

# WHICH IS BEST FOR YOUR ORGANIZATION?



## CLOUD SOLUTION PROVIDER VS. MICROSOFT ENTERPRISE AGREEMENTS

Choice is critical in business, but sometimes it's difficult to determine the best decision for your specific organization. Such is the case when it comes to licensing agreements. For many years, the best choice for larger organizations was signing up for an Enterprise Agreement (EA) directly with Microsoft. However, there has been recent changes to the EA that have made it less appealing to many organizations, such as raising the minimum user count from 250 to 500, removing previous programmatic discounts, and limiting which products can be purchased under the agreement. With renewal dates coming up, companies should investigate the latest option from Microsoft called the Cloud Solution Providers (CSP) Licensing program. The CSP offers a number of advantages, which include support from your local provider, monthly billing, and the ability to make changes on the fly.

The best option for you will depend on several factors. Including the number of users, your relationship with your Microsoft representative, and your need for flexibility. So, how do you decide what's the right choice for your organization? As a first step, compare the two options in the key areas below. **We'd love to help you analyze your situation and find the best option.**

LET'S COMPARE....		
	Cloud Solution Provider (CSP) New Commerce Experience (NCE) <i>Interlink</i>	Enterprise Agreement (EA)
<b>Commitment</b>	<ul style="list-style-type: none"><li>• 1 User License</li></ul>	<ul style="list-style-type: none"><li>• 500 User License</li></ul>
<b>Term</b>	<ul style="list-style-type: none"><li>• Monthly, One Year or Three Years</li></ul>	<ul style="list-style-type: none"><li>• Three Year agreement (locked in pricing for Three Years)</li></ul>
<b>Licensing Expertise</b>	<ul style="list-style-type: none"><li>• Yes, Interlink has certified licensing experts to help maximize your budget</li></ul>	<ul style="list-style-type: none"><li>• Possibly be assigned a Microsoft Commercial Executive or go through a LSP</li></ul>
<b>Change User Counts</b>	<ul style="list-style-type: none"><li>• Add seats with prorated billing</li><li>• Reduce seats at anniversary</li></ul>	<ul style="list-style-type: none"><li>• Anytime - Complex reservation process (VLSC) for adding</li><li>• True up annually back billed as a lump sum</li></ul>
<b>Invoicing</b>	<ul style="list-style-type: none"><li>• Paid monthly based on actual usage</li><li>• Detailed Billing Available</li></ul>	<ul style="list-style-type: none"><li>• Annual upfront billing</li><li>• True ups include back billing for any added users</li></ul>
<b>Discounting</b>	<ul style="list-style-type: none"><li>• Up to the provider - typically minimal</li><li>• Provider must include billing and technical support from their margin dollars</li></ul>	<ul style="list-style-type: none"><li>• Microsoft programmatic discount starts at 3%</li><li>• Discount available from sales representatives</li><li>• Additional programmatic discount at 2,400 users</li></ul>
<b>24 X 7 Support</b>	<ul style="list-style-type: none"><li>• Provided by Interlink who knows your account and environment</li></ul>	<ul style="list-style-type: none"><li>• Unless you have a paid additional Support Agreement, it is provided by Microsoft through generic 800#</li></ul>
<b>Support Escalations</b>	<ul style="list-style-type: none"><li>• Yes, escalations to an Interlink engineer or dedicated Microsoft resource</li></ul>	<ul style="list-style-type: none"><li>• No, escalations without a paid support agreement</li></ul>
<b>SEV A</b>	<ul style="list-style-type: none"><li>• Optional - Premier Support</li></ul>	<ul style="list-style-type: none"><li>• Only with paid Support Agreement</li></ul>
<b>Response SLA</b>	<ul style="list-style-type: none"><li>• 2 hours</li></ul>	<ul style="list-style-type: none"><li>• No SLA without paid Support Agreement</li></ul>

## WHY IS INTERLINK THE BEST PARTNER FOR CSP?

When choosing between cloud solution providers, there are a lot of factors to consider when deciding on the best partner for your organization. **So why is Interlink the best partner for CSP?**

### ✓ INTERLINK'S SERVICE DESK WILL BE YOUR PRIMARY O365 SUPPORT TEAM WITH ACCESS TO ESCALATE DIRECTLY TO MICROSOFT TIER 3:

- U.S. Based — English is our primary language
- We know your account and keep detailed notes on your environment
- It's likely that we helped your organization setup Office 365, so we know what third-party products may be in your environment that could be impacting Office 365. If we didn't, we will include a no cost tenant review at the start.

### ✓ INTERLINK IS A TOP PARTNER FOR CSP

- Top 20 in the US for CSP sales by systems integrators
- One of a few partners who purchase direct from Microsoft ensuring that we have the best pricing

### ✓ MICROSOFT CERTIFIED PROFESSIONALS FOR MICROSOFT LICENSING ON STAFF

- No cost licensing health check helps ensure that you aren't overpaying for licensing (and most people are)

We have a dedicated Microsoft Premier Technical Account Manger to help get tricky issues resolved

### ✓ O365 ADMINISTRATION

License adds, license reductions, license assignment, etc.

- Our billing department is based in Ohio — they know CSP licensing inside and out, including invoicing with detailed usage dates
- Requesting a change with licenses is as easy as sending us an email — we will promptly get back to you

### ✓ "ESCALATE TO THE ENGINEER"

The same people that know your environment and performed much of your POCs, assessments and migrations can be engaged for further diagnosis — all that information is stored and documented

This process can be challenging to navigate, but Interlink is available as a resource to provide guidance or additional information to help with decision making. If you're debating between a CSP and EA, contact us to discuss your options and we'll help you determine the right option for your business.

## CONTACT US TODAY

to determine which option is the best for you.



www.interlink.com | hello@interlink.com | 800-900-1150