

Microsoft EA vs CSP

| | Enterprise Agreement (EA) | Cloud Solution Provider at HBS |
|--------------------------|---|---|
| Contract Management | Complex procurement and contract terms | Straightforward procurement; no contract (subject to subscription term duration). Ability to transfer subscriptions mid-term, to another CSP partner if needed. |
| Length of Contract | Multi-year agreement term | Flexible monthly, annual, and/or 3-year terms (per subscription) |
| Minimum Seat Reqs. | Approx. 500+ (250+ in public sector) | No minimum |
| Minimum Azure Spend | Pre-determine consumption requirements | No minimum (Invoiced based on consumption) |
| Quantity Changes | Annual true up (to reflect increase in users) or true down (to reflect reduction in users) | Increases at any time; reductions at end of monthly, annual, or 3-year term |
| Pricing | Concessions based on spending commitment with additionally, discretionary discounts by Microsoft Field Seller | Concessions negotiated as needed |
| Payments & Billing | Upfront in full, through three annual payments, or through a subscription model | Upfront annually or monthly based on needs |
| Price Lock | Until the end of the Agreement | Until the end of each individual subscription term |
| Support | Costly Unified Support Agreement with ability to open tickets independently with Microsoft | Free break-fix support for Microsoft-caused issues (no ability to open tickets independently with Microsoft) + optional customized managed services support plan based on business needs. |
| License Management | Microsoft 365 admin center | Microsoft 365 admin center, HBS self-service portal |
| On-Prem Software License | Yes | Yes |