

SARCOM Assists Health Company with MS Software Assurance Benefits

The Challenge: Health organization needs to manage multiple volume license contracts.

An Orlando based health organization was looking for a partner with IT savvy. They needed help to understand what Software Assurance Benefits they were entitled to under their Microsoft Enterprise Agreement and Microsoft Select Agreement.

The Solution: SARCOM organized meetings and improved user understanding.

SARCOM, in working with the customer, helped develop customized regular meetings to address their volume license contract needs. These meetings typically consisted of the following agenda items:

1. contract requirement updates
2. changes to their volume license programs
3. current promotions
4. contract renewal strategies
5. assistance with acquisitions and support regarding active deployments and implementations.

Along with these updates SARCOM provided customized reports. This showed the customer what they had purchased, giving them a better understanding of where their money is being made and spent. As a result of these meetings, the customer was kept up-to-date on their Microsoft, IBM and Symantec volume license agreements. They could now strategically prepare for upcoming renewals. They were then better prepared to utilize the technology that they

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invested in rather than trying to understand their individual volume license agreements. SARCOM utilized the following Software Licensing Programs:

- Microsoft Enterprise Agreement
- Microsoft Select Agreement
- IBM Passport Agreement
- Symantec Volume License Agreement

The Results: SARCOM benefited the health organization in several ways.

- Managing Acquisitions
- Software Licensing Reports
- Contract Management
- Assistance with Annual Billings, Scheduled Billings and EA True Ups
- Pre-Sales & Post-Sales Licensing Support
- Pre-Sales Support for Deployment and Implementation Projects