

CLIENT STORY

Optimizing Microsoft Licensing: How a Large Healthcare Provider Significantly Reduced Costs and Improved Efficiency



THE CHALLENGE

A large healthcare provider with more than 2,100 Microsoft users faced a critical decision as their Microsoft Enterprise Agreement (EA) approached its renewal date. A long-time MicroAge client, the organization wanted to explore cost-effective alternatives to the EA that better aligned with their licensing needs, offered more flexibility, and could optimize costs while maintaining robust IT functionality.

The complexity of the EA licensing structure, combined with shifting Microsoft policies, created challenges in ensuring that the healthcare provider's licenses were appropriately sized and optimized, complicating their renewal process.

THE SOLUTION

MicroAge partnered closely with the client's IT team to facilitate a seamless transition from a Microsoft EA to a Cloud Solutions Provider (CSP) program, delivering cost savings and a licensing strategy that fits their organization's needs. MicroAge's proven methodology, which included discovery, analysis, and a phased transition, enabled the client to right-size licenses for their users while reducing costs and minimizing risk.

Discovery: Identified renewal dates, conducted educational sessions on licensing options, and reviewed the client's global license management strategy to find the best fit.

Analysis: Assessed current license usage, developed quotes and pricing comparisons, and provided recommendations for optimization.

Transition: Managed the CSP provisioning process, terminated the EA contract, and ensured a smooth transition with knowledge transfer for user adoption.

THE TECHNICAL ENVIRONMENT

- **Microsoft Enterprise Agreement (EA) in Renewal**
- **2,100 Microsoft 365 E3 Licenses**



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“Partnering with MicroAge helped us make an informed decision that optimized our IT costs without sacrificing functionality. Their expertise ensured a smooth transition, and the results have been game changing.”

— Director of IT, Healthcare Provider

THE BENEFITS

The transition to CSP resulted in significant improvements in cost efficiency, flexibility, and overall user satisfaction:

Major Cost Savings: The client saved hundreds of thousands of dollars annually by right-sizing licenses to fit user roles.

Optimized Licensing: Reduced Microsoft 365 E3 licenses from 2,100 users to a tailored mix of 300 Business Premium, 800 F3, and 700 E3 licenses.

Flexibility and Simplicity: The CSP's 1-year agreements provided more flexibility compared to the EA's rigid 3-year structure.

Enhanced User Adoption: Through effective training, users successfully transitioned to the appropriate licenses, ensuring they understood the tools available and how to maximize productivity.

Reduced Risk: The CSP's scalable structure minimized long-term risk and ensured licensing aligned with actual needs.



With MicroAge's guidance, the healthcare provider navigated the complexities of Microsoft licensing, achieving both financial and operational benefits. Their success highlights the importance of expert consultation and strategic planning when transitioning to a flexible, modern licensing framework.



You don't have to go it alone. Find out how MicroAge can help you reduce costs and enhance efficiency. Call us at 800-544-8877 or visit [MicroAge.com](https://www.microage.com)

