Microsoft Product and Licensing Updates

February 10, 2015
Agenda

- Welcome and Introduction
  - Heather Peyton, CompuCom
- Product Updates and SA
  - Jonas Jasinskas,
  - Greg Landry, CompuCom
- Q and A
Leading provider of End-User Enablement, Service Experience Management, and Cloud Technology Services

2012 Revenue: $2.3B
20+ years of profitable growth
11,500+ Associates
95% based in North America

#1 in “Ability to Execute,” 2013 Gartner Magic Quadrant for End-User Outsourcing

The only IT Outsourcing Company to achieve the prestigious Service Capability & Performance Support standard certification every year since it was established in 1998

75% of IT services revenue is recurring annuity
Revenue retention: 97%

Ranked one of the nation’s most innovative users of business technology by InformationWeek 500, consecutively since 2004

*Gartner “2013 Magic Quadrant for End-User Outsourcing, North America,” by William Maurer, David Edward Ackerman, Bryan Britz, September 26, 2013*
What CompuCom Does
Why CompuCom for End User Enablement?

- 25+ years experience supporting End-Users
- Annually manage:
  - >4m End-User Devices
  - >5m Service Desk Incidents
  - >700K Field Support Calls, with 100% badged field service technicians
- Configure >750K Devices
- Gartner Magic Quadrants Leader for Help Desk and Desktop Outsourcing in North America
- Cross-platform approach, not tied to any individual hardware or software vendor
- Comprehensive software and hardware procurement and management services.
Jonas Jasinskas, MCP
Microsoft Licensing and SAM Expert

Per User Cloud Revolution,
Windows 10 Update, Microsoft
Product Lifecycle
Microsoft Enterprise Cloud Suite

- Launching December 1\textsuperscript{st} 2014 as new or Add-on to existing EA
- Enables a pure Per-User Enterprise licensing option
- Components:
  - Windows SA/VDA Per-User Subscription
  - Office 365 E3 with Office Pro Plus Subscription
  - Microsoft Enterprise Mobility Suite Subscription
    - Azure Active Directory Premium for Hybrid Identity Management
    - Intune for Mobile Device and Application Management
    - Azure Rights Management for information protection
## Windows/VDA Per-User Rights

<table>
<thead>
<tr>
<th>Licensing Requirements</th>
<th>Windows Software Assurance per User</th>
<th>Windows VDA per User Add-on</th>
<th>Windows Software Assurance per User Add-on</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary user’s primary device must be licensed for Windows 7/8/8.1 Pro or Enterprise</td>
<td>No device requirements; may be assigned to any user</td>
<td>Primary user’s primary device must already be covered by Windows Software Assurance</td>
<td>Primary user’s primary device must already be covered by Windows VDA</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>License Model</th>
<th>Per user; no device limits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local Install of Windows Enterprise</td>
<td>On any Windows 7/8/8.1 Pro or Enterprise device or Windows tablet ≤ 10.1 inches</td>
</tr>
<tr>
<td>VDI Access and Windows To Go</td>
<td>Any device</td>
</tr>
<tr>
<td>MDOP</td>
<td>Single MDOP subscription extends across all of a user’s devices</td>
</tr>
</tbody>
</table>
Windows/VDA Per-User vs Per-Device

- Downgrade Rights are included for both
- Volume License Media are used for both
- Per-User and Per-Device Windows SA both require a primary device

<table>
<thead>
<tr>
<th>Access Rights to Windows Enterprise:</th>
<th>Per User</th>
<th>Per Device</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Software Assurance</td>
<td>VDA</td>
</tr>
<tr>
<td><strong>Local Install</strong></td>
<td>Any device licensed for Windows 7/8/8.1 Pro or Enterprise and any Windows tablet with a diagonal screen size of 10.1 inches or less</td>
<td>The licensed device only</td>
</tr>
<tr>
<td><strong>Remote Access Through VDI or Windows To Go</strong></td>
<td>Any device</td>
<td>Noncorporate devices while away from the office (through Roaming Use Rights)</td>
</tr>
</tbody>
</table>
Windows SA and VDA PER-USER

- Available December 1\textsuperscript{st} 2014 to volume license customers
  - EA/EAS, Select, Select Plus and MPSA contracts
- Per-User **Subscription** only (no perpetual license)
  - Can be added existing Active Windows Software Assurance or VDA Per-Device licenses
- No limit on the number of devices**

\begin{itemize}
  \item User-centric
  \item Flexible
  \item Simpler
\end{itemize}

\textit{Put your users at the center of your licensing solution.}
\textit{Deliver Windows Enterprise across devices.}
\textit{Simplify licensing and management.}
Windows/VDA Per-User Rights Summary

- VDI Access/Local install on an unlimited number of devices
- MDOP may be added to a user subscription
- Windows To Go (WTG) on any capable device
  - Limit of two USB WTG drives per user
- Unless the device has an integrated screen ≤ 10.1 inches it MUST be licensed with Windows 7 Pro or higher
  - Especially important for BYOD scenarios
- Limitation of 4 local virtual machines per device
- VDI limitation of 4 virtual OSE per user
- Normal volume activation methods may be used
  - KMS, MAK
Windows 10

- New Start menu
- Merge of UI interface (Desktop and Touch)
- Microsoft Personal Assistant
- Universal OS approach
  - Same OS across multiple device types
  - Behavior changes based on device type
  - Universal Office Apps across devices (Office 2016)
- Personal Assistant (Cortana)
- New Web browser to replace IE (Spartan)
- Surface Hub
- Microsoft Holo-Lens (Holographic interface)
Windows 10

- Technical preview now available
  - Technical preview for Windows 7/8 Desktops and Laptops
    - Mobile device preview to launch later 2015
  - Release date likely TBA in April 2015 at Microsoft Build 2015 conference

- Windows 10 will be a free upgrade?
  - For **qualified** Windows 7/8 users one year after W10 release date
  - Upgrade offer currently only available to consumer markets
  - Will vary by device, not all devices qualify
  - Windows 7/8 Enterprise are currently excluded from this upgrade
  - OS Software Assurance members can upgrade to latest W10 Enterprise outside of this offer
### Microsoft Product Lifecycle

<table>
<thead>
<tr>
<th>Type of support</th>
<th>Mainstream support</th>
<th>Extended support</th>
<th>Self-help online support</th>
</tr>
</thead>
<tbody>
<tr>
<td>Request to change product design and features</td>
<td>✓</td>
<td>✗</td>
<td></td>
</tr>
<tr>
<td>Security updates</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Non-security update support</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Complimentary support(^1) included with license, licensing program(^2) or other no-charge support programs</td>
<td>✓</td>
<td>✗</td>
<td>Access to freely available online content, such as Knowledge Base articles, online product information, and online support WebCasts</td>
</tr>
<tr>
<td>Paid-support (including pay-per-incident Premier and Essential Support)</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Product-specific information that is available by using the online Microsoft Knowledge Base or Support site at Microsoft Help and Support to find answers to technical questions</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Hardware warranty claims</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*Please Note: Microsoft’s Support Lifecycle Policy does not apply to all products. To see the specific support start and end dates by applicable product, you can search the Support Lifecycle Product Database.*

1. Refers to phone support and online support options.
2. For example, support incidents acquired through the Software Assurance program for server products.
3. Limited complimentary support may be available (varies by product).

### Recent/Upcoming End of Support
- **Windows Server 2003**
- **Windows XP**
- Office 2003
- Exchange Server 2003
- SharePoint Portal Server 2003
- SharePoint Services 2.0
- Windows Fundamentals for Legacy PCs
- Content Management Server 2002
- BizTalk Server 2004
- Microsoft Host Integration Server
- Microsoft Operations Manager 2005
- Microsoft SMS 2003 (R2)
- Microsoft Virtual Server 2005
- Office Communications Server 2004
- MS Internet and Security Server 2005
- SQL Server 2005 (2016 EOES)
Reminder - End of Product Lifecycle WS2003

- As of July 14th 2015 support ends for Windows Server 2003
- What does end of support mean?
  - No security updates
  - No security hotfixes
  - No free online support
  - Removal of paid support options
  - No online technical content updates
- [http://support.microsoft.com/lifecycle](http://support.microsoft.com/lifecycle)
Software Assurance Updates

Microsoft Certified Professional

CompuCom
# Microsoft Volume Licensing Programs

<table>
<thead>
<tr>
<th>Price Level Minimums</th>
<th>Open Business</th>
<th>Open Value</th>
<th>Select Plus</th>
<th>MPSA/NGVL</th>
<th>Enterprise</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initial order of any 5 licenses</td>
<td>5+ Desktops</td>
<td>A: 500 points</td>
<td>A: 500 points</td>
<td>A: 250 desktops</td>
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<tr>
<td></td>
<td></td>
<td>B: 4,000 points</td>
<td>B: 4,000 points</td>
<td>B: 2,400 desktops</td>
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<td></td>
<td></td>
<td>C: 10,000 points</td>
<td>C: 10,000 points</td>
<td>C: 6,000 desktops</td>
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<tr>
<td></td>
<td></td>
<td>D: 25,000 points</td>
<td>D: 25,000 points</td>
<td>D: 15,000 desktops</td>
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<tr>
<th>Term</th>
<th>2 years</th>
<th>3 years</th>
<th>Evergreen</th>
<th>Evergreen</th>
<th>3 years</th>
</tr>
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<tr>
<th>Offerings</th>
<th>License</th>
<th>License + SA</th>
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</table>

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<thead>
<tr>
<th>Payment Options</th>
<th>Upfront for all purchases</th>
<th>Upfront or pay annually on all purchases</th>
<th>Option to pay annually or upfront on License + SA and SA purchases</th>
<th>Option to pay annually or upfront on License + SA and SA purchases</th>
<th>Annual Payments</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Agreement Required</th>
<th>No</th>
<th>Yes</th>
<th>Yes</th>
<th>Yes</th>
<th>Yes</th>
<th>Yes</th>
</tr>
</thead>
</table>

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As of July 2015, Microsoft will no longer offer new commercial Select Plus agreements
- Select Plus customers can choose to migrate to the Microsoft Products and Services Agreement and maintain their current Select Plus price level.
- Existing Select Plus customers can continue to renew their Select Plus agreement after this date.
- As of July 2016, commercial customers will no longer be able to make new purchases through their existing Select Plus agreements after their agreement anniversary.

The Microsoft Products and Services Agreement (MPSA) is a new foundational “master” agreement that simplifies the Volume Licensing agreement by consolidating common terms and conditions from standard Microsoft Volume Licensing Agreements into a single agreement for all organizations.
- It includes terms and conditions from the Microsoft Business and Services Agreement (MBSA), Microsoft Select Plus Agreement, and terms for purchasing Microsoft Online Services.
# Microsoft Products and Services Agreement

## Select Plus Comparison

<table>
<thead>
<tr>
<th>Feature</th>
<th>Current Select Plus Agreement with MBSA</th>
<th>Microsoft Products and Services Agreement</th>
</tr>
</thead>
</table>
| Agreement size | 37 pages  
23 MBSA (foundational terms)  
7 Select Plus Agreement  
7 Online Services Agreement (Online Services purchases) | 8 pages  
MPSA (foundational terms and Online Services purchases) |
| Transactional Online Services purchasing | Not available with Select Plus  
Available with Microsoft Enterprise Agreement and Open Programs only or with separate Microsoft Online Services Agreement | Enabled through the MPSA |
| Multiple account types | Not supported; individual agreements required that are not associated | All account types will be supported under same MPSA (Commercial only in first launch) |
| Agreement Administration | Managed by Lead Affiliate | Managed by Agreement Administrator |
| Partners | Only one “Partner of Record” supported per affiliate registration | Multiple partners supported on Purchasing Accounts for transactional purchases |

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[^1]: Standard contract size. Specific terms and conditions can be added.
## Microsoft’s Next Generation of Volume Licensing

<table>
<thead>
<tr>
<th>Feature</th>
<th>Current Select Plus Agreement</th>
<th>Microsoft Products and Services Agreement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Signature requirement</td>
<td>One per agreement(s)</td>
<td>Single signing event for all purchase types (upon availability)</td>
</tr>
<tr>
<td>Customer buying entity</td>
<td>Identified with each agreement. Select Plus affiliates not associated with other programs or account types</td>
<td>Identified once via the Purchasing Account and used for all purchase types (upon availability)</td>
</tr>
</tbody>
</table>
| Asset management                 | Microsoft Volume Licensing Service Center (VLSC)  
Microsoft Online Services Portal (MOSP)                                      | Managed centrally via the Microsoft Volume Licensing Center (MVLC). Single sign-on across MVLC and MOSP |
| Payment                         | For License only, upfront payment  
For License & Software Assurance, optional annual payments | No change, Online Services upfront payment with alignment to next anniversary. |
| Price level adjustment          | Established per lead affiliate  
Automatic price level adjustments within Select Plus | Established at MPSA level for like account types  
Automatic price level adjustments within MPSA |
| Discount                        | Only on-premises software purchases count toward volume discount                               | Combine on-premises software and Online Services purchases to get the best volume discount |
| Product points                  | Pooled for all affiliates for on-premises software purchases only per product pool            | Pooled across all Purchasing Accounts with a common account type for on-premises software and Online Services purchases per product pool |
| Software Assurance              | Available for purchase. Coverage term prorated between 25 to 36 months to align with the third agreement anniversary  
Optional Software Assurance Membership (SAM) | Software Assurance aligns to third Account anniversary  
Online Services align to next Account anniversary |
| Professional Services purchasing| Separate services documentation required                                                        | No Change                                |
| Microsoft Financing             | Available                                                                                     | Available                                |
Server and Cloud Enrollment (SCE)

- Available under the Enterprise Agreement (EA)
- Replaces
  - Enrollment for Core Infrastructure
  - Enrollment for Application Platform
  - Enterprise Wide Enrollments
- Standardizes on key Server and Cloud technologies
Server and Cloud Enrollment (SCE)

- **Key Benefits Include:**
  - 15% discount for new license and Software Assurance purchases
  - 5% discount on Software Assurance renewals
  - Management of Windows Azure resources with System Center is included for CIS commitments*
  - Best terms, conditions and predictability for SCE products
  - New subscription option available
  - Full Software Assurance benefits for all deployed licenses including new version rights
  - Unlimited Problem Resolution Support for qualifying customers
Windows Enterprise Per User Add-On Promo

- Users covered by Windows SA per User can access Windows Enterprise from an unlimited number of devices. Between February 1, 2015 and June 30, 2015, Microsoft will offer a 30% discount on Windows SA per user Add-on.

- Offer: 30% discount to Windows SA Per User Add-on
- Eligibility: No Restrictions
- Program(s): EA, EAS, MPSA, SEL
- Geography: Worldwide
- Promo Dates: February 1, 2015 – June 30, 2015
Project and Visio Cloud Attach Promo

- **Offer:** The Project and Visio Cloud Attach offer will help accelerate cloud adoption by providing net new customers, customers still paying for their licenses, and customers who want to adopt online services with an opportunity to purchase Project Pro for Office 365 and Visio Pro for Office 365 at discounted rates for a limited time.

- **Eligibility:** 50 Seat minimum
- **Program(s):** EA and EAS
- **Geography:** Worldwide
- **Promo Dates:** September 1, 2014 – March 31, 2015
- **Sample SKU:**
  - N9U-00010 VisioProforOff365 ShrdSvr ALNG SubsVL MVL Promo Per User
  - 4QT-00010 PrjctProforOff365 ShrdSvr ALNG SubsVL MVL Per User Promo
Customer Engagement 360 Promo

- Between January 1, 2015 and June 30, 2015, Microsoft will offer a 25% discount on CRM Online Enterprise and 28% discount on CRM Online Enterprise For SA to customers purchasing these products via Enterprise Volume Licensing.

- **Offer:** 25% off CRMOL Ent and 28% off CRMOL Ent For SA
- **Eligibility:** Standard Eligibility requirements
- **Program(s):** EA/EAS/MPSA
- **Geography:** Worldwide
- **Promo Dates:** 1/1/2015 – 6/30/2015
Software Assurance Benefits Summary

- New Version Rights
- Spread Payments
- Extended Hotfix Support
- 24x7 Problem Resolution Support
- Cold Back Up Server for Disaster Recovery
- Planning Services
- Office Multi-Language Pack
- Windows RT Virtual Desktop Access (VDA) Rights
- “Windows To Go” Use Rights
- Training Vouchers
- Home Use Program
- eLearning
Windows 8.1 SA Benefits

Microsoft recently made improvements to Software Assurance Benefits for Windows that provide customers with easier ways to enable their flexible work styles.

- **Windows RT Virtual Desktop Access (VDA) Rights:** When used as a companion of an SA-licensed PC, Windows RT will automatically receive extended VDA rights. These rights will provide access to a full VDI image running in the datacenter, which makes Windows RT a complementary tablet option.

- **“Windows To Go” Use Rights:** With Windows To Go (WTG) use rights under Software Assurance, an employee will be able to use Windows To Go on any company desktop licensed with SA as well as from their home PC. Employees will also be able to use WTG on their personal devices at work with the new Companion Device License.

- **Companion Device License:** optional add-on licenses that will provide users with rights to access a corporate desktop either through VDI or WTG on up to four personal devices. **Not required if you license the new Windows per User.**
Microsoft Desktop Optimization Pack (MDOP)

In addition to the Windows 8 Enterprise upgrade, SA customers also have rights to subscribe to the Microsoft Desktop Optimization Pack (MDOP). MDOP is a suite of technologies that help manage Windows features, virtualize the OS, applications, and the user experience, and restore user productivity after system issues.

The MDOP subscription includes the following technologies:

- Microsoft Application Virtualization (App-V)
- Microsoft Enterprise Desktop Virtualization (MED-V)
- Microsoft Advanced Group Policy Management (AGPM)
- Microsoft Diagnostics and Recovery Toolset (DaRT)
- Microsoft BitLocker Administration and Monitoring (MBAM)

Microsoft is also adding User Experience Virtualization (UE-V), which will allow users to change their devices without reconfiguring applications or settings in Windows 7 or Windows 8. UE-V delivers a consistent, personal Windows experience for each user’s workstyle.

Training Vouchers

- SA customers may receive Training Vouchers for courses from Microsoft Certified Partners for Learning Solutions (CPLS). More than 1,600 Learning Solutions Partners worldwide offer official Microsoft Learning and E-Learning courses.

- Your internal SA Benefits administrator will need to activate the vouchers through the Volume Licensing Service Center (VLSC) website – https://www.microsoft.com/licensing/servicecenter/Home.aspx.

- When activating the SATVs, the administrator is required to enter the end user’s name, email, and number of voucher days assigned for the chosen course. The voucher will then be sent to the end user via email (8-digit number that will be given to the training partner during registration for the course).

- **Inactive/unassigned SATVs will expire when the agreement ends, but vouchers that have been assigned to an end user will expire 180 days after they are created** (expiration date is printed on voucher).

- For an official list of Training Voucher courses, please visit http://learning.microsoft.com/Manager/Catalog.aspx?clang=en-US&dtype=Calendar&Sort=PublicationDateDescending&page=1&cats=%7bc8812200-d01c-11dc-95ff-0800200c9a66%7d.
Planning Services Offerings

Microsoft recently expanded the Software Assurance Planning Services benefit to include datacenter management, private cloud, public cloud, data platform and application lifecycle management solutions.

These services help customers plan for their deployment of:

- Microsoft System Center
- Windows Server
- SQL Server
- Public Cloud, Windows Azure
- SharePoint Server
- Visual Studio Team Foundation Server and Test Tools

Qualifying customers will receive Planning Services days based on their license counts and SA spend for specific products. Planning Services vouchers will be created by your VLSC administrator and redeemed with Microsoft Certified Partners.

Software Assurance customers with qualifying licenses on the products listed above received additional Planning Services days that can be used towards the new Planning Services or may be used for Desktop, SharePoint, and Lync and Exchange Deployment Planning Services.
Home Use Program

- The Home Use Program (HUP) allows your employees to download a copy of Office Professional Plus 2013 or Office for Mac 2011, in addition to related Desktop applications (Project or Visio) to their home PC.
  - Employees may download software from the HUP website for $9.95 US, and they can also purchase backup media if needed.
  - Upon activation of the HUP benefit through the VLSC portal (https://www.microsoft.com/licensing/servicecenter/Home.aspx), your SA administrator will receive a program code which employees must have to access the HUP website (https://hup.microsoft.com).
  - Please note that the end user enters into an electronic agreement upon installation, which states that the user agrees to discontinue use of the software if they are no longer with your company. Employers are not held responsible for monitoring the use of this benefit.
  - Home Use licenses for each product are limited to the number of Application licenses with active SA on your current agreement. Users may purchase one version of Office (either Office Pro Plus 2013 or Office for Mac), in addition to Project Pro or Visio Pro (if applicable).

- To learn more about the HUP, please visit http://www.microsoft.com/licensing/sa/benefits/home_use_rights.mspx.
Volume Licensing Service Center (VLSC)

https://www.microsoft.com/Licensing/servicecenter
Software Assurance Summary

The Software Assurance Summary provides a list of Software Assurance Benefits. Click any benefit which is an active link to view and manage Licensing IDs which are eligible for this benefit. Any Software Assurance Benefit you are not currently eligible for are displayed in gray text.

- 24x7 Problem Resolution Support
- E-Learning – Applications
- E-Learning – Servers
- E-Learning – Systems
- Employee Purchase Program
- Home Use Program
- Office Multi Language Pack
- Packaged Services
- Problem Resolution Support (SAB 2.0)
- TechNet Plus Direct
- TechNet SA Subscription Services
- Training Vouchers
- Windows 7 Enterprise
- Windows Fundamentals for Legacy PCs Media/Download
- Windows Vista Enterprise Media/Download
- Windows Vista Ultimate Media/Download

Software Assurance FAQ

New customers without current SA Benefits click here to learn more.
Software Assurance – Additional Resources

- **VLSC** - [https://www.microsoft.com/Licensing/servicecenter](https://www.microsoft.com/Licensing/servicecenter)
  - SA Benefits Administrator must login to this site to activate, assign, and manage your organization’s benefits.

- **VLSC Support** - vlserva@microsoft.com
  - This is the group to contact if you experience technical issues with the VLSC website while activating SA benefits, or you can call **1-866-230-0560**.

Need Help with SA Benefits?

Contact CompuCom’s Software Assurance Benefits Expert

Greg Landry

Office: 972-856-3534
email microsoftlicensing@compucom.com
Wrap-up

Presented by:
Heather Peyton, Sr. Marketing Director, CompuCom

Follow Me on Twitter – @HeatherPeyton3
Why Choose CompuCom to Help Manage Your Microsoft Agreements?

- We incorporate ongoing scheduled activities to deliver consistent value throughout your entire agreement.
  - Thorough contract negotiations
  - Consistent and timely licensing advice
  - Education on licensing use rights to ensure compliancy
  - Ongoing deployment discussions and strategies
  - Building and designing technology roadmaps
  - Practical application of software asset management best practices

- We work side by side with you through technology updates, reporting on your SA Benefits usage and deployment plans in order to achieve your organization’s IT goals.

- We incorporate our working knowledge of the Software Asset Management Methodology to help you maximize your current investments in Microsoft technology by leveraging all your agreement benefits.
Simplify Your Data Center When You Upgrade from Windows Server 2003
# CompuCom’s Win Server Migration Approach

<table>
<thead>
<tr>
<th>Discovery</th>
<th>Planning (Assess)</th>
<th>Design (Target)</th>
<th>Implementation (Migrate)</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Deploy discovery tools across the server farm</td>
<td>• Determine available support on existing hardware.</td>
<td>• Develop migrations solutions on an application by application basis.</td>
<td>• Establish application support structure</td>
</tr>
<tr>
<td>• Receive and reconcile license entitlement information from the client and or providers</td>
<td>• Determine minimum hardware specs for any re-deployable hardware and reasonable hardware upgrades</td>
<td>• Review with application owners and incorporate feedback</td>
<td>• Implement migration solutions in a phased in approach to mitigate loss of service and impacts to the organization</td>
</tr>
<tr>
<td>• Gather application availability information</td>
<td>• Map out application dependencies</td>
<td>• Finalize migration solution options and document.</td>
<td>• Validate migration activities</td>
</tr>
<tr>
<td>• Gather information from client on application owners</td>
<td>• Review upgrade paths</td>
<td>• Where possible establish a test lab to validate solutions</td>
<td>• Client execute UAT on migrated applications</td>
</tr>
<tr>
<td>• Cross reference available information with inventory lists</td>
<td>• Review areas for application transformation</td>
<td>• Review test results</td>
<td>• Provide post migration support based on contract requirements.</td>
</tr>
<tr>
<td>• Receive hardware support information</td>
<td>• Review area’s for application consolidation</td>
<td>• Develop migration</td>
<td>• Decommission legacy hardware and either re-deploy or release for disposal</td>
</tr>
<tr>
<td>• Consolidate H/W and S/W lists</td>
<td>• Rationalize H/W and software lists</td>
<td>• Develop and communicate application support structure</td>
<td></td>
</tr>
</tbody>
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