



# Microsoft Software Assurance

## Benefits guide for small and midsize organizations

- 1 Maximize value** **2 Minimize costs** **3 Increase productivity**

Software Assurance is more than a way to keep your software current. It lets you get the most out of your software by leveraging benefits that help you through each phase of software management. Access to valuable benefits such as training, deployment planning, software upgrades, and product support can help you increase the productivity of your entire organization. Make the choice for Software Assurance to get maximum benefits for your needs.

### Server Systems

Software Management Stage	Benefits	Open Value (companywide)	Open Value (non-companywide)	Open Business with Software Assurance
<b>Plan</b>	New Version Rights	All licenses covered with Software Assurance		
	Spread Payments	All licenses covered with Software Assurance		Not Available
<b>Deploy</b>	Windows PE	1 media kit per enrollment	Not Available	
<b>Use</b>	eLearning	For every Server License covered with Software Assurance you are entitled to 1 license for Server Software Assurance eLearning. 1 media kit per enrollment		
<b>Maintain</b>	Unlimited Web Support - New!	Unlimited for covered servers with Software Assurance		Not Available
	24x7 Problem Resolution Support - Enhanced!	1 phone incident per customer for any Microsoft software		Not Available
	TechNet Plus: Subscriptions with 2 support calls/year	1 kit and user ID per enrollment for use companywide. For Managed Newsgroups, 1 user ID for every server covered with Software Assurance (minimum 5 servers)		Not Available
	Cold Backup for Disaster Recovery	For every server license covered with Software Assurance, you are entitled to run 1 instance of the software on a "cold" server for disaster recovery purposes.		
<b>Transition</b>	Extended Hotfix Support 2006 - Enhanced!	90-day enrollment not required. Annual contract fee for Microsoft Exchange server, MOM, SMS, Microsoft SQL server and Microsoft Windows® server is included as part of the Software Assurance program. (Premier or Essential Support agreement required)		

### Desktop Applications and Systems

Software Management Stage	Benefits	Open Value (companywide)	Open Value (non-companywide)	Open Business with Software Assurance
<b>Plan</b>	New Version Rights	All licenses covered with Software Assurance		
	Spread Payments	All licenses covered with Software Assurance		Not Available
<b>Deploy</b>	Packaged Services: Information Work Business Value Discovery - New!	You may convert 2 Training Vouchers to receive 1 day of service.		Not Available
	Packaged Services: Information Work Architectural Design Session - New!	You may convert 4 Training Vouchers to receive 2 days of service.		Not Available
	Windows PE	1 media kit per enrollment		Not Available
<b>Use</b>	Windows Vista™ Enterprise - New!	For every Windows client license covered under Software Assurance		
	Training Vouchers	2 days per 50 Microsoft Office licenses with SA (max 10 days) 1 day per 50 client upgrade licenses with SA (max 5 days)		Not Available
	Virtual PC Express - New!	For every Windows client license covered under Software Assurance		
	eLearning	1 license for Information Worker eLearning per Microsoft Office system application license with SA 1 license for Client eLearning per client upgrade license with SA 1 media kit per enrollment, per pool		
	Home Use Program	1 home use right for each Office systems application		
	Employee Purchase Program	Companywide	Not Available	

### Plan

- **New Version Rights**—With Software Assurance, you receive new versions of licensed software released during the term of your agreement to deploy at your own pace as they become available. You can reduce the costs associated with acquiring new version releases and immediately take advantage of the latest technology.
- **Spread Payments**—You can make payments annually, instead of making one up-front payment. This lets you reduce initial costs and forecast annual software budget requirements up to three years in advance.

### Deploy

- **Packaged Services: Information Work Solution Services - New!**—1-3 day partner-managed workshops help IT teams learn how desktop applications help support deployment, security and infrastructure business goals like project prioritization or how to implement high-value projects in the IT environment to maintain or accelerate productivity. Workshops include Information Work Business Value Discovery and Information Work Architectural Design Session.
- **Microsoft Windows Preinstallation Environment (WinPE)**—Microsoft Windows Preinstallation Environment (Windows PE) is a tool based on Microsoft Windows server 2003 and Windows XP Professional that allows IT staff to build custom solutions that speed up deployment through automation so they spend less time and effort keeping desktops updated. Windows PE can run Windows setup, scripts, and imaging applications.

### Use

- **Windows Vista Enterprise - New!**—Lower your deployment and management costs. Windows Vista Enterprise is optimized for large organizations and includes features such as data protection that safeguard lost or stolen PCs, application compatibility, and the ability to deploy a single image in multiple locations around the world (per availability of Windows Vista).
- **Training Vouchers**—You receive training vouchers for training on select courses from Microsoft Certified Partners for Learning Solutions (CPLSs), the premier authorized training channel for delivering learning products and services on Microsoft technology. Taking training from Microsoft CPLSs helps you prepare for deployment, enable smoother migration, and stay up to date with the latest Microsoft technologies, giving you the competitive advantage you need.
- **Virtual PC Express - New!**—Migrate legacy applications during an operating system upgrade in a safe, protected way. Virtual PC Express supports a single instance of a virtual operating system (in comparison, Virtual PC 2004 supports multiple instances). Virtual PC Express will be made available to our SA customers in early calendar 2006, ahead of Vista Enterprise.
- **eLearning**—Microsoft's eLearning provides your employees access to individual, on-demand Microsoft software courses. eLearning can be delivered online or offline and includes simulations, hands-on exercises, and learning assessments.

- **Home Use Program**—The Home Use Program increases employee productivity and maximizes the value of your Microsoft Office investment by enabling employees to use Office desktop programs for work or personal needs.
- **Microsoft Employee Purchase Program**—The Microsoft Employee Purchase Program gives your employees significant discounts off retail pricing on Microsoft's most popular productivity and consumer products. Using the same software at home and at work provides employees flexibility, and great consumer products offer fun and excitement. This program is a valuable addition to your organization's work/life initiatives. Employees can order discounted products directly through a password-protected Microsoft-hosted ecommerce site.

### Maintain

- **Unlimited Web Support - New!**—Complement your business-critical 24x7 phone support with unlimited Web support during business hours, and decide which level of support is best for the issue. This helps you lower your total cost of support and ownership over time and provides a choice for how to utilize your direct connection to Microsoft.
- **24x7 Problem Resolution Support - Enhanced!**—Software Assurance enables you to be continuously connected with Microsoft for your support needs. You can select the right level of help, when you need it with business-critical 24x7 phone support for all Microsoft server products, Microsoft Windows, and Microsoft Office System in addition to unlimited Web support.
- **TechNet Plus Subscription with 2 support calls/year - Enhanced!**—IT professionals have access to TechNet Plus subscription media, featuring resources such as the Microsoft Knowledge Base, software updates, utilities, technical training, and how-to articles to help them succeed. They also have access to additional premium TechNet Plus benefits including evaluation software without time limits, pre-release versions of Microsoft products, 2 technical support incidents per year, and TechNet Plus Subscriber Online Services. IT professionals can also access TechNet Managed Newsgroups with over 100 IT-related newsgroups where they can post technical questions and are guaranteed responses by next business day.
- **"Cold" Backups for Disaster Recovery**—Customers with Software Assurance for Microsoft server software, as well as related Client Access Licenses (CALs), are eligible for complimentary "cold backup" server licenses for disaster recovery.

### Transition

- **Extended Lifecycle Hotfix Support - Enhanced!**—Enter into Extended Hotfix Support Agreements (EHSA) as hotfix issues arise. Annual fees and required sign-up periods associated with EHSA are waived for Software Assurance customers, increasing peace of mind and reducing support cost. (Please note, a Premier or Essential Support agreement is a pre-requisite for eligibility.)