

# COMPARING MICROSOFT CSP TO MICROSOFT ENTERPRISE AGREEMENTS

When to consider purchasing Azure through a Microsoft CSP Provider vs. an Enterprise Agreement.

Starting July 1, 2016\*, small to mid-size companies with fewer than 500 seats will no longer be able to purchase an Enterprise Support Agreement from Microsoft®. Instead, if you want support for cloud services like Microsoft Azure™ and Office 365™, you will need to purchase the Azure infrastructure and support through a Microsoft Cloud Solution Provider.

## WHAT IS A MICROSOFT ENTERPRISE AGREEMENT?

An Enterprise Agreement (EA) falls under the Microsoft Products and Services Agreement (MPSA) and provides for licensing of software and services through a single agreement. This agreement contractually locks a company into a 36-month agreement and requires them to “true-up” their licenses each year. This means IT decision makers may have to estimate the total number of users at the beginning of each yearly “true-up” cycle, potentially resulting in increased costs.

The EA is designed for companies with 250+ seats (changing to 500+ in July 2016) who want to standardize their Microsoft products, have the rights for the most-current version of the software, and only want to account for additional seats once a year.

An Enterprise Agreement includes a large product set across the Microsoft portfolio, including but not limited to Windows® on desktop machines, Exchange Server, Office and SharePoint®.

## WHAT IS A MICROSOFT CLOUD SOLUTION PROVIDER?

A registered Microsoft Cloud Solution Provider (CSP) is a service provider that offers value-added services on top of Microsoft Cloud products like Azure and Office 365.

A CSP serves as your first touch-point for questions and assistance with any cloud resources and billing. Your CSP will also generate your consolidated invoice, covering all cloud infrastructure and service fees.

## RACKSPACE BENEFITS

- **EXPERTISE:** We're a five-time Microsoft Hosting Partner of the Year with hundreds of Microsoft Certified Professionals available 24x7x365.
- **SUPPORT:** We are one of the largest Microsoft CSPs, with Microsoft engineers and architects standing by to rapidly resolve your toughest issues.
- **FLEXIBILITY:** Scale your workload through hybrid cloud integration and management between hosted and on-premises environments.
- **SIMPLICITY:** When you purchase Microsoft Azure or Office 365 through Rackspace, you get a single service experience, a single invoice.

\* Microsoft has indicated that existing customers approaching renewal will be able to extend their current Enterprise Agreements for 36 months (current program rules will apply).

## TRUST RACKSPACE

- A leader in the 2015 Gartner Magic Quadrant for Cloud-Enabled Managed Hosting, Europe and North America
- Hosting provider for over 60% of the Fortune 100
- 15+ years of hosting experience
- Serving customers in 120+ countries

	ENTERPRISE AGREEMENT (EA)	RACKSPACE AS YOUR CSP
<b>Terms</b>	3-year commitment	Pay as you go
<b>Payment</b>	Upfront, in full (use it or lose it)	Month to month
<b>Support Hours</b>	Limited to set number of pro-active or reactive hours	24x7x365
<b>Supported Products</b>	All Microsoft products	Specialize in Azure, Office 365
<b>Vendor</b>	Enterprise reseller	Rackspace direct
<b>Discounts</b>	7-30% (Level A, B, C, D)	Comparable to EA Level A, B
<b>Support Cost</b>	\$1,000 monthly	Premium support included
<b>SLA</b>	Expensive Rapid Response fees to get 15-minute response	As low as 15-minute response time SLA for emergency situations



## Microsoft Partner

Gold Hosting  
Gold Collaboration and Content  
Gold Cloud Productivity  
Gold Small and Midmarket Cloud Solutions

## CONTACT US

1-844-240-9203

[www.rackspace.com/microsoft](http://www.rackspace.com/microsoft)