Software Assurance changes overview

Software Assurance benefits update – beginning February 2020

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

**Training Vouchers**
We’re investing in new training and certification offerings and programs to train and drive skills on Microsoft products and services

**Support**
We’re adjusting Software Assurance support eligibility criteria and making support incident allocations simpler

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**Retiring the Deployment Planning Services benefit**
**Retiring the Training Vouchers benefit**
**Replacing incident-based support with as-needed support and credit toward Unified Support**

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**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.

<table>
<thead>
<tr>
<th>FEB 2020</th>
<th>FEB 2021</th>
<th>JUNE 2021</th>
<th>JAN 2022</th>
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</thead>
<tbody>
<tr>
<td>• Retire cloud services from planning services catalog</td>
<td>• Retire accrual of new planning days and training vouchers for all customers</td>
<td>• Last day to create planning services and training vouchers</td>
<td>• January 1 is the last day to redeem planning services and training vouchers for existing contracts</td>
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<tr>
<td>• Retire Azure training from training voucher catalog</td>
<td>• Last day to create planning days and training vouchers for new/renewing contracts</td>
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<td>• Retire conversion of training days to Planning Services</td>
<td>• Provide as-needed support incidents with US $250,000 Software Assurance spend and credit on Unified Support</td>
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<td>• Begin incident conversion to buy down Premier/Unified Support (available until February 2021)</td>
<td>• Retire accrual of 24x7 support incidents</td>
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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 is investing in:
   - New fundamental, role-based, and advanced workload training and certifications across all solution areas
   - Microsoft Learn as our new learning platform which 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](http://www.microsoft.com/licensing/licensing-programs/software-assurance-by-benefits)