

Software Assurance changes overview

Software Assurance benefits update

Microsoft is making a significant investment in new ways to support you as you deploy and use our products and services. You make significant investments in IT, and Software Assurance helps you take fullest advantage of the value your investments can bring. Because we have introduced new, born-in-the-cloud deployment and training resources, the existing Software Assurance benefits that serve the same or similar purpose are being retired. Specifically, we're making the following changes:

Deployment Planning Services

We're increasing our investment in Microsoft FastTrack as our primary means of helping you adopt Microsoft cloud services



Retiring the Deployment Planning Services benefit

Training Vouchers

We're investing in new training and certification offerings and programs to train and drive skills on Microsoft products and services



Retiring the Training Vouchers benefit

Support

We're adjusting Software Assurance support eligibility criteria and making support incident allocations simpler



Replacing incident-based support with as-needed support and credit toward Unified Support

Transition timeline

We're retiring Planning Services and Training Vouchers and updating support over two years to give you adequate time to plan for changes and use your existing benefits.

FEBRUARY 2020

- Retired cloud services from planning services catalog
- Retired Azure training from training voucher catalog
- Retired conversion of training days to Planning Services

FEBRUARY 2021

- Retire accrual of new planning days and training vouchers for all customers

JULY 2021

- Customers can no longer create planning day engagements and training vouchers

JAN/FEB 2022

January

- Customers can no longer redeem planning services and training vouchers
- Final support incident conversion to Premier/Unified Support

February

- Provide as-needed support with US \$250,000 Software Assurance spend and credit on Unified Support
- Retire accrual of 24x7 support incidents

Software Assurance value

Software Assurance benefits help you take full advantage of your investments in IT. A comprehensive program that includes a unique set of technologies, services, and rights to help deploy, manage, and use Microsoft products efficiently, Software Assurance helps keep your business up to date and ready to respond quickly to change and opportunity.



Cloud migration

Software Assurance offers cloud discounts for long-term and benefits to help you move to the cloud



Spans solutions

Software Assurance benefits support on-premises, hybrid, and cloud implementations



Impacts ROI

Using Software Assurance benefits helps reduce software and services costs



Boosts productivity

Software Assurance helps IT effectively manage resources and improves end-user productivity

Summary of changes and new options for you

1 FastTrack

FastTrack is the core program that brings you forward with our cloud technologies to plan and implement your full migration to cloud

- FastTrack follows a proven process to guide you through design *and* deployment
- Provides end-to-end guidance built by Microsoft engineering
- Creates a holistic plan to accelerate user adoption of cloud services

2 Learning

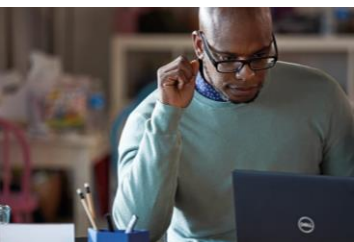
Microsoft offers:

- Fundamental, role-based, and advanced workload training and certifications across all solution areas
- Microsoft Learn is our learning platform that offers free, interactive, online training
- Local in-person training events for customers and partners

3 Support

We're including a basic level of problem resolution support with \$250K Software Assurance spend and offering credit to upgrade to Unified Support:

- Unified Support offers comprehensive, 24x7 as-needed break-fix support with a response time of 1-hour or less for critical issues
- Unified gives you a mix of personalized and on-demand services, including assistance from a designated Technical Account Manager



For more information on the changes and the full transition timeline, see www.microsoft.com/licensing/licensing-programs/software-assurance-by-benefits