



Windows Intune™ Purchasing and Support Guide

PARTNER GUIDE



U.S. DOLLAR



Windows Intune™ Purchasing and Support Guide

Overview

The Windows Intune Purchasing and Support guide for partners is organized by how a customer can purchase Windows Intune, either through the Microsoft Online Services Customer Portal (MOCP), or through an Enterprise Agreement (EA), Enterprise Subscription Agreement (EAS), or Enrollment Education Solutions (EES).

This guide is designed to help you optimize your customer's experience and satisfaction as they purchase, manage, and experience Windows Intune.

Note: This guide relates to the Windows Intune features, service and business policies effective on V1 of the Online Service Platform and is subject to change. Other Microsoft Online Services concurrently offered such as Office 365 may vary in availability, features, business policies and processes.

Version: 2.0

Date published: March 2011

© 2011 Microsoft Corporation. All rights reserved. This document is provided "as-is." Information and views expressed in this document, including URL and other Internet Web site references, may change without notice. You bear the risk of using it. This document does not provide you with any legal rights to any intellectual property in any Microsoft product. You may copy and use this document for your internal, reference purposes.

Table of Contents

The Purchasing and Support Guide is organized into two distinct sections. If your customer will purchase Windows Intune™ through the Microsoft Online Customer Services Portal, see the MOCP section. If your customer will purchase Windows Intune through a VL program, see the EA, EAS, EES section.

MOCP

Eligibility, Compensation Plan, and IUR Benefits	4
Offer Description	6
Pricing	9
Terms and Conditions	10
Purchase Process	15
Activation	16
Subscription Management	17
Support	18
Appendix	35

EA, EAS, EES

Eligibility, Compensation Plan, and IUR Benefits	19
Offer Description	21
Pricing	24
Terms and Conditions	25
Purchase Process	30
Activation	31
Subscription Management	32
Support	33
Appendix	35

Eligibility, Compensation Plan, and IUR Benefits

Partners play an integral role in selling, administering and supporting Windows Intune™ and are eligible to earn revenue based on purchase method. Following is information related to partners who are initiating an order on behalf of their customers via the Microsoft Online Services Customer Portal (MOCP). The MOCP is the portal used to purchase Microsoft Online Services such as Office 365, Windows Azure, and Windows Intune.

How to Become a Microsoft Online Services Partner

Partners that sign the Microsoft Online Services Partner Agreement (MOSPA) become an online services eligible partner. A MOSPA partner is eligible to sell Microsoft Online Services and can be recognized as the Partner of Record of a Microsoft Online Services subscription, including Windows Intune.

Partner of Record

There are two ways to be recognized as a Windows Intune Partner of Record:

1. A MOSPA partner can order on behalf of a customer via Microsoft Online Services Partner Sales Portal and designate themselves the Partner of Record (with customer approval).
2. A customer can designate a Partner of Record during the Windows Intune purchase process or anytime thereafter.

Compensation Model

Partners of Record can generate fees tied to a customer's purchase of subscription-based services from Microsoft. Partners designated as Partners of Record (within the first 90 days of purchase) earn 12% of Microsoft revenue associated with those services for net new transactions over the course of the subscription year, and 6% of revenue ongoing as long as the customer maintains the Windows Intune subscription.

If designated as the Partner of Record after the first 90 days, the partner will not receive the 12%, however they will be eligible for 6% fee during year one if they are associated with the subscription at the time of billing. All fees will be calculated based on the billing coverage period. The ongoing 6% is paid monthly.

Note: Fees may not be payable on Public Sector transactions.

Internal Use Rights

Partners can qualify for Internal Use Rights (IUR) licenses of Windows Intune™ by becoming a **Cloud Essentials** or **Cloud Accelerate** partner

Partner Type	Number of Windows Intune IUR Licenses Eligible to Receive
Cloud Essentials	10
Cloud Accelerate	25

Becoming a Cloud Essentials or Cloud Accelerate partner is easy—simply sign the Microsoft Online Services Partner Agreement (MOSPA). Signing the MOSPA also entitles you to receive Partner of Record fees. To maintain IUR eligibility a partner must meet the requirements outlined in the Cloud Essentials portal. Click [here](#) for more information about this program.

Administering/Serviceing Windows Intune

To administer Windows Intune on behalf of a customer, there is no requirement for a partner to sign the MOSPA or be the Partner of Record. However, if a partner administering Windows Intune would also like to administer other Microsoft online service subscriptions, they need to use the Microsoft Online Services Partner Administrative Center (MOSPAC), and would need to be a member of the [Cloud Accelerate Program](#).

Offer Description

Windows Intune™ offers the following features and customer benefits:

Help manage and secure PCs anywhere.

Manage updates

Centrally manage the deployment of the Microsoft updates and service packs to all PCs.

Protect PCs from malware

Help protect PCs from the latest threats with centralized endpoint protection built on the award-winning Microsoft Malware Protection Engine, which uses the same trusted technologies as Microsoft Forefront® Endpoint Protection and Microsoft Security Essentials.

Proactively monitor PC's

Receive alerts on updates and threats so you can proactively identify and resolve problems with customer PCs—before they impact end users and the business.

Provide remote assistance

Resolve PC issues, regardless of where users are located, with remote assistance.

Track hardware and software inventory

Track business hardware and software assets to efficiently manage assets, licenses, and compliance.

Set security policies

Centrally manage update, firewall, and endpoint protection policies across all PCs, even on remote machines outside the corporate network.

The best Windows experience.

Stay current with Windows 7 Enterprise

Upgrade PCs to Windows 7 Enterprise to provide end users with an improved, intuitive interface and advanced search capabilities, plus Windows BitLocker Drive Encryption to better protect confidential data.

Key Windows 7 features and benefits

- BitLocker and Windows BitLocker To Go
- Improved Windows Taskbar
- Windows Search and Libraries
- Windows troubleshooting
- View Available Networks
- Speed, reliability, and responsiveness

Standardize on the Windows you want

Get the flexibility to standardize a PC environment on a single Windows platform—Windows 7 Enterprise, Windows Vista®, or even Windows XP—and automatically get rights to future versions of Windows—without worrying about purchasing upgrade licenses as long as the Windows Intune subscription is active and up to date.

Fits your business.**All-in-one solution**

Windows Intune™ is a comprehensive, end-to-end Microsoft solution that includes PC management, malware protection, Windows upgrades, and more—in one easy purchase.

Easy to get started

No costly server setup to use the Windows Intune cloud service—can better manage and protect PCs right away.

Low overhead and maintenance

Because the Windows Intune cloud service is hosted by Microsoft, there is no overhead of maintaining on-site PC management servers and software.

Always up-to-date

Get any new features or updates to Windows Intune or the Windows operating system automatically as long as the subscription is active.

Simple billing

Windows Intune offers a predictable monthly payment cycle that helps more accurately forecast expenditures.

Try before you buy

Customers can try Windows Intune for 30 days with no up-front costs. It can run concurrently with the customer's existing systems to evaluate it before making a decision.

System Requirements

The Windows Intune™ client software is supported on both 32-bit and 64-bit versions of the following Windows operating systems:

- Windows 7 Enterprise, Ultimate and Professional
- Windows Vista Enterprise, Ultimate, and Business
- Windows XP Professional Service Pack SP 3

The Windows Intune client software has no additional hardware requirements for Windows 7 or Windows Vista-based computers. However, to install the client software on Windows XP-based computers customers will need a CPU clock speed of 500 MHz or greater and at least 256 MB of RAM.

Customers will also require Administrator rights on the computer to complete the Windows Intune client software installation.

To access the Windows Intune Web console, administrators will need access to a Web browser that supports Silverlight 3.0, such as Internet Explorer 7.0 or higher.

The Windows Intune client software is supported on both x86-based and x64-based editions of the previous operating systems. Itanium-based (IA-64) systems are not supported by the Windows Intune client software. For more information about System Requirements click [here](#).

Optional Add On

Microsoft Desktop Optimization Pack (MDOP): A set of on-site advanced desktop management tools. [MDOP](#) helps further enhance security and control and help resolve critical issues not addressed by the cloud service, such as diagnosing and recovering unbootable PCs.

Pricing

The base price for a Windows Intune™ Device Subscription License (DSL) is \$11 USD per PC, per month. Additional discounts are available based on the quantity of devices licensed for PCs covered by Software Assurance (SA) coverage. Devices include PC's and laptops, not mobile phones.

All prices are given in U.S. Dollars (USD) per PC per month.

Discounts

Windows Intune volume discounts are applied at the time of purchase in the Microsoft Online Services Customer Portal (MOCP). For customers whose devices are already covered by Windows Client Software Assurance (SA), a credit for up to half of the Windows Intune price is available. Eligibility is detected post-purchase (as the subscription is provisioned), and the discount is applied in the form of a credit on a subsequent bill (typically the second bill after purchase), and the customer is billed at the discounted rate afterward throughout the duration of the subscription.

Price Level	Discount	Units Purchased	Price
1	0%	1-249	\$11.00
2	3%	250-2,399	\$10.67
3	6%	2,400-5,999	\$10.34
4	9%	6,000-14,999	\$10.01
5	12%	15,000 – 20,000	\$9.68

All prices are per month and meant to be estimates only. Actual price list may differ from the above due to rounding or system limitations.

Policy

Following is an overview of Windows Intune™ policy as it applies to purchases made through the Microsoft Online Services Customer Portal (MOCP).

Terms and Conditions

License Model and Subscription Term

- Windows Intune is licensed via a Device Subscription License (DSL). The subscription is tied to the device—not user.
- Subscription term is fixed—12 months.

License Program and Conditions

- Windows Intune is licensed through a Microsoft Online Subscription Agreement (MOSA).
- It can be purchased directly by the customer through the Microsoft Online Customer Portal.
- An authorized Microsoft Online Services Partner can initiate and configure an order on behalf of a customer. However, the customer must confirm the order and accept the terms of the MOSA.
- Windows Open/Select Software Assurance (SA) customers who purchase Windows Intune through MOCP will continue to receive the full set of SA benefits associated with their underlying SA Agreement.
- For Non-subscription Open/Select SA customers, such as VL customers, you will retain perpetual use rights to Windows OS upon completion of their underlying SA.

Note: Windows software included in Windows Intune is provided on a subscription, non-perpetual basis. If a customer cancels a subscription, the Windows software must be un-installed, or they will have the option to purchase perpetual Windows licenses to continue using the latest version. For more information see the [Microsoft Online Services Agreement](#).

Benefits

Windows Intune customers receive the following Windows licensing benefits as part of their subscription:

- Windows 7 Enterprise Upgrade Rights
- Future Upgrade Rights
- Downgrade Rights
- Reimage Rights
- Run 4 Additional Local VMs
- Virtual Desktop Access
- Able to Purchase Microsoft Desktop Optimization Pack
- Windows Fundamentals for Legacy PCs
- E-Learning*
- Extended Hotfix Support

*Customers purchasing Windows Intune through Microsoft Online Services Customer Portal (MOCP) will not receive E-Learning benefits. However, they will retain those benefits if they add the Windows Intune to their underlying Software Assurance agreement.

Availability by Geography and Currency (2011)

When customers select their geography in the MOCP, that determines the available languages in MOCP and currency. The language that the user sets up in their MOCP User Profile also determines the language in which customers receive invoices, e-statements, and notifications, as well as the Microsoft Online Subscription Agreement (MOSA), if applicable.

Australia	AUD – Australian Dollar	Japan	JPY – Yen
Austria	EUR – Euro	Luxembourg	EUR – Euro
Belgium	EUR – Euro	Malaysia	USD – U.S. Dollar
Canada	CAD – Canadian Dollar	Mexico	USD – U.S. Dollar
Costa Rica	USD – U.S. Dollar	Netherlands	EUR – Euro
Cyprus	EUR – Euro	New Zealand	NZD – New Zealand Dollar
Czech Republic	EUR – Euro	Norway	NOK – Norwegian Krone
Denmark	DKK – Danish Krone	Poland	EUR – Euro
Finland	EUR – Euro	Portugal	EUR – Euro
France	EUR – Euro	Puerto Rico	USD – U.S. Dollar
Germany	EUR – Euro	Romania	EUR – Euro
Greece	EUR – Euro	Singapore	USD – U.S. Dollar
Hong Kong SAR	USD – U.S. Dollar	Spain	EUR – Euro
Hungary	EUR – Euro	Sweden	SEK – Swedish Krona
India	USD – U.S. Dollar	Switzerland	CHF – Swiss Franc
Israel	USD – U.S. Dollar	Trinidad & Tobago	USD – U.S. Dollar
Ireland	EUR – Euro	United Kingdom	GBP – British Pound
Italy	EUR – Euro	United States	USD – U.S. Dollar

Product Localization Languages

Windows Intune is available in the following languages. English is the default setting. **Note:** Windows Intune is not commercially available in Korea, Russia, and China (except Hong Kong).

Chinese (Traditional)	German	Korean
Chinese (Simplified)	Italian	Russian
English	Portuguese – Brazilian	Spanish
French	Japanese	

Billing Cycle

During the subscription term, billing occurs monthly, and customers pay in advance. Windows Intune is sold as a committed offering, meaning the customer commits in advance to purchase a specific minimum quantity of Device Subscription Licenses for use during a specific term. Additional licenses may be added see the Additions section.

Payment Options

Two payment options are available, depending on volumes purchased:

- 1. Credit Card:** International credit/debit card (CC) payment is available including VISA, MasterCard, American Express, Discover, and JCB.
- 2. Wire/Bank Transfer:** In addition to the credit card option, qualifying customers may choose Wire/Bank Transfer: a payment method where Microsoft issues an electronic invoice and the customer initiates a funds transfer to the Microsoft (within 30 days of the invoice date). To qualify the total invoice must be equal or greater than US\$500 per month in the United States or be equal or greater than US\$250 per month outside the United States. **Note:** regional prices may apply.

Financing

Financing is not available. The 12-month subscription is billed on a monthly basis.

Price Protection

The unit price agreed to upon subscription will stay the same throughout the customers 12 month subscription. Microsoft reserves the right to lower the price at any time.

Service Level Agreement

Windows Intune includes a financially backed Service Level Agreement (SLA) for the duration of the subscription term. If Microsoft does not meet the terms of the SLA, customers are eligible for service credits. Customers can review the most current version of the SLA.

Standard service credits for Microsoft Online (Uptime Service Levels)

Monthly Uptime Percentage	Service Credit
< 99.9%	25%
< 99%	50%
< 95%	100%

Order Size

A one-device minimum is required on an initial order of an online service. No minimum is required for additional orders of the same service. There is a maximum limit of 20,000 devices when purchased through the Microsoft Online Services Customer Portal.

Add-On Options

Microsoft Desktop Optimization Pack (MDOP) is available as an add-on purchase through the Microsoft Online Services Customer Portal (MOCP).

Price Level	Units Purchased	Price
1	1-249	\$0.90
2	250-2,399	\$0.89
3	2,400-5,999	\$0.83
4	6,000-14,999	\$0.75
5	15,000 – 20,000	\$0.70

Note: For customers interested in purchasing MDOP through MOCP, the Windows Intune subscription needs to be completed first. At that point, the customer can go back into MOCP and add MDOP to their order.

Additions, Reductions and Renewals

Additions

- Customers can add units at any time during a subscription at the current subscription price.
- The new units will follow the customer's anniversary date for renewals.
- When the addition of units moves the customer to a new pricing tier, all the units (existing and new) take the lower price of that tier from that point onward.
- When units are added in between billing cycles, the customer is billed for the newly added units on a prorated basis in the next billing cycle.

Customers can order and manage subscriptions through the MOCP or consult their eligible Microsoft Online Services Partner. Subscriptions can be added immediately.

Reductions

- Reductions within the first 12 month subscription period are not allowed.
- If reductions after the first 12 month term move the customer to a new pricing tier, all the customer's units will assume the pricing within the new tier.

Auto Renew

- Customer subscriptions are automatically renewed for a subsequent 12-month term. They will be notified that their subscription is nearing the end of its term, and that no action is needed to begin a new subscription term.
- Customers can opt out of the auto renewal feature through the MOCP. If the customer decides to retain the service after opting out, they must call Support to manually renew the subscription before the end of the 30-day grace period. See the Support section for more details.
- Subscriptions are renewed at the purchase price. Microsoft retains the right to change the price by giving 30 day notice before the renewal date.

Cancellations

- Customers can cancel any time within 30 days of purchase during the initial term. They will only be charged for the first month of service.
- Starting the second month of the initial term through the end of the subscription, customers can request to discontinue their service. However, they will be responsible for paying for the entire 12-month subscription.
- After the initial 12-month subscription customers can call to cancel any time. The cancellation will take effect at the end of the following subscription month.

Windows 7 Buyout Option

- When customers cancel in subsequent terms (after the initial 12-month subscription) they have the ability to retain their Windows 7 licenses—converting them to perpetual use licenses from a Device Subscription License (DSL).
- If the customer would like to retain the Windows 7 licenses, they will be given access to download the Windows 7 product keys from the [Microsoft Online Services Customer Portal](#).
- If the customer chooses not to purchase the Windows 7 licenses, then Windows 7 will need to be uninstalled from their organizations computers or purchase a buyout SKU.
- The licensing terms are similar to other subscription programs like Open Value Licensing.

Purchase Process

Where to Purchase Windows Intune

Purchasing Windows Intune is simple through the Microsoft Online Services Customer Portal (MOCP). If you are a Microsoft Online Services Partner, you can initiate a trial or start an order on behalf of your customer (they will be sent an email for approval).

Customer Purchase Prerequisites

To make their own purchases, customers must have or create a Windows Live ID and register a profile on the Microsoft Online Services Customer Portal (MOCP).

Partner Selection

To select a Partner of Record, a customer can designate the partner during the purchase process in MOCP. Partners can also order on behalf of the customer through the MOS Partner Sales Portal and designate themselves as Partner of Record. In both cases, the partner must be an eligible online services partner, i.e. has signed the MOSPA. Please see the Eligibility section for more detail.

Order

Customers can order directly through MOCP or through a Microsoft Online Services partner. The partner can prepare the order and submit to the customer for approval and purchase.

Payment

On MOCP purchases, the option is offered for credit card or invoice payments (subject to meeting volume requirements). Type of payment preferred is selected as part of the online purchase process. See [Payment Options](#) in Terms & Conditions for more details.

Agreement (T&Cs)

As part of the online purchase process on the Microsoft Online Services Customer Portal (MOCP), the customer reads and clicks that they agree to the Microsoft Online Subscription Agreement (MOSA).

Subscription Processing

Customer is returned to the Subscription tabbed page of the MOCP where the Windows Intune subscription is listed as being in process. Activation typically happens approximately 15 minutes after the customer confirms the purchase—no further customer action is needed.

Confirmation

On purchases through the MOCP, the individual placing the order immediately sees a confirmation screen that includes the order number. At the same time, they will be sent a confirmation e-mail that confirms the order and provides a link to the Windows Intune Admin Center, Microsoft Online Services Download Center, and links to more information and support.

Activation

Within this section you will find information about the service activation process. Windows Intune is considered activated at the point you are able to access the service.

Prerequisites

To activate, Live ID must be the same e-mail Online Service Administrator or customer address that received the activation mail.

Time to Activation

Activation is automatic and happens approximately 15 minutes after the purchase process is complete. Windows Intune can be used as soon as activation is complete. No further customer action is needed.

Notification of Activation

Upon completing the online purchase process, the customer will be returned to the subscription page on the MOCP. There the Windows Intune subscription will be listed as being in process. Refresh the page to remain apprised of the status of the activation. Activation status will display as: In Progress; Partially Active, or Service Active.

At the same time, the customer will be sent a confirmation email, which confirms the order and includes a link to the Windows Intune Admin Center, Microsoft Online Services Download Center along with links to more information and support.

Downloading Windows 7 Software and Activation Keys

If your customer has purchased Windows 7 or Microsoft Desktop Optimization Pack (MDOP) they will be sent credentials via email to access the Microsoft Online Services Customer Portal. From there they can link to the Microsoft Online Services Download Center.

Subscription Management

Windows Intune customers can utilize the Microsoft Online Administrative Center (MOAC), located on the Microsoft Online Services Customer Portal (MOCP), for e-commerce purchase-related administrative functions such as adding subscriptions. Partners can assist customers with MOCP functions, depending upon your authorizations. For information on subscription management via the MOCP, consult the [Help and How to](#) pages.

Windows Intune Administration

Once Windows Intune is activated, a customer or their Partner of Record can then access the [Windows Intune Administrative Center](#) to:

- Download the most current versions of software
- View details about your Windows Intune account (such as account name, status, and active seat count)
- Add administrators to their account
- Configure the kinds of updates to be deployed to client computers in the organization
- Send email notifications to users in their organization when specific alerts are generated

Visit the [Windows Intune Administrative Center](#) to learn more.

Support

The chart below outlines Windows Intune™ Purchase, Provisioning and Technical support for general availability.

Pre-Purchase, Purchase, General Provisioning, and Activation Support

Microsoft Online Customer-Partner Care (CPC)

- Monday through Friday 9:00AM–5:00PM
- Questions about how to purchase
- Questions about activation—including Windows Client and Microsoft Desktop Optimization Pack (MDOP) keys
- Billing questions
- Requests to change subscription, including adding seats/units, removing seats/units, upgrading, downgrading, changing payment type
- Renewal. If a customer is not opted into auto-renew, then they must call support to renew once the original subscription ends
- Cancel subscription
- **Example scenarios:** I have a non-technical question or problem subscribing to, logging into, or managing my Windows Intune service subscription, (including converting trial to paid subscriptions), or a question about ordering or billing.

Contact:

[Microsoft Online Services](#)

Technical Product Support

Windows Intune

Microsoft Platforms & Service Delivery (MPSD) provides technical support for Windows Intune 24x7.

Contact:

[Windows Intune Help Home](#)
[Microsoft Online Services](#)

Windows Client

For technical support with Windows client, customers should contact their partners or visit the Microsoft Windows Client Tech Center available online 24x7. **Note:** technical support for Windows may require payment or be counted as a decrement towards your existing Windows benefits.

Contact:

[Online submission](#)
[Phone support](#)

Microsoft Desktop Optimization Pack

For technical support with MDOP, customers should contact their partners or visit the Microsoft Windows Client Tech Center available online 24x7. **Note:** technical support for MDOP may require payment or be counted as a decrement towards your existing Windows benefits.

The general support number is (800) 936-4900. Incidents can be submitted [here](#).

For Partner questions or support around the compensation model, please contact Customer and Partner Care (CPC).

Eligibility, Compensation Plan, and IUR Benefits

Partners play an integral role in selling, administering and supporting Windows Intune™ and are eligible to earn revenue based on purchase method. Following is information related to customers purchasing Windows Intune through an Enterprise Agreement.

Purchase Scenario

Large Account Reseller (LAR) or Enterprise Software Advisor (ESA) purchasing Windows Intune for an Enterprise Agreement (EA), Enterprise Subscription Agreement (EAS) or Microsoft Enrollment for Education Solutions (EES) customer (formerly CASA).

Prerequisites

There is no pre-requisite required for a LAR or ESA to sell Windows Intune.

Online Services Advisor

EA, EAS or EES customers will purchase Windows Intune through a LAR or ESA partner.

Note: An Online Service Advisor (OSA), a different partner than a LAR or ESA, may be involved in the purchase transaction. The OSA partner provides advisory services for Windows Intune or other Online Services.

Compensation Model

If a LAR or an ESA is the transaction partner for a Windows Intune purchase, they are eligible to receive:

- LARs receive a 10% rebate annually on active online services subscription revenue attached to an EA.
- ESAs receive a 10% fee on Online Services annual billed revenue (FY11) attached to an EA.
- ESA fees/LAR rebates may be contingent to the online services deployed within 6 months of sale.
- The compensation model for OSAs in EA/EAS/EES is the same as Microsoft Online Services Customer Portal (MOCP). For more information about MOCP fees, please see the MOCP section.

Note: EA/EAS/EES fees may not be payable on Public Sector transactions.

Internal Use Rights

Partners can qualify for Internal Use Rights (IUR) licenses of Windows Intune™ by becoming a **Cloud Essentials** or **Cloud Accelerate** partner.

Partner Type	Number of Windows Intune IUR Licenses Eligible to Receive
Cloud Essentials	10
Cloud Accelerate	25

Becoming a Cloud Essentials or Cloud Accelerate partner is easy—simply sign the Microsoft Online Services Partner Agreement (MOSPA). Signing the MOSPA also entitles you to receive Partner of Record fees. To maintain IUR eligibility a partner must meet the requirements outlined in the Cloud Essentials portal. Click [here](#) for more information about this program.

Administering/Serviceing Windows Intune

To administer Windows Intune on behalf of a customer, there is no requirement for a partner to sign the MOSPA or be the Partner of Record. However, if a partner administering Windows Intune would also like to administer other Microsoft online service subscriptions, they need to use the Microsoft Online Services Partner Administrative Center (MOSPAC), and would need to be a member of the [Cloud Accelerate Program](#).

Offer Description

Windows Intune™ offers the following features and customer benefits:

Help manage and secure PCs anywhere.

Manage updates

Centrally manage the deployment of the Microsoft updates and service packs to all PCs.

Protect PCs from malware

Help protect PCs from the latest threats with centralized endpoint protection built on the award-winning Microsoft Malware Protection Engine, which uses the same trusted technologies as Microsoft Forefront® Endpoint Protection and Microsoft Security Essentials.

Proactively monitor PC's

Receive alerts on updates and threats so you can proactively identify and resolve problems with customer PCs—before they impact end users and the business.

Provide remote assistance

Resolve PC issues, regardless of where users are located, with remote assistance.

Track hardware and software inventory

Track business hardware and software assets to efficiently manage assets, licenses, and compliance.

Set security policies

Centrally manage update, firewall, and endpoint protection policies across all PCs, even on remote machines outside the corporate network.

The best Windows experience.

Stay current with Windows 7 Enterprise

Upgrade PCs to Windows 7 Enterprise to provide end users with an improved, intuitive interface and advanced search capabilities, plus Windows BitLocker Drive Encryption to better protect confidential data.

Key Windows 7 features and benefits

- BitLocker and Windows BitLocker To Go
- Improved Windows Taskbar
- Windows Search and Libraries
- Windows troubleshooting
- View Available Networks
- Speed, reliability, and responsiveness

Standardize on the Windows you want

Get the flexibility to standardize a PC environment on a single Windows platform—Windows 7 Enterprise, Windows Vista®, or even Windows XP—and automatically get rights to future versions of Windows—without worrying about purchasing upgrade licenses.

Fits your business.

All-in-one solution

Windows Intune is a comprehensive, end-to-end Microsoft solution that includes PC management, malware protection, Windows upgrades, and more—in one easy purchase.

Easy to get started

No costly server setup to use the Windows Intune cloud service—can better manage and protect PCs right away.

Low overhead and maintenance

Because the Windows Intune™ cloud service is hosted by Microsoft, there is no overhead of maintaining on-site PC management servers and software.

Always up-to-date

Get any new features or updates to Windows Intune or the Windows operating system automatically as long as the subscription is active.

Simple billing

Windows Intune offers a predictable monthly payment cycle that helps more accurately forecast expenditures.

Try before you buy

Customers can try Windows Intune for 30 days with no up-front costs. It can run concurrently with the customer's existing systems to evaluate it before making a decision.

System Requirements:

The Windows Intune™ client software is supported on both 32-bit and 64-bit versions of the following Windows operating systems:

- Windows 7 Enterprise, Ultimate and Professional
- Windows Vista Enterprise, Ultimate, and Business
- Windows XP Professional Service Pack SP 3

The Windows Intune client software has no additional hardware requirements for Windows 7 or Windows Vista-based computers. However, to install the client software on Windows XP-based computers customers will need a CPU clock speed of 500 MHz or greater and at least 256 MB of RAM.

Customers will also require Administrator rights on the computer to complete the Windows Intune client software installation.

To access the Windows Intune Web console, administrators will need access to a Web browser that supports Silverlight 3.0, such as Internet Explorer 7.0 or higher.

The Windows Intune client software is supported on both x86-based and x64-based editions of the previous operating systems. Itanium-based (IA-64) systems are not supported by the Windows Intune client software. For more information about System Requirements click [here](#).

Optional Add On

Microsoft Desktop Optimization Pack (MDOP): A set of on-site advanced desktop management tools. [MDOP](#) helps further enhance security and control and help resolve critical issues not addressed by the cloud service, such as diagnosing and recovering unbootable PCs.

Windows Intune Volume Licensing SKUs

Customers may purchase either the Windows Intune DSL or the Windows Intune Add On DSL if they have an existing EA or EA Subscription (EAS) with Windows Client.

- Customers without an EA or EAS may purchase the full Windows Intune SKU.
- Customers with an existing EA, EAS, or EES may purchase the Windows Intune Add On SKU, allowing them to only pay for the desktop management and security services being added onto their existing SA agreement.

SKU	Definition	Availability
Windows Intune	Device Subscription License (DSL) including Windows 7 Enterprise and desktop management & security services offered in a single SKU	EA, EAS
Windows Intune Add On	Device Subscription License (DSL) including desktop management & security services available as an add-on for existing SA customers	EA, EA Subscription (EAS), and Enrollment for Education Solutions (EES)

Pricing

Enterprise Agreement and Enterprise Subscription Agreement

Windows Intune is available through the Enterprise Agreement (EA). Customers may purchase either the Windows Intune Device Subscription License (DSL) or the Windows Intune Add-On DSL if they have an existing EA or Enterprise Subscription Agreement (EAS) with Windows Client.

For EA and EAS a common price level will be established for all enterprise products and enterprise online services using license quantity and pool associations for selected products. Additional product price levels will be based upon associated license quantities of enterprise products and enterprise online services for each additional product pool. Please refer to the EA price list or contact your Partner Account Manager (PAM) for specific pricing information.

Note: To purchase Windows Intune or Windows Intune Add-On in VL, the customer will need to have either signed the Enterprise Service amendment or have signed a new EA including updated terms for Enterprise Online Services (available July 2011).

Enrollment for Education Solutions

Terms for Enrollment for Education Solutions (EES) customers are similar to those for existing EA and EAS customers; Windows Intune is available through a Windows Intune Add-On SKU as an add-on for customers with Windows Client coverage on their agreement. There is currently no standalone Windows Intune SKU for EES. Refer to the EES price list or your PAM for specific pricing information.

Please note: Select License, Select Plus, Open License, Open Value, or Open Value Subscription are not eligible licensing programs for Windows Intune. Customers with these license types may purchase Windows Intune through a Microsoft Online Services Agreement (MOSA). Current Windows SA customers are eligible for the same unit discount price as the Windows Intune Add-On SKU. Discounts are applied post-purchase. Current Windows SA customers will continue to receive the full set of SA benefits if they purchase Windows Intune through a MOSA.

Policy

Following is an overview of Windows Intune™ policy as it applies to purchases made through a customer volume licensing (VL) agreement—Enterprise Agreement (EA), Enterprise Subscription Agreement (EAS), or Enrollment for Education Solutions (EES).

Terms and Conditions

License Model

Windows Intune is licensed via a Device Subscription License (DSL). Subscription is tied to the device—not user.

Subscription Term

Windows Intune subscription is coterminous with existing enrollment. Software is licensed for the same period as the customer's existing EA, EAS, or EES.

- For EA customers, that means the Windows Intune license will expire at the same time as the existing EA enrollment.
- For EAS and EES customers, that means - coterminous is to enrollment anniversary or to end of enrollment if pre-paid.

License Conditions

- Windows Intune is available for purchase under an EA, EAS or EES. It can be purchased a Microsoft authorized Large Account Reseller (LAR) or Microsoft authorized Enterprise Software Advisor (ESA).
 - It can be purchased as either
 - A standalone Windows Intune SKU in EA or EAS
- A Windows Intune Add-On SKU as an supplement to Software Assurance (SA) coverage through an existing EA, EAS, or EES.
- Windows Intune is not offered in the following programs: Select License, Select Plus, Open License, Open Value, or Open Value Subscription. If your customer is participating in one of these programs, please see the MOCP section.
- Windows EA, EAS, or EES customers who select the Windows Intune Add-On SKU will continue to receive the full set of SA benefits associated with their underlying SA Agreement.
- EA customers who purchase the Windows Intune Add-On SKU will retain perpetual use rights upon completion of their underlying EA (applies only to non-subscription EA customers who purchase the Windows Intune Add-On SKU). EAS or EES customers who purchase the Windows Intune Add-On SKU are subject to the terms of their underlying EAS or EES agreement, which does not include perpetual use rights.

Benefits

Windows Intune customers receive the following Windows licensing benefits as part of their subscription:

- Windows 7 Enterprise Upgrade Rights
- Future Upgrade Rights
- Downgrade Rights
- Reimage Rights
- Run 4 Additional Local VMs
- Virtual Desktop Access
- Able to Purchase Microsoft Desktop Optimization Pack
- Windows Fundamentals for Legacy PCs
- E-Learning
- Extended Hotfix Support

Customers purchasing Windows Intune Add-On will continue to receive any additional benefits associated with their underlying Software Assurance (TechNet Subscription, Training Vouchers, ELSP, and Additional 24x7 problem resolution).

Availability by Geography and Currency (2011)

Windows Intune is currently available in the geographies below and is sold in the corresponding currencies.

Australia	AUD – Australian Dollar	Japan	JPY – Yen
Austria	EUR – Euro	Luxembourg	EUR – Euro
Belgium	EUR – Euro	Malaysia	USD – U.S. Dollar
Canada	CAD – Canadian Dollar	Mexico	USD – U.S. Dollar
Costa Rica	USD – U.S. Dollar	Netherlands	EUR – Euro
Cyprus	EUR – Euro	New Zealand	NZD – New Zealand Dollar
Czech Republic	EUR – Euro	Norway	NOK – Norwegian Krone
Denmark	DKK – Danish Krone	Poland	EUR – Euro
Finland	EUR – Euro	Portugal	EUR – Euro
France	EUR – Euro	Puerto Rico	USD – U.S. Dollar
Germany	EUR – Euro	Romania	EUR – Euro
Greece	EUR – Euro	Singapore	USD – U.S. Dollar
Hong Kong SAR	USD – U.S. Dollar	Spain	EUR – Euro
Hungary	EUR – Euro	Sweden	SEK – Swedish Krona
India	USD – U.S. Dollar	Switzerland	CHF – Swiss Franc
Israel	USD – U.S. Dollar	Trinidad & Tobago	USD – U.S. Dollar
Ireland	EUR – Euro	United Kingdom	GBP – British Pound
Italy	EUR – Euro	United States	USD – U.S. Dollar

Product Localization Languages

Windows Intune is available in the following languages. English is the default setting. **Note:** Windows Intune is not commercially available in Korea, Russia, and China (except Hong Kong).

Chinese (Traditional)	German	Korean
Chinese (Simplified)	Italian	Russian
English	Portuguese – Brazilian	Spanish
French	Japanese	

Billing Cycle

Windows Intune™ is sold as a committed offering, which means the customer commits in advance to purchase a specific quantity of Device Subscription Licenses (DSL) for use during a specific term. Customers have the ability to fluctuate licenses at each anniversary, certain restrictions may apply.

Payment Options

Consistent with the terms of the Enterprise Agreement (EA), Enterprise Subscription Agreement (EAS) or Enrollment for Education Solutions (EES). Generally, payments for online services under these programs allow for annual payments to align with the enrollment anniversary. In some locales under EA and EAS with direct payments from Customer to Microsoft extended payment options are available:

Financing

Consistent with the terms of the underlying enrollment.

Price Protection

Price protection applies, meaning that a customer (direct) or reseller (indirect) unit price will not change throughout the term of the enrollment. Refer to Additions, Reductions, and Cancellations for more information.

Discounts

In order to be eligible to purchase the Windows Intune Add-On SKU, the customer's devices must already be covered by Software Assurance (SA) through a Microsoft EA, EAS, or EES volume licensing program.

Service Level Agreement

Windows Intune includes a financially backed Service Level Agreement (SLA) for the duration of the subscription term. If Microsoft does not meet the terms of the SLA, customers are eligible for service credits. Customers can review the most current version of the SLA.

Standard service credits for Microsoft Online (Uptime Service Levels)

Monthly Uptime Percentage	Service Credit
< 99.9%	25%
< 99%	50%
< 95%	100%

Order Size

- There is no minimum order requirement on the Windows Intune SKU so long as the customer is covered companywide when combining their Software Assurance (SA), virtual desktop access and Windows Intune license counts. A customer purchasing the Windows Intune SKU through an Enterprise Agreement (EA) without SA or virtual desktop access for only a portion of their desktops must have an order more than or equal to 250 licenses., unless program minimum requirements are met by another product purchase.
- There is no minimum order requirement on the Windows Intune Add-On SKU.
- While there is no upper limit on the order size or the number of agreements, it is not recommended to use Windows Intune to manage more than 20,000 devices.

Add-On Options

Windows Intune™ and Windows Intune Add-On customers can purchase Microsoft Desktop Optimization Pack SKUs. MDOP may be purchased using the standard SKU found on the VL pricelist.

Additions, Reductions and Renewals

Additions

Customers can add Windows Intune or Windows Intune Add-On units at any time during a subscription. The new units are added coterminous with the existing units in the subscription.

- When the addition of units moves the customer to a new pricing tier customer can request re-level and take the lower price at that tier for any future purchases that point onward (for Windows Intune price re-leveling in an EA contact Microsoft).
- When Windows Intune Add-On units are added to existing agreements between billing cycles, the customer is billed in arrears for the newly added units on a prorated basis when placing their order. For EA/EAS this order may be placed at the anniversary as part of the annual order or true-up process.
- Customers can order additional subscriptions as they did with the initial purchase through a partner—a Large Account Reseller (LAR) or Microsoft Enterprise Software Advisor (ESA).

Note: Windows Intune customers may also transition devices from a Windows Desktop Upgrade Licenses or associated Software Assurance to or from a Windows Intune license as allowed under the transition terms of the enrollment (Existing customers will need to sign the Enterprise Online Service Amendment.)

Reductions

- Reductions are allowed at anniversary for Windows Intune as long as minimal program criteria is met. License reductions will result in an adjustment to future billing and will take effect upon the enrollment anniversary following the reduction.
- Mid-anniversary reductions are not allowed.

Auto Renew

- Neither Windows Intune nor Windows Intune Add-On subscriptions will automatically renew.
- For and Enterprise Agreement (EA), the subscription aligns to the renewal cycle of the enrollment.
- For Enterprise Agreement Solutions (EAS), the subscription aligns to the enrollment anniversary. If the annual order is not received Microsoft automatically extends the Windows Intune subscription at prior quantities for the next year.
- Options exist for customers to extend the Windows Intune subscription on a month to month basis for a period of one year under the continuity of service terms of the enrollment (**Note:** existing customers will need to sign the Enterprise Online Service Amendment.)

Price Protection

- New price levels can be established mid-term for future orders if customer license counts qualify for a price level change. This can be initiated by either customer or Microsoft.
- For EA, EAS and Enrollment for Education Solutions (EES), prices and price levels are reset upon renewal.

Cancellations

Canceling a New or Subsequent Subscription

- Specific scenarios allow for reduction to a cancelled state at an anniversary. See Reductions.
- At anniversary, the customer has the option to transition from Windows Intune™ back to Software Assurance on Windows Operating System upgrade and Client Access License (CAL).

Windows 7 Buyout Option During Subsequent Subscription

- EAS or EES customers who purchase the Windows Intune Add On SKU will retain buyout options as governed by their respective underlying EAS or EES agreement.
- EA customers who purchase the Windows Intune Add On SKU will retain the perpetual use rights per their underlying EA.

Purchase Process

Following is the purchase process for two scenarios an existing EA, EAS, or EES. While EA, EAS, or EES customers can purchase Windows Intune through the MOCP (see MOCP section), the assumption is that they will prefer to do so through a LAR or ESA partner through their existing Volume Licensing agreement.

Select License, Select Plus, Open License, Open Value, or Open Value Subscription are not eligible licensing programs for Windows Intune.

Simplified Process

EA, EAS or EES customer purchasing through a Large Account Reseller (LAR) or Enterprise Software Advisor (ESA).

Purchase Prerequisites

Windows Client Software Assurance coverage through an existing EA, EAS or EES to leverage the Windows Intune Add-On SKU.

Order Selection

Customers will discuss the order with their partner or Microsoft trusted advisor.

Partner Selection

Enterprise Agreement (EA), Enterprise EAS customers will purchase through a partner—a LAR or ESA. EES customers may have distributors.

Order

Channel partner submits the order for the Windows Intune SKU (and optional MDOP) to Microsoft through the VL Systems.

Subscription Processing

Orders are processed through the Regional Operations Center (ROC), where the subscription is created. Provisioning takes four-to-seven business days.

Confirmation

- To receive a confirmation, the customer needs to set up a Windows Live ID first.
- Enterprise Agreement (EA), Enterprise Subscription Agreement (EAS) and Enrollment for Education Solutions (EES) customers will receive two notifications:
 1. Customer receives an auto notification from Microsoft Online Customer Portal (MOCP)—where the service is provisioned and activated—that confirms the order and provides a link to the Windows Intune Administration Center.
 2. Once authentication is confirmed, a Volume Licensing Service Center (VLSC) notification is triggered and customer is directed to the VLSC. In the VLSC, a customer can view, activate, and administer Software Assurance benefits, view keys and create MAK keys, and download applicable software.

Activation

This section describes the service activation process when a customer (or their authorized partner) purchases through an Enterprise Agreement (EA), Enterprise Subscription Agreement (EAS) or Enrollment for Education Solutions agreement (EES). Activation is defined as the point when the customer or partner is able to access the Windows Intune™ service.

Activation Steps

EA, EAS or EES customer purchasing through a Large Account Reseller (LAR) or Enterprise Software Advisor (ESA).

Prerequisites

- Customer receives the confirmation mail from the VLSC and an activation mail from MOCP and must validate the service on MOCP using a Windows Live ID.
- Live ID MUST be the same e-mail address that received the activation mail (Online Services Administrator address).

Time to Activation

The Regional Operations Center (ROC) processes the order, which can take up to three business days.

Notification of Activation

- EA, EAS, and EES customers receive two notifications. Both are sent to the customer's online services administrator e-mail address (same address as on customer enrollment within the EA).
- Once the order is processed, the Volume Licensing Service Center (VLSC) will send a confirmation mail. Also, an activation mail will be sent from Microsoft Online Services Customer Portal (MOCP) to the customer. The customer will receive a link to MOCP requesting that they sign in using Windows Live ID and validate the order.
- Once the order is validated, the customer will receive an auto confirmation email that confirms the order and provides a link to the Windows Intune Administration Center, the VLSC (for applicable downloads), and links to more information and support.

Commence Service

Customers can begin using the service at any time after their service has been activated. Activation may take up to seven business days from the time of order. Service does not commence until the customer completes the online validation as instructed in the mail from MOCP.

Downloading Windows 7 Software and Activation Keys

To execute downloads, the Enterprise Agreement (EA), Enterprise Subscription Agreement (EAS) or Enrollment for Education Solutions agreement (EES) purchaser will receive a link in the activation mail that directs them to the Volume Licensing Service Center (VLSC) for downloads.

Subscription Management

EA/EAS/EES customers and their Large Account Resellers (LARs) or Enterprise Software Advisor (ESAs) utilize the Microsoft Online Customer Service Portal only to confirm activation. They continue to receive e-commerce purchase-related administrative services through the Volume License Service Center, including product downloads, product keys, and management of their volume licensing agreements. Learn more about the MSVLC [here](#).

Windows Intune™ Administration

Once Windows Intune is activated, a customer or their Partner of Record can then access the [Windows Intune Administrative Center](#) to:

- Download the most current versions of software
- View details about your Windows Intune account (such as account name, status, and active seat count)
- Add administrators to their account
- Configure the kinds of updates to be deployed to client computers in the organization
- Send email notifications to users in their organization when specific alerts are generated

Visit the [Windows Intune Administrative Center](#) to learn more.

Support

The chart below outlines Windows Intune™ Purchase, Provisioning and Technical support for general availability.

Pre-Purchase, Purchase, General Provisioning, and Activation Support

Person to Person Advisor

For purchase or transactions support, enterprise customers should contact their Microsoft Online Services Partner, authorized Microsoft Large Account Reseller (LAR), or authorized Microsoft Enterprise Software Advisor (ESA).

Microsoft Online Customer-Partner Care (CPC)

- Monday through Friday 9:00AM–5:00PM
- Questions about how to purchase for non-Volume Licensing customers
- Questions about activation—including Windows Client and Microsoft Desktop Optimization Pack (MDOP) keys
- Billing questions
- Requests to change subscription, including adding seats/units, removing seats/units, upgrading, downgrading, changing payment type
- Renewal. If a customer is not opted into auto-renew, then they must call support to renew once the original subscription ends
- Cancel subscription
- **Example scenarios:** I have a non-technical question or problem subscribing to, logging into, or managing my Windows Intune service subscription, (including converting trial to paid subscriptions), or a question about ordering or billing.

Contact:

[Microsoft Online Services](#)

Technical Product Support

Windows Intune

Microsoft Platforms & Service Delivery (MPSD) provides technical support for Windows Intune 24x7.

Contact:

[Windows Intune Help Home](#)
[Microsoft Online Services](#)

Windows Client

For technical support with Windows client, customers should contact their partners or visit the Microsoft Windows Client Tech Center available online 24x7. **Note:** technical support for Windows may require payment or be counted as a decrement towards your existing Windows benefits.

Contact:

[Online submission](#)
[Phone support](#)

Microsoft Desktop Optimization Pack

For technical support with MDOP, customers should contact their partners or visit the Microsoft Windows Client Tech Center available online 24x7. **Note:** technical support for MDOP may require payment or be counted as a decrement towards your existing Windows benefits.

The general support number is (800) 936-4900. Incidents can be submitted [here](#).

Administrator

An administrator is an individual who has the authority to manage administrators and non-administrators and license agreements for a customer. An administrator can be an individual in the employ of the customer, the reseller, or any other individual who is granted administrator privileges by another administrator. The initial administrator is the administrator designated by the email address on the initial Open License order.

Committed Offering

Customer commits in advance to purchase a specific quantity of Online Services for use during a Term. Customer pays for the Online Services on a periodic basis during the Term in advance.

DSL or Device Subscription License

Online Services are subscription-based and provide access to software and services. Licensing under this model consists of one or more of the following: User or Device Subscription License (USL or DSL). Windows Intune™ requires a DSL for each device that accesses the online service.

EA (Enterprise Agreement)

For organizations with 250 or more desktop PCs, Enterprise Agreement is for larger organizations that want to standardize IT across the enterprise. Based on a three-year enrollment term, it provides the deepest pricing discounts and the advantages of Software Assurance.

EAS (Enterprise Agreement Subscription)

For organizations with 250 or more desktops, Enterprise Agreement Subscription is a Volume Licensing program for large organizations that want to subscribe to—rather than purchase—Microsoft software licenses. This program provides lower annual payments than an Enterprise Agreement but the right to use the software ends at the end of the three-year agreement term.

EES (Enrollment for Education Solutions)

For education institutions that prefer to license their software on an annual subscription basis, Microsoft offers the Enrollment for Education Solutions (EES) for both higher education and primary and secondary education institutions.

ESAs (Enterprise Software Advisors)

Authorized Microsoft Enterprise Software Advisors. Individuals who are liaisons to enterprise clients during the sales cycle and provide answers to licensing program questions and are permitted to resell EAs.

LARs (Large Account Resellers)

Authorized Microsoft Large Account Resellers. Product resellers that Microsoft permits to resell licenses to end users under the Microsoft Volume License program.

MOAC (Microsoft Online Services Administration Center)

MOAC is a Web portal that the designated service administrator for a customer subscribing to Microsoft Online Services uses to manage settings for the company. User accounts and specific services the customer subscribes to are managed from MOAC.

MOCP (Microsoft Online Services Customer Portal)

MOCP is a Web portal that customers use to try or buy subscriptions to Microsoft Online Services. Customers can also manage active subscriptions through [MOCP](#).

MOSA (Microsoft Online Subscription Agreement)

MOSA is an agreement customers sign on the MOCP prior to purchasing subscriptions. This is the agreement associated with the MOSP licensing program, which covers all Online Services sold via the program.

MOSP (Microsoft Online Subscription Program)

A VL program that allows customers to subscribe to Software and Services online and rapidly deploy their service. When a customer purchases from Microsoft using the MOCP, the purchase is made through this program.

MOSPA (Microsoft Online Services Partner Agreement)

MOSPA is the agreement that Partners sign on-line in order to become an advisor for Microsoft Online Services and receive fees when they assist customers buying subscriptions.

Microsoft Online Services Partner

A partner who has signed the MOSPA.

MOSPAC (Microsoft Online Services Partner Administration Center)

MOSPAC is an online tool that partner support agents use to assist their customers. It's also called the Partner Portal.

MOSRA (Microsoft Online Services Reseller Agreement)

MOSRA is the agreement that Syndication Partners sign in order to become a Reseller for Online Services and bill end-customers. Partner program is sometimes called "MOSP for Resellers".

MLSC (Microsoft Volume Licensing Service Center)

The [Microsoft® Volume Licensing Service Center](#) is the single location for Microsoft Volume Licensing customers to view their licensing information, download licensed software, find the appropriate product keys, and view a Software Assurance summary.

Partner of Record

The term name used for an eligible Microsoft Online Services Partner that is compensated for a specific subscription sale.

Service administrator

This customer IT staff role manages the day-to-day operations that keep the customer organization and Microsoft Online Services in sync. The service administrator manages and supports service licenses and end users, helps end users make the most of Microsoft Online Services, and works through any support issues that may arise.

Service interruption

Any event, whether anticipated (for example, a public service strike) or unanticipated (for example, a power outage), which disrupts the normal course of business operations at an organization's location. Similar terms: outage, service interruption.

Service request

A service request (SR) is how customers engage Microsoft Online support for reactive and proactive issues.

Software Assurance (SA)

Microsoft Software Assurance helps improve productivity from IT by providing new product versions, enterprise technologies, and deployment planning, training, and support in one cost-effective program. Customers can choose Software Assurance at the time of purchase and begin using your benefits immediately for the term of their license agreement.

Volume Licensing (VL)

A set of programs and policies allowing customers to attain licenses to software and services in a way that works for them. Examples of programs: EA, EAS, EES, Select License, Select Plus, Open License, Open Value, or Open Value Subscription.

Windows Live ID

This Microsoft single sign-on service allows users to sign-in to many Web sites using one account.

For more information, consult the Windows Intune resource page on the Microsoft Partner Network.