

## Example of email which Microsoft send out normally following an initial letter

**From:** Joe Bloggs (Intl Vendor) [<mailto:j-bloggs@microsoft.com>]  
**Sent:** 19 July 2011 14:12  
**To:** John Smith  
**Subject:** 7779777 ACME ACCOUNTANTS :Microsoft Software Asset Management Review  
**Importance:** High

Hi John,

The purpose of this email is to follow up the letter your organisation should have received from Microsoft notifying you of the Software Asset Management (SAM) review we would like you to complete. I will be your primary point of contact internally at Microsoft for the entirety of the review and am sending you this email to outline what the process entails.

Please be aware that this initiative is **required** as per the terms and conditions of your Microsoft Volume licence agreements. If you have any doubts about the authenticity of our request please do not hesitate to contact the Microsoft UK Switchboard and ask for me directly.

The steps in the consultancy process are as follows;

### Process Steps

1. We ask you to complete the attached deployment summary (spreadsheet format) and return to us via email.
2. Once we receive your deployment summary we will analyse the Microsoft software in use against the licenses held and provide you with an Estimated License Ownership Position. There may be areas that require further clarification;
3. When this is done, a finalised License Ownership Position (as of the date of the consultancy) will be provided, detailing what you own and what we understand you are using, based on the information you have supplied. This final summary will detail over-licensing or any apparent variances that may need to be remedied;
4. Along with the final License Ownership Position summary you will also receive a Software Asset Management Tips guide.

In order to make the process as efficient as possible we would highlight the following:

1. You may wish to engage your IT Partner to assist you through (or even manage) the process on your behalf;
2. We recommend that you request from your IT partner/s a list of Microsoft licenses you have purchased via OEM (pre-installed with hardware) or FPP (boxed retail copies). The purpose of this is to ensure that we are evaluating your total license ownership position. Please note that records of licenses purchased under a Volume License Program (such as Open, Select or Enterprise) will be already available in the Microsoft records system;
3. Microsoft do make available a free software audit tool called MAPs that might be of assistance in establishing exactly what Microsoft software you have installed on each device. Details on this tool and the location to download it from can be found on the internet as follows: <http://technet.microsoft.com/en-us/solutionaccelerators/dd537566.aspx> and click on "Download the MAP Toolkit 5.0 now";
4. If you have purchased Volume Licenses under a different company name or have acquired other organisations that may have purchased licenses, please try to have this information available. This will enable us to identify any licenses you own which have been purchased under alternative names.

### The documents attached to this email:

- A generic copy of the letter originally sent to your organisation by Microsoft;
- A document that covers some of the frequently asked questions regarding the consultancy process;

- A deployment summary that we would appreciate your response to by **3rd August**. If, for any reason, you are unable to meet this timeframe please contact us by return email.

**What you can expect to get out of the consultancy?**

- Consolidation of all your licensing records into one concise report which can then be maintained and modified by your organisation in the future;
- Assistance with understanding licensing rules, and, in particular, how they relate to your own specific situation;
- Licensing expertise and advice available to you throughout the process, free of charge;
- Guidance regarding on-going Software Asset Management to eliminate waste and redundancy and mitigate risks of non-compliance.

Please do ask questions if you are not sure about the information you are being asked to provide, or if you have any queries whatsoever in regards to the SAM Review..

Thank you for your assistance

Francine



**John Smith**

Software Asset Management Engagement Manager

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**Also attached are the three files below.**

📄 UK FAQ.pdf (125 KB)

📄 UK MS SAM Invitation Letter.pdf (77 KB)

📄 Deployment Summary Master English Breadth.xls (272 KB)