Microsoft® Software Assurance offerings
Ensure your customers have access to the Software Assurance benefits they need

Your customers are entitled to a number of Software Assurance (SA) benefits depending on their Microsoft Volume Licensing program. The chart on the next page diagrams the proper way to activate benefits.* All benefits are managed online through the Microsoft Volume Licensing Service (MVLS). Once your license agreement is authorized, your designated primary or notices contact will receive an e-mail with instructions for initiating your benefits registration. For assistance with benefits registration, please contact the HP SLMS SA Benefits support line at 1-800-626-2762 or e-mail SLMSsaBenefits-amer@hp.com.

*Open SA customers will utilize the Microsoft eOpen Web site at https://eopen.microsoft.com/EN/default.asp to register for benefits.

STEP 1 – Primary or notices contact:
General set-up and administration

- Click on the MVLS registration link in invitation e-mail and log into Passport.
- Accept terms and conditions for MVLS system, Home Use Program (HUP), Employee Purchase Program (EPP), and Problem Resolution Support offerings (customers may not see all terms and conditions, depending on their license agreement).
- Designate at least one Software Assurance benefits administrator.
- Assign/edit benefits administrator privileges at enrollment and/or benefit level.

Upon designating a benefits administrator, an MVLS invitation e-mail is sent to the new benefits administrator.

STEP 2 – Benefits administrator: Initial set-up

- Click on the MVLS registration link in the benefits administrator invitation e-mail and log into Passport. Registration ID and your Volume Licensing agreement number are both required for access to the MVLS Web site.
- Select an agreement number to see currently eligible SA benefits associated with that agreement.
- Activate benefits as appropriate.

Upon qualifying SA purchases, a notification e-mail will also be sent to the notices contact or designated benefits administrators requesting activation of benefits.

STEP 3 – Activate and assign selected benefits

The benefits administrators designated in Step 2 will receive an e-mail for each benefit that needs to be activated per agreement.
Productivity

Home Use Program
- Click on the Home Use Program hyperlink from the agreement benefits summary page.
- Designate at least one contact to distribute access to the benefit to employees.
- Activate the benefit to enable the HUP program code (this is needed to access the HUP Web site along with your Volume Licensing agreement number).
- Edit, add, or remove benefit contacts at any subsequent time.
Upon activation, a notification e-mail with the HUP program code will be sent to each contact explaining how to administer the benefit and distribute access to employees.

Employee Purchase Program
- Click on the Employee Purchase Program hyperlink from the benefits summary page.
- Designate at least one contact to distribute access to the benefit to employees.
- Activate the benefit to enable the EPP program code (this is needed to access the EPP Web site along with your Volume Licensing agreement number).
- Edit, add, or remove benefit contacts at any subsequent time.
Upon activation, a notification e-mail with the EPP program code will be sent to each contact explaining how to administer the benefit and distribute access to employees.

Support

TechNet Online Concierge Chat and TechNet Plus
- Click on the TechNet Online Concierge Chat or TechNet Plus hyperlinks from the agreement benefits summary page.
- Designate at least one benefit contact who will be eligible to use the TechNet Online subscription.
- Activate the benefit to generate subscriber IDs for each designated contact.
- Edit, add, or reassign subscribers at any subsequent time.
- Individual designated contacts follow link to TechNet registration site to complete subscription setup.
Upon activation, a notification e-mail with the subscriber ID will be sent to each designated contact explaining the benefit.

Problem Resolution Support
- Click on the Problem Resolution Support hyperlink from the agreement benefits summary page.
- Designate at least one authorized user/caller on the SA access ID.
- Review eligible server products purchased under the enrollment.
- Activate the benefit (first time only) to enable the SA access ID for the enrollment (this is needed along with your Volume Licensing agreement number to receive SA support).
- Edit, add, or remove the list of authorized users/callers on the SA access ID at any subsequent time.
Upon activation, a notification e-mail with the SA access ID will be sent to each authorized caller/user explaining the benefit.

Extended Lifecycle Hot-Fix Support Program
- Open a Service Request for hot-fix support as you would normally do.
- Contact your Technical Account Manager (TAM), who will provide an extended support agreement to be signed. (Payment for the hot fix is made when the hot fix is delivered, so there is no need for an up-front contract until the hot fix is required.)
- Customers with existing Premier Support agreements should work with their Technical Account Managers to determine their options.

Tools

Windows® Preinstallation Environment (WinPE) and Corporate Error Reporting
- Click on the WinPE or CER hyperlinks from the agreement benefits summary page.
- Designate the benefit contact who is eligible to receive the media and manage the benefit (only one contact is allowed).
- Activate the benefit for the designated contact.
- The WinPE and CER tools will be distributed via the EA/Select Program CD kit, or can be downloaded from the MVLS site.
- Edit the designated contact name at any subsequent time and open a Service Request for hot-fix support as you would normally do.
Upon activation, a notification e-mail with program details will be sent to the designated contact.

Enterprise Source Licensing Program
- Contact source@microsoft.com for more information about this benefit, and to initiate sign-up.
- A Shared Source Initiative (SSI) team member will contact you to confirm eligibility and provide the appropriate agreement.
- Once this is signed, the SSI team member will provide information for accessing the source code via Code Center Premium (the secure online source code delivery mechanism).

Training

eLearning Modules
- Click on the IW, Client, or Server eLearning hyperlinks from the agreement benefits summary page.
- Designate the benefit contact who is eligible to receive the media and manage the benefit (only one contact is allowed).
- Activate the benefit for the designated contact.
- For IW, Client, or Server, the eLearning modules will be distributed via the training module CD kit, or can be downloaded from the MVLS site.
Upon activation, a notification e-mail with program details will be sent to the designated contact.

CTEC Training Modules
- Click on the Training Voucher hyperlink from the agreement benefits summary page.
- Designate at least one benefit contact who is eligible to receive the media and manage the benefit (only one contact is allowed).
- Activate the benefit for the designated contact.
- Designated contacts create and distribute training vouchers for employees (trainees).
- Trainees sign up for CTEC courses and provide voucher information for redemption.
Upon voucher creation, a notification e-mail with the voucher will be sent to the trainee explaining the benefit.
Software Assurance offers customers 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 customers to gain a business edge by making it easier to operate in a world where time and distance no longer separate employees from customers, partners, or operations. Microsoft can help increase productivity by providing business technology that performs to its fullest potential every day.

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 resources provided with Software Assurance, will help keep organizations competitive.

Microsoft has improved Software Assurance with valuable benefits requested by customers—all at no additional cost.
1. More value: Some customers felt the price-to-value ratio did not justify an investment in Software Assurance. The new enhancements provide more benefits to customers for the same price.
2. More assistance: Customers want their IT staff and end users to be more productive. Software Assurance now offers more tools, training, and support to help customers get technical support when they need it, and deploy software more quickly.
3. More manageability: Software Assurance offers predictable budgeting for upgrades, training, support, and tools, and easier access to benefits.

Spread payments
For companies that want greater flexibility in managing technology expenditures, Software Assurance allows companies to make annual payments instead of one up-front payment. This lets them reduce initial costs and forecast annual software budget requirements up to three years in advance without additional fees, making license management more efficient.

Home Use Program
Organizations can help increase employee productivity and maximize the value of their Microsoft Office desktop investments by enabling employees to work at home. The Home Use Program allows employees to get a licensed copy of select Microsoft Office desktop programs (including Microsoft Access, Microsoft Excel, Microsoft FrontPage®, Microsoft InfoPath™, Microsoft Office, Microsoft OneNote™, Microsoft PowerPoint®, Microsoft Project Standard Edition, Microsoft Publisher, Microsoft Visio®, and Microsoft Word) for which they are licensed users with active Software Assurance, to install and use on a home computer. Microsoft Office is available through the Home Use Program as of September 2003; remaining eligible programs will be available by the fourth quarter of 2004.

New version rights
With Software Assurance, customers receive new releases of software versions to deploy at their pace as they become available. This gives them access to the most advanced software available and protects the company’s investment. Customers will be able to reduce 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 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; great consumer products offer fun and excitement.
**Support and tools**
Help customers keep their business systems running at maximum efficiency and effectively deploy software, all through exceptional assistance direct from Microsoft. IT staff will gain access to the resources and tools they need to streamline processes and avoid or resolve problems as they arise.

**Cold disaster recovery**
Customers with Software Assurance for Microsoft server software, as well as related client access licenses (CALs), will be eligible for complimentary “cold backup” server licenses for the purpose of disaster recovery. A cold server is a server that is turned off until a disaster arises. No other processing or production is done on this server.

**TechNet Online Concierge Chat**
Customers with Software Assurance on desktop or server licenses receive TechNet Online Concierge Chat. This resource offers one-on-one Web-based assisted search chat sessions with Microsoft online advisors to help quickly locate information needed to troubleshoot technology issues.

**TechNet Plus – Managed Newsgroups and Subscription Media**
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 for servers 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 support.
- Open License Value customers with Software Assurance on a minimum of five servers receive two Web-based problem resolution requests per agreement. Eligible customers with Enterprise Editions can choose either Web-based requests or business-hour telephone problem resolution support requests as their two incidents per agreement.
- SA coverage on both the server and corresponding CAL required.

**Extended Lifecycle Hot-Fix Support**
The 90-day timeframe for Software Assurance customers to sign up for two years of additional non-security hot-fix support for their server products beyond the mainstream period of five years has been removed. This means customers have access to non-security hot fixes without committing to an Extended Support contract. As always, security fixes are automatically extended to customers.

**Microsoft Windows Preinstallation Environment**
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 a version of Microsoft Windows XP Professional that replaces DOS and can run Windows set-up, 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 training in both instructor-led courses and eLearning, which gives 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 an IT staff that can spend less time 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 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
Organizations will receive 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. More than 1,600 Microsoft CTECs worldwide offer official Microsoft instructor-led or online self-paced courses and consultative learning services to IT professionals and developers. Taking courses from Microsoft CTECs provides your customers with the latest information about Microsoft technologies and training solutions earlier, giving them a competitive advantage.

Software Assurance Membership
Software Assurance Membership (SAM) is an integrated set of support services and benefits provided to those Select License customers who have selected to add SAM for one or more product pools on their Select License enrollment. Designed to reduce costs across the entire product lifecycle, a customer who chooses SAM commits to purchasing Software Assurance (SA) for the product pool—applications, systems, or servers—under your enrollment within the Select License.

Software Assurance Desktop Offerings Chart
This chart shows the features* offered with Software Assurance for desktop software acquired through Microsoft Volume Licensing programs.

<table>
<thead>
<tr>
<th>Desktop offerings</th>
<th>Open License/ Academic Open**</th>
<th>Select License/ Academic Select**</th>
<th>Open License Value</th>
<th>Select License SAM/ Select Academic SAM**</th>
<th>Open License Value Company-Wide Option</th>
<th>Campus/School Agreement Academic SAM**</th>
<th>EA/EA Subscription</th>
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<td>Productivity</td>
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<td>Spread payments</td>
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<td>Employee Purchase Program</td>
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<td>Support</td>
<td>TechNet Online Concierge Chat</td>
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<td>Tools</td>
<td>WinPE</td>
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<td>Corporate Error Reporting</td>
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<td>Training</td>
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* Availability varies by offering and region.
** Academic licenses 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. Open Charity SA customers are eligible for eLearning and new version rights benefits.
Software Assurance Server Offerings Chart
This chart shows the features* offered with Software Assurance for server software acquired through Microsoft Volume Licensing programs.

<table>
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<tr>
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<th>Open License Value</th>
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<tbody>
<tr>
<td><strong>Productivity</strong></td>
<td>●</td>
<td>●</td>
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<td>Spread payments</td>
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<tr>
<td><strong>Support</strong></td>
<td>Problem Resolution Support</td>
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<td>Web Support Edition</td>
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<td>TechNet Online Concierge Chat</td>
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<tr>
<td><strong>Tools</strong></td>
<td>Extended Lifecycle Hot-Fix Support</td>
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* Availability varies by offering and region.
** Not included with Academic Open/Select.
*** Open License Value customers receive two incidents over per agreement. Five server licenses required to qualify.
† Number of contacts per enrollment based on server pool pricing: A Level=2, B Level=4, C Level=8, D Level=16, U.S. Government=40.

Learn more about the enhanced benefits of Software Assurance by visiting www.hp.com/software/slms and clicking on the Microsoft page.

For registration assistance, training on Software Assurance benefits, or to find out how you can take advantage of the benefits now available to you, please call 1-800-626-2762 or e-mail SLMSsaBenefits-amer@hp.com.