio

**TechNet Plus Direct** - One subscription provides access to full-version software for evaluation, complimentary professional support calls, online training and technical library, beta software, plus ideas and solutions from peer experts to help you efficiently deploy, manage and support your Microsoft technology.

- Evaluate full-version software to make informed purchase and deployment decisions
- Access cost-effective resources to help plan and implement products
- Find information, tools and support to help resolve IT challenges quickly


**TechNet SA Subscription Services** – This can give your entire IT staff tools they need to address issues instead of researching documentation. It includes:

- *TechNet Online Concierge Chat* serves as your live, online librarian to help you quickly find resources to plan, implement and support Microsoft technologies
- With *TechNet Managed Forums* you can post questions to professional peers. Get technical questions answered within two business days with review by Microsoft support professionals

The number of users granted access varies by product and by the type of license you have with Software Assurance.

**Office Multilanguage Pack** - The Microsoft Office Multi-Language Pack enables you to deploy a single Office image with support for 37 user interface (UI) languages, and equip individuals who create or edit content with powerful proofing tools and self-help features.

- Help employees work more productively, regardless of language or location
- Streamline deployment with a single Office image that supports 37 languages
- Support individuals with free Office user interface (UI) languages and proofing tools
TRAINING:

Training Vouchers - With Software Assurance Training Vouchers you get instructor-led technical training by a Microsoft Certified Partner for Learning Solutions (CPLS). Developed by Microsoft experts, these in-depth courses are designed to help your IT staff deploy, manage and support new software.

- Prepare your IT staff to efficiently deploy, manage and support new software
- Keep current with technology without impacting your budget

E-learning - With Software Assurance E-Learning you can help your employees gain skills to be more productive with their current software, or ready them for new versions with up-to-date, online training developed by Microsoft experts.

- Help employees become more productive with Microsoft software
- Prepare employees for new product implementations
- Get flexible self-paced training options without impacting your budget
- Download E-learning Applications and E-learning Systems into your own SCORM compliant LMS
- Use virtual labs in E-learning Servers

[Link](http://www.microsoft.com/licensing/programs/sa/benefits/elearning.mspx)

Home Use Program - With the Home Use Program (HUP) your employees can get the latest version of the Microsoft Office suite to use on their home computer through a low-cost download. When employees use the same software at home and work, they naturally gain more skills which helps improve productivity.

- Help accelerate familiarity and use of new Office products
- Help increase employee skills and productivity

What are the features/programs available?

Qualified employees who are licensed at work can obtain a licensed copy of select Microsoft software:

<table>
<thead>
<tr>
<th>Qualifying Desktop Application</th>
<th>Corresponding HUP License</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office Professional Plus 2007/2010</td>
<td>OR</td>
</tr>
<tr>
<td>Office Enterprise 2007</td>
<td>Office 2008 for Mac</td>
</tr>
<tr>
<td>Office 2008 for Mac</td>
<td></td>
</tr>
<tr>
<td>Excel 2007/2010</td>
<td>OR</td>
</tr>
<tr>
<td>Groove 2007</td>
<td>Office 2008 for Mac</td>
</tr>
<tr>
<td>InfoPath 2007/2010</td>
<td></td>
</tr>
<tr>
<td>OneNote 2007/2010</td>
<td></td>
</tr>
<tr>
<td>Outlook 2007/2010</td>
<td></td>
</tr>
<tr>
<td>PowerPoint 2007/2010</td>
<td></td>
</tr>
<tr>
<td>Publisher 2007/2010</td>
<td></td>
</tr>
<tr>
<td>SharePoint Workspace 2010</td>
<td></td>
</tr>
<tr>
<td>Word 2007/2010</td>
<td></td>
</tr>
<tr>
<td>Visio Professional 2007/2010</td>
<td>OR</td>
</tr>
<tr>
<td>Visio Premium 2010</td>
<td></td>
</tr>
<tr>
<td>Project Standard 2007/2010</td>
<td>Project Professional 2010 HUP</td>
</tr>
<tr>
<td>Project Professional 2007/2010</td>
<td></td>
</tr>
</tbody>
</table>

Note: The list of qualifying desktop products is subject to change at any time without notice and varies by region, offering and language. Campus and School agreement customers should refer to their agreements (3.5 or higher) for additional program-specific conditions.
SUPPORT:

24x7 Problem Resolution Support - 24x7 Problem Resolution Support provides phone support 24 hours a day, seven days a week. This direct connection to Microsoft anytime a support need arises—for almost any product—can help you maximize uptime, lower support costs and boost IT productivity by reducing time spent troubleshooting and resolving issues.

- Make your IT department more productive
- Reduce downtime and support costs

The phone incidents included with this benefit may be transferred to your Microsoft Premier Support agreement and will serve to “bump” up your hours within that agreement.

Extended Hotfix - Extended Hotfix Support provides specific, non-security product fixes on a per customer incident basis, beyond the standard product support terms and releases.

- Request non-security hotfixes for older Microsoft Business and Developer products beyond the Mainstream Support phase.
- Reduce downtime and extend the use of legacy systems.
- While annual fees are normally charged as part of an Extended Hotfix Support agreement, they are waived during your Software Assurance coverage. A Premier or Essential Support Agreement is a pre-requisite for this benefit. You will also be responsible for any individual hotfix fees.
- After it is determined that the resolution to your support issue will likely require a non-security hotfix for a product in the Extended phase of the Microsoft Support Lifecycle, contact your Technical Account Manager. Your Technical Account Manager will work with the appropriate problem resolution team to initiate the process of creating the hotfix.

Cold Back-Ups for Disaster Recovery - Cold Back-ups for Disaster Recovery provides additional licenses for servers used as offline (“cold”) backups, to help you recover in case of a catastrophic event. For each Server License you have with Software Assurance, you have the right to install the same software product on a “cold” backup server for disaster recovery purposes.

- Help users regain access to critical data and applications following disasters
- Help protect your organization’s mission-critical solutions

Windows Fundamentals for Legacy PCs for Software Assurance - Microsoft Windows Fundamentals for Legacy PCs is for customers with legacy PCs who are running legacy operating systems and are not in a position to buy new hardware. It provides the same security and manageability as Microsoft Windows XP SP2, while providing a smooth migration path to the latest hardware and operating system. Windows Fundamentals allows for a limited number of workloads to be executed locally, including security software, management software, terminal emulation software, document viewers and the .NET Framework. [http://www.microsoft.com/licensing/sa/benefits/fundamentals.mspx](http://www.microsoft.com/licensing/sa/benefits/fundamentals.mspx)

Enterprise Source License Program - With the Enterprise Source Licensing Program (ESLP) benefit, Microsoft Software Assurance customers with 1,500 or more licensed desktop PCs in the systems pool can access Microsoft Windows client and server source code for internal development and support purposes. Your IT staff can use the source code to improve the performance of Windows systems and related applications, enhance supportability and help enhance system security.

[http://www.microsoft.com/resources/sharedsource/Licensing/Enterprise.mspx](http://www.microsoft.com/resources/sharedsource/Licensing/Enterprise.mspx)
Spread Payments - With Spread Payments, you can spread the costs of your License and Software Assurance purchase across three equal, annual sums. Take advantage of greater flexibility in managing technology expenditures with the option to make annual payments instead of one up-front payment. This option helps reduce initial costs and forecast annual software budget requirements up to three years in advance.

This option is available to you when you add Software Assurance to your Volume Licensing Agreement at the time of purchase or renewal.

- Reduce initial licensing costs with predictable payments
- Get the latest Microsoft technologies and preserve cash and credit lines

SAB Activation Guide

Activate your benefits
Activating your organization’s Software Assurance benefits is easy. You will need to identify and register one or more individuals as Benefits Administrators to manage Software Assurance benefits for your organization. Benefits Administrator(s) may be human resources, training or technical personnel.

Simple steps to activation
The majority of Software Assurance benefits need to be activated through the Volume License Service Center (VLSC) at https://www.microsoft.com/licensing/servicecenter.

Choosing the Benefits Administrator(s)
A consideration when choosing whether to assign one or more Benefits Administrator(s) to manage your benefits is the size of your organization and scope of benefits available to you. An enterprise organization that will access technical, training and productivity benefits across multiple levels of an organization may find de-centralized benefits management most effective, whereas a mid-size organization may find it more efficient to centralize benefits management with one individual or department.

Benefits Administrator recommendations for Software Assurance benefits available with Select License SAM and Enterprise Agreement/Subscription include:

<table>
<thead>
<tr>
<th>SA Benefit</th>
<th>Recommended Manager</th>
</tr>
</thead>
<tbody>
<tr>
<td>New products and deployment tools (New Product Versions, Windows 7 Enterprise, MDOP)</td>
<td>IT Manager</td>
</tr>
<tr>
<td>Deployment resources (Planning Services, TechNet subscriptions)</td>
<td></td>
</tr>
<tr>
<td>Classroom technical training for IT staff (Training Vouchers)</td>
<td></td>
</tr>
<tr>
<td>24x7 Problem Resolution Support</td>
<td></td>
</tr>
<tr>
<td>Training for end-users (E-learning courses)</td>
<td>Staff Development/Training Managers/HR Manager/IT Manager</td>
</tr>
<tr>
<td>Home Use Program</td>
<td></td>
</tr>
</tbody>
</table>