

Microsoft®
Desktop Optimization Pack
for Software Assurance

FAQs

Microsoft Desktop Optimization Pack for Software Assurance is a compelling new offering for our Software Assurance customers. This document is designed to answer questions you may have about the solution. For additional information, please contact your Microsoft sales representative.

ABOUT THE OPTIMIZATION PACK

Q: What is the Microsoft Desktop Optimization Pack for Software Assurance?

A: The Microsoft Desktop Optimization Pack for Software Assurance is a dynamic desktop solution available to Software Assurance customers, which reduces application deployment costs, enables delivery of applications as services, and allows for better management and control of enterprise desktop environments. It enables organizations to manage their software assets, predict and accelerate software deployment and management, and enhance IT responsiveness and end-user uptime. This can help significantly reduce the Total Cost of Ownership of the operating system and the entire application management lifecycle.

Q: Why is Microsoft releasing the Desktop Optimization Pack for Software Assurance?

A: As we prepare to rollout Windows Vista™ to all of our customers, we wanted to make it easier for you to deploy and manage the new desktops. We polled many of our customers to better understand the key enterprise pain points associated with a successful deployment and they told us they have challenges around application compatibility, desktop manageability, helpdesk costs, and software asset management. When we identified these key pain points, we pulled together best-of-breed technologies to enable you to optimize your deployment. We are announcing the availability and packaging of this new offering to our Software Assurance customers, so that as you get prepared to deploy Windows Vista you will be ready to accelerate deployment of Microsoft Office and Windows Vista. This enables Microsoft to continue to deliver on our commitment to our SA customers that Software Assurance will provide the most cost-effective and flexible means of managing the Windows desktop.

Q: What is included in Microsoft Desktop Optimization Pack for Software Assurance?

A: There are four key technologies in the Microsoft Desktop Optimization Pack for Software Assurance: Microsoft SoftGrid® Application Virtualization and streaming, Microsoft Asset Inventory Service, Microsoft Advanced Group Policy Management, and Microsoft Diagnostics and Recovery Toolset.

Q: Has anything been taken away from Software Assurance because of Microsoft Desktop Optimization Pack for Software Assurance?

A: Nothing has been removed from Software Assurance. The Microsoft Desktop Optimization Pack for Software Assurance provides an opportunity for customers with Software Assurance coverage of their Windows desktops to license these advanced technologies.

PRODUCT POSITION

Q: How does Microsoft Desktop Optimization Pack for Software Assurance enhance other management solutions available from Microsoft?

A: Microsoft delivers a robust set of management solutions through SMS, MOM, Remote Installation Services, Intellimirror, etc., that enhance your ability to deploy the Microsoft Windows® desktop operating system, manage the application lifecycle, and provide a complete inventory. The Microsoft Desktop Optimization Pack for Software Assurance extends the manageability of the Microsoft desktop to enable more control, better asset tracking, and accelerate the deployment of the operating systems and the applications within the environment.

Q: Does the Optimization Pack compete with SMS?

A: The Optimization Pack is complementary with SMS. With the SoftGrid connector for Microsoft Systems Management Server (SMS), you get all the benefits of the SoftGrid Platform—including application virtualization and dynamic streaming—from within the SMS infrastructure. This combination allows you the flexibility to choose the best way to deploy and run applications while maintaining OS level patches, updates, inventory, asset tracking, and much more from a single, integrated management point.

Q: How does the Microsoft Desktop Optimization Pack for Software Assurance relate to the Application Compatibility Toolkit? Is there overlapping functionality?

A: The Application Compatibility Toolkit (ACT) is designed to inventory the installed software on a client system and check for possible conflicts between operating system versions and applications, as well as between the applications themselves. The ACT also provides limited hardware compatibility checking for Windows Vista.

The Microsoft Desktop Optimization Pack for Software Assurance includes a robust inventory tool that will allow an admin to check for hardware compatibility with Windows Vista as well as report on license compliance for Microsoft applications. There is some overlap in the hardware compatibility reporting for Windows Vista migration. However, both solutions may be used together to gain a deeper understanding of the client's potential for Windows Vista migration as the ACT is focused on application compatibility, and Microsoft Desktop Optimization Pack for Software Assurance is focused on hardware compatibility and application licensing.

Q: Why do I need to have Software Assurance in order to buy this product?

A: Software Assurance is the most cost effective and flexible way for our customers to manage their Windows desktops. We have made significant strides in this area with the introduction of Windows Vista Enterprise and Windows Fundamentals for Legacy PCs. What we heard from many customers was that there are still multiple pain points in the enterprise environment that challenge their ability to deploy a new OS and easily manage the desktop. Microsoft sought out the best of breed technologies in the industry that address these key pain points and we have brought these technologies together for you into the Microsoft Desktop Optimization Pack for Software Assurance to enable you to experience the optimized desktop solution through the combined use of Windows Vista Enterprise and the Microsoft Desktop Optimization Pack for Software Assurance.

Q: Why didn't Microsoft build this functionality into Windows Vista?

A: The technologies included in the Microsoft Desktop Optimization Pack for Software Assurance provide functionality that was either established or recently evolved in the Windows Vista development timeframe. These technologies represent the decision to purchase based on extensive build vs. buy analysis. Ultimately we wanted to bring the optimized desktop to you as quickly as possible and have achieved that with the Microsoft Desktop Optimization Pack for Software Assurance.

Q: What is the difference between this product and Windows Preinstallation Environment (WinPE)?

A: The Optimization Pack is a consolidation of different technologies with wide ranging functionality. WinPE provides a pre-execution environment where a shell may be executed to provide an out of band environment for administrative action. The Microsoft Desktop Optimization Pack for Software Assurance does not provide this functionality outside of a single feature in the Microsoft Diagnostics and Recovery Toolkit known as ERD Commander. ERD Commander is focused on providing a shell by which an administrator may attempt to recover a down PC, however, this shell is only focused on base recovery options where WinPE is much more flexible.

Q: Will using these tools help me improve my infrastructure maturity level?

A: Yes. Each of the technologies within the Desktop Optimization Pack for Software Assurance will help you improve your desktop maturity level. The Optimized Desktop includes Advanced Group Policy Management which enables group policy workflow and versioning. This technology will help move our customers from the basic to standardized stage. It also includes Diagnostic and Recovery tools, which enable the processes necessary to move from basic to standardized. The third component is the Asset Inventory Services, which enables you to collect business intelligence on their software assets and moves you from standardized to rationalized environments. The fourth component is Microsoft SoftGrid Application Virtualization and streaming, which not only allows you to minimize application compatibility issues and accelerate OS deployment, but will also transform your applications into centrally managed services that could help move you from the standardized stage through the dynamic stage depending on your implementation of SoftGrid.

Q: I hear this allows application virtualization—how is that different than Virtual Server or Virtual PC? Why do this rather than put them on a box and terminal services into it?

A: SoftGrid virtualizes the application layer. Virtual Server virtualizes the Windows Server and Virtual PC enables you to run a virtual session of the OS. Each of these virtualization technologies is complementary on different layers of the organizations infrastructure and platform.

There is also a version of SoftGrid available for Terminal Services and you can learn more about that product at <http://www.microsoft.com/windowsserver2003/technologies/terminalservices>.

Q: What is the difference between the inventory management component of the Desktop Optimization pack and SMS? I thought all of Microsoft's inventory management tools were contained in SMS, which I am already paying for under my agreement.

A: The inclusion of Asset Metrix offers an expanded service where inventory is stored in a hosted scenario and reports are produced securely over the internet. SMS inventory is part of the SMS product and is stored on site at your location.

MICROSOFT ADVANCED GROUP POLICY MANAGEMENT**Q: What is the difference between the Advanced Group Policy Management of the Desktop Optimization pack and what is already in Microsoft Windows Server™ 2003 R2?**

A: There is no overlap. Advanced Group Policy Management is new technology.

MICROSOFT SOFTGRID APPLICATION VIRTUALIZATION**Q: Do I need the Microsoft Asset Inventory Service piece if I'm running SoftGrid? What applications would the technology be "tracking"? Isn't there application metering and monitoring through Softricity?**

A: SoftGrid only meters the use of virtualized applications and does not perform an inventory on locally installed applications or hardware on PC or Terminal Server. The addition of an asset management component in the Asset Metrix component provides a complete software inventory of a system.

Q: What applications cannot be virtualized?

A: SoftGrid can virtualize almost any DOS, 16-Bit, or 32-bit Windows application. However, there are a couple of use cases outside of these virtualization capabilities. These include:

- Device drivers (Anti-Virus drivers, ActiveSync, etc.)
- Currently executing operating system components (Windows kernel, User32.dll, etc.)

However, this does not mean that applications relying on these components cannot be virtualized and used in the SoftGrid system. In these rare cases, the driver would be installed locally, but the rest of the application would be virtualized and delivered dynamically. The virtualized application would then utilize the local driver and operate as expected. By following this methodology, the benefits of virtualization are still present despite the limitations of not being able to virtualize the driver itself. Another important concept in SoftGrid is that any child process spawned from a virtualized parent process will operate inside the virtual environment of the parent process. This means that a local application like Internet Explorer, which cannot be streamed directly, can have a completely different set of security permissions, toolbars, Java, home page, security template, etc., delivered in a virtual environment and have the local iexplore.exe pulled into that environment. The end result is that instance of Internet Explorer now operates with a completely different operating environment despite being a locally available application.

Q: Can I buy SoftGrid outside of the Microsoft Desktop Optimization Pack for Software Assurance today?

A: Yes. SoftGrid is available in a perpetual license standalone today outside of volume licensing, however Microsoft SoftGrid Application Virtualization for Desktops will only be available in Microsoft Desktop Optimization Pack for Software Assurance once Volume Licensing is in effect. Microsoft SoftGrid Application Virtualization for Terminal Services will continue to be sold as a perpetual CAL, but will be eligible for Software Assurance starting January 1st, 2007.

Q: What will the next beta version of SoftGrid be available?

A: Q1 CY 2007.

Q: When a user executes a virtual application using SoftGrid, what are the licensing requirements for the application and the operating system?

A: Use of the application with SoftGrid does not change the need to comply with the license terms for that application. You should review the license terms for your application software, and take steps to ensure compliance with those terms. For example, Microsoft desktop applications are generally licensed per device. Each desktop on, or from which the software is used or accessed, must be licensed. SoftGrid virtualization does not provide a way to transform licenses into other forms, concurrent or otherwise.

Q: Is the operating system virtualized when using SoftGrid and, if yes, is that usage right covered under the customer's existing EA/Select/Campus/School Agreement?

A: SoftGrid virtualizes the application and its dependencies for execution in a single operating system instance. This is different than Virtual Server or Virtual PC, which virtualizes the entire operating system. SoftGrid can dynamically deliver and virtualize the applications in a virtual operating system image as well.

Q: What is the Microsoft SoftGrid Application Virtualization for Terminal Services CAL—how does that work and how is it different from the Microsoft Desktop Optimization Pack for Software Assurance SoftGrid license?

A: The SoftGrid for Terminal Services CAL allows each licensed user to access virtual applications managed by SoftGrid in a terminal services session. This is in addition to the Terminal Services CAL and not a replacement.

Q: How does SoftGrid for the Client work on a blade PC?

A: A blade PC is simply a Windows XP Professional operating system, executing on a centralized blade server with a client remotely connecting via Remote Desktop Protocol (RDP). The SoftGrid for Desktop Client is installed on the Blade PC instance of Windows XP (or Windows Vista in the future) and the applications are dynamically delivered and executed. RDP will then remote draw the screen on the end user thin client.

Q: What does the Microsoft SoftGrid Application Virtualization for Terminal Services CAL sell for?

A: It is available through former Softricity partners with an MSRP of \$20/user. Note: Microsoft does not set final prices for licenses acquired through resellers. Actual prices and payment terms may vary.

Q: What is the future roadmap for SoftGrid?

A: We will make roadmap information available about SoftGrid as soon as possible.

Q: When are features such as context going to be available?

A: While the current target is H2 2009, we may have it available before then.

Q: When will SoftGrid support Windows Vista and Microsoft Windows Server® code name "Longhorn"?

A: Windows Vista will be supported in SoftGrid release 4.5. We are currently exploring the timing for Longhorn support and will provide you with that information as soon as it is available.

PRICING, LICENSING & FULFILLMENT

Q: What is the price of Microsoft Desktop Optimization Pack for Software Assurance?

A: The Microsoft Desktop Optimization Pack for Software Assurance will be available for purchase at Select Level A ERP of \$10/Desktop/year. Option to purchase as many subscription licenses not to exceed the number of desktops covered under Windows Client SA. Coverage co-terminates: must purchase the subscription on the same enrollment as the covered Client EA/SA desktops. Available in EA, Select, Open Value, Academic Select, Campus Agreement, and School Agreement programs. Additional discount of 15% off of the annualized subscription price for company-wide coverage.

Q: Do I have to pay \$10/desktop/year if I only want the Softricity or the Software Asset Management piece?

A: Yes. The technologies Microsoft is making available within the Microsoft Desktop Optimization Pack for Software Assurance were acquired from Softricity, Winternals, Desktop Standard, and AssetMetrix. Microsoft is focused on accelerating the Windows Vista deployments and further enabling manageability of the Windows Desktop. These technologies complement each other in bringing the Optimized Desktop experience to our Software Assurance customers. Each of these companies had offerings available in the marketplace with various licensing models. In pricing the subscription, we reviewed their current market licensing and pricing as well as the competitive landscape, and determined that this was a competitive price for the subscription. The combined value of the technologies within the Microsoft Desktop Optimization Pack for Software Assurance is an exceptional value at Select Level A \$10/desktop/year and is highly competitive with similar offerings.

Q: If I already own one of the acquired companies products will I receive credit?

A: You may be eligible for special consideration upon purchase of the Microsoft Desktop Optimization Pack for Software Assurance license dependent on when purchased and what you purchased. Please contact your local reseller or Microsoft Account Manager to discuss options.

Q: If I paid more than \$10 will I get the bundle for free?

A: You may be eligible for special consideration upon purchase of the Microsoft Desktop Optimization Pack for Software Assurance license dependent on when you purchased and what you purchased. Please contact your local reseller or Microsoft Account Manager to discuss options.

Q: Is there any advantage to covering 100% of my desktops on Microsoft Desktop Optimization Pack for Software Assurance?

A: Yes. You may find that you can maximize the technology value by deploying the technology on all of the desktops in your environment. In addition, customers can receive a 15% discount by choosing to purchase the Microsoft Desktop Optimization Pack for Software Assurance for 100% of the desktops in their environment.

Q: In which Volume Licensing programs can I purchase the Microsoft Desktop Optimization Pack for Software Assurance?

A: The Microsoft Desktop Optimization Pack for Software Assurance will be available to purchase in the EA, EA subscription, Select, Academic Select, Open Value, Campus Agreement, and School Agreement volume license programs.

Q: Is this a perpetual or non-perpetual offering?

A: Microsoft Desktop Optimization Pack for Software Assurance is a non-perpetual or fixed-term offering. You are signing up for a subscription service and the purchase must be made on the same enrollment as your qualified Windows Client SA coverage to ensure that coverage co-terminates.

Q: Are there any requirements for purchasing Microsoft Desktop Optimization Pack for Software Assurance?

A: Yes. You must have purchased Software Assurance for the Windows Operating System. You have the option to purchase the Microsoft Desktop Optimization Pack for Software Assurance on as many desktops as you have covered with Software Assurance on your Windows desktops. However, you cannot buy SA for existing license only desktops in order to be able to buy the Microsoft Desktop Optimization Pack for Software Assurance, due to the eligibility requirements for purchasing Software Assurance. Windows Software Assurance for those desktops must be acquired with the license or within 90 days of the purchase of the Windows license acquired through an OEM or the retail channel (full packaged product).

Q: Why are you limiting the availability of the Microsoft Desktop Optimization Pack for Software Assurance to customers with Software Assurance Coverage on the Windows desktop?

A: Software Assurance is the most cost effective and flexible means of managing the Windows Desktop. As such, Microsoft has made a commitment to our customers to accelerate their desktop deployment and increase manageability of the desktop. We have focused on innovations in technology to provide those benefits to you. In some cases, those technology innovations come in the form of a new upgrade as is the case with Windows Vista and the Software Assurance version, Windows Vista Enterprise. In other cases, those technology innovations are separate from the operating system, as is the case with Windows Fundamentals for legacy PCs, the Windows Pre-Installation Environment, Corporate Error Reporting, and the Microsoft Desktop Optimization Pack for Software Assurance. The Microsoft Desktop Optimization Pack for Software Assurance is an optional, additional purchase available to Windows Software Assurance customers because we wanted to offer you the choice and flexibility to purchase the new technology when you are ready.

Q: Do I have to license Microsoft Desktop Optimization Pack for Software Assurance on 100% of my desktops?

A: Only if your license agreement requires 100% coverage of selected products, such as Campus and School Agreements. Otherwise, you have the option to purchase as many licenses for the Microsoft Desktop Optimization Pack for Software Assurance as you would like—up to the number of Windows desktops covered with Software Assurance. The Microsoft Desktop Optimization Pack for Software Assurance purchase must be made on the same enrollment as the Windows desktop Software Assurance coverage to ensure that the coverage period is co-terminous.

Q: I have Software Assurance on some of my desktops. Does it matter which machines I actually load the new product onto? For example, I have 1000 desktops and 100 have SA on the O/S (on paper). Can I load the software on any 100?

A: The Microsoft Desktop Optimization Pack for Software Assurance must be installed only on those Windows desktops for which you have the underlying Software Assurance actively covered.

Q: Why are you making customers stop using the product when the Microsoft Desktop Optimization Pack for Software Assurance coverage ends?

A: The Microsoft Desktop Optimization Pack for Software Assurance is a subscription and as such is a non-perpetual license for the software provided within it. Microsoft intends to provide more services over time and without those services and continued enhancements, the value of the Microsoft Desktop Optimization Pack for Software Assurance would be severely limited.

Q: How can Select customers that want the Microsoft Desktop Optimization Pack for Software Assurance on their entire enterprise get this if we do not have Software Assurance on all our Windows desktops?

A: You have the option to purchase and deploy the Microsoft Desktop Optimization Pack for Software Assurance on as many Windows desktops as you have actively covered under Software Assurance.

Q: Can it be added to existing Enterprise Agreement (EA)?

A: Yes. The Microsoft Desktop Optimization Pack for Software Assurance can be added to existing EA or Select Licenses as long as the Windows Desktops are covered under Software Assurance.

Q: What are the termination use rights for Microsoft Desktop Optimization Pack for Software Assurance?

A: Customers that continue their coverage of both the Microsoft Desktop Optimization Pack for Software Assurance and Windows Software Assurance will continue to receive upgrades and new offerings that are added to the pack. When the Desktop Optimization Pack subscription and the SA coverage on the Windows desktop ends, the customer will no longer be permitted to use the technologies within the Desktop Optimization Pack. You can learn more about the specific product use rights in the PUR at <http://www.microsoft.com/licensing>. You will not be required to remove anything from the desktops locally, but you will be required to stop administering all centrally managed services.

Q: Is the use of Microsoft Desktop Optimization Pack for Software Assurance conterminous with Windows Client SA (i.e., does it also require ongoing Windows Client SA)?

A: Yes. The Microsoft Desktop Optimization Pack for Software Assurance must be purchased on the same enrollment as the underlying Windows Desktop Software Assurance coverage was purchased. The coverage needs to be co-terminous.

Q: What about replacement PCs brought in during the Software Assurance coverage? Can licenses be transferred to new or replacement PCs during SA expiration?

A: You can reassign an active Microsoft Desktop Optimization Pack for Software Assurance subscription to a different desktop as frequently as every 90 days, so long as that other desktop has the requisite license for Windows with active Software Assurance coverage.

Q: What about replacement PCs brought in after the Software Assurance coverage ends? Can licenses be transferred to new or replacement PCs after Software Assurance expiration?

A: No. The right to use the Microsoft Desktop Optimization Pack for Software Assurance ends when the Microsoft Desktop Optimization Pack for Software Assurance subscription and Software Assurance coverage on the underlying Windows Desktop ends. Accordingly, those licenses can no longer be reassigned.

Q: How will the bits for this product be delivered? MVLS site, VL media?

A: Product delivery will comply with the same standard process in place today for each of the VL program type as described in the appropriate Program guide. Additionally, the software will be available via the MVLS download site.

Q: Does this product require VLKs? Does this product require activation?

A: The initial products available in the Windows Desktop Optimization Pack for Software Assurance will not require VLKs.

Q: I just purchased SoftGrid licenses. Can I get a credit of my purchase amount toward the new Desktop Optimization pack? If not, what other purchase considerations will Microsoft provide?

A: Special consideration has been given to existing customers who might have recently purchased SoftGrid. Please contact your local Microsoft Account Manager for details.

Q: I just purchased AssetMetrix. Will I get a credit of my purchase amount toward the new Desktop Optimization pack? If not, what other purchase considerations will Microsoft provide?

A: Special consideration has been given to existing customers who might have recently purchased an AssetMetrix subscription. Please contact your local Microsoft Account Manager for details.

PRODUCT AVAILABILITY

Q: When can I order Microsoft Desktop Optimization Pack for Software Assurance and when will it be available?

A: You may order Microsoft Desktop Optimization Pack for Software Assurance from the January 2007 Price List. The software will be available in the February VL Kit shipment and MVLS download site. The initial release of the Microsoft Desktop Optimization Pack for Software Assurance will only include SoftGrid v4.1. As other technologies become available they will be added to the media kit that will ship within the monthly volume license media kits. The remaining technologies (Microsoft Diagnostic and Recovery Toolset, Microsoft Advanced Group Policy Management, and Microsoft Asset Inventory Service) will be available by the end of Q2 CY 2007.

Q: Is there any way to purchase the technologies within the Microsoft Desktop Optimization Pack for Software Assurance separately?

A: You can purchase Microsoft SoftGrid Application Virtualization for Terminal Services as a standalone product. You can also purchase SoftGrid for the Client standalone through June 2007. This is not available with maintenance. You may purchase the Winternals IT Admin Pak through June 2007. You may purchase GPOVault as a standalone perpetual offer through October 2007. After October 2007 the technologies in the Desktop Optimization Pack for Software Assurance will no longer be available to be licensed standalone.

Q: How did Microsoft decide to make Microsoft Desktop Optimization Pack for Software Assurance available only to customers with Software Assurance on the Windows desktop?

A: The technologies within the Microsoft Desktop Optimization Pack for Software Assurance are designed to accelerate deployment of the OS by minimizing application compatibility obstacles, providing the software asset inventory necessary for migration, and reducing the burden of image management by separating the desktop image from the application layer. Customers that choose Software Assurance are typically among the early adopters of new technologies and place high value on early access to technologies. It's through SA that we provide you first access to technologies such as Microsoft Desktop Optimization Pack for Software Assurance to enable you to most quickly deploy and immediately realize the advantages of Windows Vista.

Q: Will there be a simplified, bundled option in which both Windows client SA and the Desktop Optimization Pack can be purchased together?

A: No. At this time that is not available.

Q: Beyond the initial introduction of these technologies into the Microsoft Desktop Optimization Pack for Software Assurance, what are the planned upgrades to the pack?

A: Microsoft plans to continually enhance the technologies available in the Microsoft Desktop Optimization Pack for Software Assurance. On the immediate time horizon, the 4.5 version of Microsoft SoftGrid Application Virtualization and streaming will go into beta in Q1 CY 2007 and is planned to release in Q3 CY2007. Furthermore, the Microsoft Diagnostics and Recovery Toolkit will have a V1 and V2 release in the CY2007, and Asset Metrix will have regular updates to its service.

Q: What languages will each component technology be available in and when?

A: The Microsoft Desktop Optimization Pack for Software Assurance is available in English only throughout calendar year 2007. The product will be available to order in all geographies where Microsoft sells products. The current roadmap has localization requirements defined and Microsoft will work to localize the products in the next round of releases.

Q: Does it work on Macs?

A: The products do not work on Macs. The products are focused on enhancing the Windows desktop environment.

Q: Will the Desktop Optimization Pack be compatible with Windows XP Professional and Windows 2000 Professional?

A: Yes.

Q: What other product dependencies are required for the Desktop Optimization pack?

A: The primary dependency for the Desktop Optimization Pack for Software Assurance is that each desktop utilizing the pack must have client operating system Software Assurance.

TRAINING AND SUPPORT**Q: Is there a skill set needed to use the Microsoft Desktop Optimization Pack for Software Assurance?**

A: The Microsoft Desktop Optimization Pack for Software Assurance will be used by IT professionals with knowledge of Active Directory, SQL Server, General Network Design, and Windows Client Server Operating Systems.

Q: What support is available for me?

A: You can utilize the support resources available through Software Assurance, and you can buy additional support through Premier Services.

Q: How much training does this require? Will it take a lot of time and resources?

A: As with any enterprise system, there is a training component that is recommended for partners and customers. However, there are several avenues for support and to obtain more information. The best place to start is the Microsoft Desktop Optimization Pack for SA web site at <http://www.windowsvista.com/optimizeddesktop>. This site contains product descriptions, sales cards, FAQs, white papers, ROI information, and more—on the Desktop Optimization Pack for SA as a whole, and each of its included technologies.

Q: Is SoftGrid an out of the box solution or will Microsoft be including a services proposal to implement this solution?

A: SoftGrid can have a large impact in the computing environment. The requirements to implement the solution are no greater and often times less than other enterprise solutions depending on how you choose to implement SoftGrid. Microsoft does not include services with the Desktop Optimization Pack for Software Assurance, but there is a wide range of Microsoft and partner offerings that can be contracted to help with implementation, including Microsoft Consulting Services.

Rely on Microsoft Desktop Optimization Pack for Software Assurance to control your desktops, accelerate software deployment and management, and improve IT responsiveness and end-user uptime. The Microsoft Desktop Optimization Pack can help you quickly reduce the TCO of your entire enterprise-wide application management lifecycle and create the foundation for an agile, services-oriented infrastructure that supports long-term organization growth.

Learn more about Microsoft Desktop Optimization Pack for Software Assurance at <http://www.windowstvta.com/optimizeddesktop>.

