Microsoft

Software Assurance Renewal Planning Guide

Microsoft Software Assurance for Volume Licensing helps you boost productivity across your organization. Software Assurance benefits can help you get the most out of your Microsoft software with round-the-clock support, deployment planning services, end-user and technical training, and the latest software releases and unique technologies—all in one cost-effective program. This guide is designed to assist you as you plan for the renewal of your Microsoft Volume Licensing agreement and the Software Assurance benefits that go with it.

Plan your Software Assurance renewal.

1. Use all your Software Assurance benefits before your agreement expires.
   - Review the current status of your benefits at **www.microsoft.com/licensing/servicecenter**.
2. Get the facts about Software Assurance, including case studies detailing how other companies have maximized the use of their benefits.
   - Review the IDC findings at **www.microsoft.com/maximizevalue**.
3. Work with your reseller to identify your best renewal option.

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What's the value of Software Assurance?

Microsoft Software Assurance gives your company greater control over your budget and helps make sure that you enjoy the competitive advantages that the latest technology can provide. As Gartner analyst Michael Silver told *CIO Today*, "If you take advantage of everything Microsoft has put into Software Assurance, you're going to see a lot of value."

Software Assurance benefit	Overview and business value	This benefit can help ...
New Version Rights	You receive rights to new software version releases for every Microsoft product license covered by Software Assurance.	• Lower the costs associated with software acquisition. • Protect your organization's investment while simplifying procurement and forecasting.
Spread Payments	Your company can take advantage of greater flexibility in managing technology expenditures with the option to make annual payments instead of one up-front payment.	• Reduce initial costs. • Simplify forecasting for your annual software budget requirements up to three years in advance.
Deployment Planning Services	Plan and prepare for an efficient and successful deployment by taking advantage of comprehensive services delivered through prequalified deployment partners. • Desktop Deployment Planning Services • SharePoint Deployment Planning Services • Exchange Deployment Planning Services • Business Value Planning Services	• Lower the cost and complexity of deploying. • Increase usage and productivity, lower cost, and improve the return on your software investment as a result of more successful deployments.
Training Vouchers	Send employees to classroom training provided by your local Microsoft Certified Partner for Learning Solutions using Microsoft Official Courseware.	• Boost technical skills and lower IT training costs. • Prepare your IT staff to efficiently deploy, maintain, and support new technologies.
24x7 Problem Resolution Support	Receive business-critical support with 24x7 Problem Resolution phone support, in addition to unlimited Web support during business hours for Standard and Enterprise edition servers.	• Lower support costs and free up IT resources for other projects. • Reduce downtime and associated loss of productivity.
Microsoft Desktop Optimization Pack (MDOP)	Available exclusively to Software Assurance customers, the MDOP is an add-on subscription license that uses innovative technologies to better control the desktop, accelerate and simplify desktop deployments and management, and create a dynamic infrastructure by turning software into centrally managed services.	• Increase desktop manageability and enable delivery of applications as services. • Reduce total cost of ownership.
Windows 7 Enterprise	Help drive cost efficiencies by simplifying computer management, making users productive anywhere, and managing risks through enhanced security and control.	• Lower IT costs and improve IT efficiency. • Increase data protection.
E-Learning	Help your IT staff update their skills with flexible and convenient self-paced learning developed by Microsoft technology experts.	• Improve employee productivity and gain business insight. • Lower organizational training costs.
Home Use Program	Allow eligible employees to use the same Microsoft Office 2010 desktop software at home that you have licensed for your business.	• Increase employee efficiency and lower training costs by enabling employees to use the same Microsoft Office software at home that they use at work. • Reduce IT burden with fewer help-desk calls.
TechNet Benefits 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 and other technical tools and resources.	• Receive access to experts, technical tools, and resources.
Cold Backups for Disaster Recovery	Get complimentary "cold" backup server licenses for disaster recovery.	• Speed your response to a disaster, thus minimizing the overall impact to your systems. • Protect business-critical solutions and maintain IT operating efficiency.

You may qualify for additional benefits. Please go to **http://www.microsoft.com/licensing/software-assurance/midsize.aspx** to see the full list of benefits.

How to decide which renewal is best for your organization

More than 250 computers

If your organization has more than 250 computers, the Enterprise Agreement and Select Plus programs may be the best fit for your organization. These programs are offered through Microsoft Large Account Resellers.

Enterprise Agreement	Select Plus
• IT standardization throughout the enterprise to help reduce the overall cost of computing • Simplified license administration and centralized purchasing that can significantly reduce administrative overhead • More value through Software Assurance—increased manageability, upgrades, and more • Subscription option for organizations that want the benefit of an Enterprise Agreement in a subscription model	• A single, organization-wide agreement to support decentralized purchasing by multiple local affiliates • Price discounts according to the aggregate purchases of the entire organization • Maximized return on investment by purchasing Software Assurance for the time covered by a Volume Licensing agreement • The flexibility to acquire licensed products on an as-needed basis • No need to renegotiate and renew agreements every three years

Fewer than 250 computers

The flexibility of Open License programs provides another option for meeting your business requirements. You can get more information from your solution provider and online licensing resellers. There are three Open License programs to choose from:

Open Value	Open Value Companywide	Open Value Companywide
• Flexible payment options and easy transactions to help manage your software investment as you grow • Simplified license management with the ability to share a single agreement among affiliates • Complimentary media kits for initial orders of each software title • Software Assurance benefits, such as New Version Rights, Training Vouchers, Home Use Program, and TechNet Benefits Through Software Assurance	All the benefits of Open Value, plus: • Additional savings for organizations that want to standardize desktops on one or more Microsoft enterprise products • Simple license management, with monthly ordering of desktop licenses • Subscription option for organizations that want the benefit of Open Value Companywide in a subscription model	• Easy-to-use Volume Licensing option for organizations acquiring as few as five licenses • Cost savings and the ability to add licenses on a pay-as-you-go basis • Flexible licensing model and easy license management for growing companies

Best practices

Consolidate your Software Assurance coverage and save money.

If you are a customer with multiple Microsoft licensing agreements, you may need to manage various Software Assurance expiration dates—we understand that at times this makes it difficult to track versions and control your budget.

You may be eligible to consolidate your multiple agreements into a single Volume Licensing agreement. This consolidation enables you to reduce the overall number of agreements you must manage and track, thereby reducing the risk of allowing your Software Assurance coverage to lapse in the future. For more information and to see if you qualify, please contact your reseller or Microsoft representative.

Consider performing a SAM review.

Software Asset Management (SAM) is a set of processes that can help your organization control costs, improve compliance and security, and anticipate future software needs as your company grows. Microsoft gives you the tools and partner services to help you identify what software is being used effectively and what software can be removed or transferred. Visit **www.microsoft.com/sam** for more information, along with tips and tools to help your company perform a software inventory. Call (866) 606-3749 to see if you qualify for a complimentary SAM program.

Software Assurance by license type

Software Assurance can be purchased only at the time your software license is acquired. Different licenses are associated with specific Software Assurance benefits. For more detail on these benefits, see the charts on the previous two pages.

Offerings Availability

Lifecycle Stage	Benefit	Open License	Select License, Select Plus	Open Value, Open Value Subscription	Enterprise Agreement, Enterprise Agreement Subscription**
Plan	New Version Rights	•	•	•	•
	Spread Payments		•	•	•
Deploy	Deployment Planning Services			•	•
	Microsoft Desktop Optimization Pack*	•	•	•	•
Use	Windows 7 Enterprise	•	•	•	•
	Training Vouchers			•	•
	E-Learning	•	•	•	•
	Home Use Program	•	•	•	•
	Enterprise Source Licensing Program				•
Maintain	24x7 Problem Resolution Support	•	•	•	•
	Cold Backups for Disaster Recovery	•	•	•	•
	TechNet Benefits Through Software Assurance		•	•	•
Transition	Windows Fundamentals for Legacy PCs				•
	Extended Hotfix Support (Desktop)				•
	Extended Hotfix Support (Server)	•	•	•	•

Eligibility for Software Assurance benefits varies by offering and region and is subject to change. The terms and conditions of your Volume License agreement and the terms and conditions under which any specific Software Assurance benefits are offered will take precedence in the case of any conflict with the information provided here. For information about the terms and conditions of your Volume License, contact your Microsoft representative or reseller.

For information about benefits related to Microsoft Dynamics CRM products, please visit **www.microsoft.com/dynamics/crm/support/serviceplans.mspx**.

For information about MSDN benefits related to Microsoft Visual Studio products, please visit **msdn.microsoft.com/subscriptions/aa718661.aspx**.

*Microsoft Desktop Optimization Pack is an add-on subscription license that is available only to Software Assurance customers.

**Select License Software Assurance membership and Select Plus Software Assurance membership qualify for the same benefits as an Enterprise Agreement.