

PERPETUAL LICENSES IN CSP

FREQUENTLY ASKED QUESTIONS
FROM CSP INDIRECT RESELLERS

SoftwareONE AG

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CONTENT

1.	What are software licenses (also known as perpetual software) in CSP and what products are available?	3
2.	What is the recommended customer profile for this offer?	3
3.	What is the partner value of these offers?	3
4.	When will software licenses in CSP expand to the whole CSP partner ecosystem?	3
5.	Does expanding the scope of software licenses to CSP mean the customer can no longer purchase through the Open License program?	3
6.	Is it possible to get a volume discount on software licenses for CSP customers?.....	3
7.	What happens if pricing changes during the term of a software license?	3
8.	What is the minimum customer purchase commitment?	4
9.	Is there a limit to how many licenses a customer can purchase in CSP?.....	4
10.	What is the process for delivering software license downloads and license keys?	4
11.	Why isn't Software Assurance offered on software licenses through CSP?.....	4
12.	Are there Azure Hybrid Benefits for software licenses in CSP?	4
13.	Can a customer use SA licenses from another licensing program in CSP?	4
14.	Can software licenses be transferred between customers?	5
15.	Can a partner spread payments for software licenses purchased in CSP?.....	5
16.	How are software licenses billed?.....	5
17.	What level of support does a partner need to provide the customers?	5
18.	How does a customer get technical product support for software licenses purchased via CSP?	5

General

1. What are software licenses (also known as perpetual software) in CSP and what products are available?

(Perpetual) software licenses are licenses for on-premises Microsoft products such as Office Pro Plus or SQL Server, that a customer acquires in perpetuity. In the Cloud Solution Provider (CSP) program, the software is license-only (L-only) and does not include the option to add Software Assurance (SA).

Software licenses available in CSP include desktop tools such as Word, Excel, Project, and Visio; infrastructure servers that include Windows Server, SQL Server, Biztalk Server; and productivity servers that include Exchange, SharePoint, Skype for Business, and Project Server.

2. What is the recommended customer profile for this offer?

Customers include any organization that is serviced by a partner in CSP that also needs to purchase a discrete number of software licenses available in the catalog. The addition of software licenses to the CSP program allows partners to leverage the same improved commerce experience also used to provide cloud services, giving customers a broader set of offers and solutions, easing customer transitions to the cloud. Partners can provide a simplified experience for customers who need licenses and managed services to support their hybrid environments and who desire to transact with a single partner.

3. What is the partner value of these offers?

The result of adding software to CSP in the new commerce experience will be a reduction in time and costs associated with managing multiple licensing programs along with improved sales, operational, and management capabilities for partners within a single commerce platform.

Expansion of Software Licenses in CSP

4. When will software licenses in CSP expand to the whole CSP partner ecosystem?

All CSP partners may offer software licenses through CSP starting January 2021.

5. Does expanding the scope of software licenses to CSP mean the customer can no longer purchase through the Open License program?

Software licenses in CSP do not replace any current offerings available through other Microsoft licensing programs. Partners can still use Microsoft Open and other Microsoft volume licensing programs that are better suited for their customers' needs.

Pricing and Partner Incentives

6. Is it possible to get a volume discount on software licenses for CSP customers?

Volume discounts from Microsoft are not available for software licenses sold through CSP.

7. What happens if pricing changes during the term of a software license?

The cost is set at time of transaction and any price changes would apply to subsequent purchases of licenses.

Customer Purchase and Use

8. What is the minimum customer purchase commitment?

There is no minimum purchase commitment for customers purchasing in CSP.

9. Is there a limit to how many licenses a customer can purchase in CSP?

There is no limit to how many licenses a customer can purchase in CSP. However, since there is no volume licensing discount in CSP, partners should explore options for large customers or customers with existing Microsoft Volume Licensing agreements to determine the best pricing option.

10. What is the process for delivering software license downloads and license keys?

There are two aspects to the process related to selling software licenses through CSP. The partner must:

1. Order the software for the intended end customer
2. Provide the end customer with access to the product key(s) and the software available for download.

Note that while partners can obtain software keys and bits for the end customer using Partner Center, it's strongly recommend that partners leverage the Microsoft 365 Admin Center (MAC), where customers can retrieve their own license keys instead. The fulfillment of bits and keys in the Microsoft Admin Center (MAC) further enhances the secure delivery of software purchased and allows customers to manage their subscriptions and self-serve at their convenience, improving the customer experience. This also reduces partner risks associated with copying and sending license keys from Partner Center directly to the customer. For additional security, all partner activities for accessing and delivering software keys and downloads are now tracked in the Partner Center Activity Log. With this new activity logging feature, partners can track internal user access to create orders, get keys and downloads, and have more control and reducing potential fraud risk.

11. Why isn't Software Assurance offered on software licenses through CSP?

The move to offer software licenses in CSP is needed to meet customers wherever they are in their digital transformation. This enhancement provides a solution to a customer's hybrid needs. While these changes start with software licenses, Microsoft may expand to additional offers like Software Assurance (SA) in the future. While CSP doesn't currently offer software licenses with SA, other offers in CSP (such as server subscriptions) offer some of the benefits available in SA such as Azure Hybrid Benefits. For more information about server subscriptions in CSP please access:

<https://docs.microsoft.com/partner-center/csp-software-subscriptions>

12. Are there Azure Hybrid Benefits for software licenses in CSP?

Azure Hybrid Benefit (AHB) is available in CSP with Windows Server and SQL Server subscriptions, so customers in need of AHB should purchase those. AHB is not available for software perpetual licenses in CSP because Software Assurance (SA) is not sold in CSP.

13. Can a customer use SA licenses from another licensing program in CSP?

A CSP customer may use Azure Hybrid Benefits with their Azure VMs and other resources if they have made qualifying SA or subscription purchases, including purchases made outside CSP.

14. Can software licenses be transferred between customers?

No. There are no transfer capabilities within CSP.

Billing and Invoicing

15. Can a partner spread payments for software licenses purchased in CSP?

No. Full payment is required upfront.

16. How are software licenses billed?

Software Licenses will be billed one time in the month they've been purchased in. They will show in line below the specific customer tenant they belong to.

Customer Support for Software & Server Subscriptions

17. What level of support does a partner need to provide the customers?

Partners are required to be the first point of contact for customer support issues directly related to the procurement, license key access/activation, and product media/download fulfillment of products deemed to be Software or Server Subscription offers. Specifically, for software license products in CSP:

- Partner is not required to provide product technical support
- Partners can provide support guidance and direct a customer to purchase pay-per-incident support from the partner, SoftwareONE, Microsoft or a third-party for technical issues
- Partner will provision or guide customers in self-serve provisioning of Volume Licensing Activation Keys in the Microsoft Admin Center (MAC)
- Partner will fulfill or guide customers in self-serve fulfillment of software media via download functions in the Microsoft Admin Center (MAC)

18. How does a customer get technical product support for software licenses purchased via CSP?

Partners can choose to provide customers support themselves, they can direct customers to pay for a support incident at support.microsoft.com from Microsoft, or customers can select SoftwareONE's support solution.

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