



Microsoft Software Assurance Offerings

Software Assurance Gives You a Business Edge

For success in the rapidly changing business world, organizations must remain flexible to adapt to competitive threats and marketplace shifts. Microsoft software enables your company to gain a business edge, by making it easier for you to operate in a world where time and distance no longer separate employees from customers, partners, or operations. Microsoft can help you increase productivity by giving your business the technology it needs to perform to its fullest potential everyday.

An important part of achieving success is the ability to keep software and technology assets current in the most cost-effective manner possible. This is why the Microsoft® Volume Licensing programs, in conjunction with tools provided with Software Assurance, will help keep your organization competitive.

Software Assurance gives you the business edge to:

- **Succeed in the competitive market** with access to tomorrow's technology at today's prices and the ability to spread payments annually.
- **Respond to your customers' demands** for real-time solutions using the latest Microsoft software.
- **Capture new business opportunities** quickly and effectively by greatly streamlining the procurement process.

You expect technology that helps you stay ahead of the curve. With Software Assurance, you have access to valuable tools and resources to ensure that you can perform important tasks in the most efficient way possible.

What Software Assurance Can Do for Your Organization

Software Assurance can help you get the most value from up-to-date technology with several key benefits that can save time and money. With Software Assurance's powerful combination of access, support and tools, and training, your company can gain the flexibility it needs to keep your business edge.

Productivity

A key element of Software Assurance is productivity. You can access the latest technology when you need it, and choose to spread out payments annually. Individual employees also have access to benefits such as the Home Use Program and to discounts on Microsoft products for their personal use.

Spread Payments

For companies that want greater flexibility in managing technology expenditures, Software Assurance allows you to spread payments annually, instead of one upfront payment. This lets you reduce initial costs and forecast annual software budget requirements up to three years in advance.

Home Use Program

Help increase employee productivity and maximize the value of your Microsoft Office investment by enabling your employees to work at home. The Home Use Program enables employees to get a licensed copy of select Microsoft Office desktop programs (including 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) they are licensed for at work to install and use on a home computer.

New Version Rights

With Software Assurance, you receive new releases of software versions to deploy at your own pace as they become available. This keeps you ahead of the curve and protects your company's investment. New Version Rights simplifies the procurement process and shortens the business process cycle. You can reduce the costs associated with acquiring new version releases and immediately take advantage of the latest technology.

Microsoft Employee Purchase Program

The Microsoft Employee Purchase Program gives your employees significant discounts off of retail pricing on Microsoft's most popular productivity and consumer products. Using the same software at home and at work provides employees flexibility; great consumer products offer fun and excitement. This program is a great addition to your organization's work/life initiatives. Employees can order discounted products directly through a secure, Microsoft hosted e-commerce site.

Support and Tools

Your organization has access to Microsoft support professionals, resources, and tools to help IT staff efficiently deploy software, as well as problem resolution support to help keep business systems running.

TechNet Online Concierge Chat

Customers with Software Assurance with desktop or server licenses receive TechNet Online Concierge Chat and premium content to help IT professionals deploy and manage software. Online Concierge offers one-on-one Web-based assisted search chat sessions between Microsoft online advisors and users to help quickly locate information needed in troubleshooting technology issues.

TechNet Plus

For server licenses with Software Assurance, IT professionals can tap into TechNet Online Concierge Chat, and post messages in Managed Newsgroups for timely answers to technical questions from industry colleagues. Microsoft support professionals monitor the newsgroups to help ensure accuracy.

IT professionals also have access to TechNet Plus Subscription content, featuring resources such as the knowledge base, utilities, drivers, and how-to articles to help them succeed. The TechNet Plus Subscription Media also includes access to beta release candidate software and evaluation copies of the latest applications.

Problem Resolution Support

Software Assurance offers problem resolution support through online and business hour telephone resources. See the Microsoft Software Assurance Customer Guide for details.

- Select License and Enterprise Agreement customers with Standard Editions of servers receive Web-based problem resolution coverage.
- Select License and Enterprise Agreement customers with Enterprise Editions receive business hour telephone and Web-based problem resolution coverage.
- Open Value customers with Standard Edition on a minimum of five servers receive two Web-based problem resolution requests at the agreement level. Eligible customers with Enterprise Edition receive two business hour telephone-based problem resolution support requests at the agreement level.

Extended Lifecycle Hotfix Support

The 90-day timeframe for Software Assurance customers to sign up for two years of additional non-security hotfix support beyond the mainstream period of five years has been removed. It is not necessary to sign up or pay the initial fee for extended support prior to determining a need. This means customers do not pay for extended support unless hotfixes are required. As always, security fixes are automatically extended to customers.

Microsoft Windows® Preinstallation Environment (WinPE)

Microsoft Windows Preinstallation Environment (WinPE) allows IT staff to build custom solutions that speed up deployment through automation so they spend less time and effort keeping desktops updated. WinPE is version of Microsoft Windows XP Professional that replaces DOS and can run Windows setup, scripts, and imaging applications.

Enterprise Source Licensing Program

With the Enterprise Source Licensing Program (ESLP), eligible customers with 1,500 or more licensed desktops can access Microsoft Windows source code for internal development and support. IT staff can make adjustments and improvements to systems and related applications, and implement improved debugging to help maintain security and protect against viruses and other computer hazards. Eligibility and areas of availability are subject to Microsoft terms and conditions.

Training

Everyone can realize greater efficiency with access to many levels of training in both instructor-led course and eLearning, which give employees the flexibility to learn at their own pace. Employees get up to speed quickly on new products, and IT professionals keep up to date with the latest technical information. Companies whose employees are educated with the latest knowledge are more productive and have a business edge, and your IT staff can reduce the time they spend on help desk calls and end-user training.

eLearning

Microsoft's eLearning courses use simulations, demonstrations, animations, hands-on exercises and assessment to provide an engaging, effective learning experience for employees who need to upgrade their skills and knowledge. Designed by subject matter experts, Microsoft's eLearning courses can be used as traditional training or as a just-in-time reference resource – either online or offline.

Training Vouchers

Your organization receives training vouchers for training on select courses from Microsoft Certified Technical Education Centers (CTECs), the premier authorized training channel for delivering learning products and services on Microsoft technology. Over 1,600 Microsoft CTECs worldwide offer Microsoft Official instructor-led and online, self-paced courses and consultative learning services to IT professionals and developers. Taking training from Microsoft CTECs enables customers to get the latest information about Microsoft technologies and training solutions earlier giving them the competitive advantage they need.

Software Assurance Desktop Offerings Chart

This chart shows the features* offered with Software Assurance for desktop software acquired through Microsoft Volume License programs.

		Individual		Enrollment/Agreement		Organization		
	Offerings	Open License/ Academic Open**	Select License/ Academic Select**	Open Value	Select License SAM**	Open Value Company- wide Option	Campus and School Agreement/ Academic Select SAM**	EA/ EA Subscription
Productivity	New Version Rights	✓	✓	✓	✓	✓	✓	✓
	Spread Payments		✓	✓	✓	✓	✓	✓
	Home Use Program	✓	✓	✓	✓	✓		✓
	Employee Purchase Program				✓	✓		✓
Support	▪ TechNet Online Concierge Chat - Premium Content				✓	✓	✓	✓
Tools	▪ WinPE				✓	✓	✓	✓
	▪ Corporate Error Reporting				✓	✓	✓	✓
	Enterprise Source Licensing Program				✓			✓
Training	eLearning	✓	✓	✓	✓	✓	✓	✓
	Training Vouchers***			✓	✓	✓		✓

*Availability varies by offering and region

**Academic utilize Microsoft Research Source Licensing Program and Work at Home rights. They do not include Enterprise Source Licensing Program, Home Use Program, Training Vouchers, or Employee Purchase Program.

***Qualifying desktop Software Assurance enrollments may include Microsoft server CTEC courses. See the CTEC course list for more information and specific available courses.

Software Assurance Server Offerings Chart

This chart shows the features* offered with Software Assurance for server software acquired through Microsoft Volume License programs.

	Offerings	Individual		Enrollment/Agreement		Organization		
		Open License/ Academic Open	Select License/ Academic Select	Open Value	Select License SAM	Open Value Company- wide Option	Campus and School Agreement/ Academic Select SAM	EA/ EA Subscription
Productivity	New Version Rights	✓	✓	✓	✓	✓	✓	✓
	Spread Payments		✓	✓	✓	✓	✓	✓
Support	Problem Resolution Support <ul style="list-style-type: none"> ■ Web Support for Standard Edition ■ Business Hour Telephone and Web Support for Enterprise Edition 		✓**	✓***	✓	✓***		✓
	TechNet Online Concierge Chat - Premium Content	✓**	✓**	✓	✓	✓	✓	✓
	TechNet Plus <ul style="list-style-type: none"> ■ Managed Newsgroups ■ TechNet Plus Subscription Media 		✓**	✓****	✓	✓	✓	✓
	Extended Lifecycle Hot-fix Support		✓**	✓	✓	✓	✓	✓
Tools	WinPE				✓	✓	✓	✓
	Corporate Error Reporting				✓	✓	✓	✓
Training	eLearning	✓	✓	✓	✓	✓	✓	✓

* Availability varies by offering and region

** Not included with Academic Open/Select

*** Open License Value customers with at least 5 server SA licenses receive 2 incidents per agreement

**** TechNet Subscription Media requires 5 servers and Managed News Groups receive IDs starting with the 5th server

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