

ELMS for Office 365

Easily manage and distribute Office 365.

Easily manage Office 365 ProPlus

Choose from either a fully managed solution to deliver Office 365 ProPlus to your community or just end-user customer care for the Office 365 product.

What are my options?

With Kivuto, introducing this program into your organization is simple; our solutions ensure all licensing and customer care is covered so you can focus on what's important to you.

- 1 ELMS for O365 Full Service:** With this fully managed solution, the work processes associated with user management, license distribution and ongoing program management are entirely automated. ELMS automatically authenticates, creates and provisions users in either new or existing Office 365 tenants.
- 2 Customer Care/ Helpdesk Only:** We can provide your end users with multilingual Office 365 email support so you don't have to.

What are the details?

Kivuto's customizable solutions simplify the Office 365 experience for both you and your community.

1 ELMS for O365 Full Service

- ▶ End-to-end user experience is managed entirely by Kivuto
- ▶ Multilingual toll-free phone & email end user support
- ▶ Context-specific help, including FAQs, walkthroughs and videos
- ▶ Assistance with demand generation including marketing materials
- ▶ Delegated administrator access to your tenant* required

Within 2 business days of receiving admin access, you will have a fully functioning, school-branded web store where verified students can go in and download their software.

2 Customer Care/ Helpdesk Only

- ▶ Multilingual email end user support including:
 - ▶ End user account (Office 365 Sign in / Password Reset)
 - ▶ Software provisioning (issues within Office 365 Tenant)
 - ▶ Click-to-run & installation (installation errors, previous versions, etc.)
 - ▶ Product inquiries (Office 365 ProPlus vs. Office 2013 Pro Plus, mobile, etc.)
 - ▶ General support (program inquiries, eligibility/subscription)

Note: In cases where the user is not being provisioned via ELMS there maybe some issues that Kivuto must direct back to the school for resolution. Customer care service is limited to what help information is displayed within the tenant

- ▶ Assistance with demand generation including marketing materials
- ▶ Delegated administrator access to your tenant* required

* A tenant is the Office 365 Education account for an institution; it is the institution's portion of the Microsoft cloud

Which option should I choose?

Not too sure which option you should choose?
See the chart below to help clarify.

	Full service with customer care	Customer care/ helpdesk only
Institutions looking for an entirely automated distribution solution for their Office 365 ProPlus benefits, including automatic user account creation, license provisioning/deprovisioning & end user support	●	
Institutions looking to provide one store where end-users can get all their software	●	
Institutions who are currently an ELMS customer	●	
Institutions who do not or cannot at this fully with the Office 365 environment	●	
Institution is fully integrated with Office 365 infrastructure and does not need a management or distribution system but needs assistance with support related requests		●

Who is eligible?

Institutions licensing all of their staff and faculty for Office through a Microsoft Enrolment for Education Solutions (EES) or a Microsoft Open Value Subscription – Education Solutions (OVS-ES) agreement can now provide their students, faculty and staff with Office 365 ProPlus.

What is ELMS?

Kivuto's Electronic License Management System (ELMS) provides verification, account management, e-commerce, secure distribution, reporting and more in a cloud-based environment engineered for advanced digital distribution and management applications. With ELMS, you receive a school-branded webstore where your community can easily and effortlessly access the software titles they need without any ongoing administration duties required by you.

Key features & benefits

Option 1

Easy set up

- ▶ Direct integration with O365
- ▶ A self-serve web store that is branded to your school
- ▶ One-stop shop for multiple vendors & license agreements

Hassle-free user management

- ▶ Leverage your existing authentication system
- ▶ Multiple authentication options supported
- ▶ Support for large complex systems
(e.g. consortia or school boards)

Streamlined license management

- ▶ Automated provisioning/de-provisioning of student accounts
- ▶ Built-in inventory controls to manage your available licenses
- ▶ Ensure policy compliance with your Microsoft agreement
- ▶ Secure, online access to Office
- ▶ On-demand reporting

Customer Care/ Helpdesk Only

- ▶ Multilingual customer support
- ▶ Provide assistance for general support, account issues, tenant provisioning, installation, product inquiries and more

Kivuto will provide partnered institutions with access to marketing best practices and marketing materials such as email templates, flyers and web banners to help increase awareness of the Office 365 ProPlus suite to your community.

Option 2

Why choose Kivuto?

Our sole commitment is to simplify the complex relationships involved with digital distribution, licensing, management and compliance worldwide for publishers, vendors and their clients to enable people to gain access to the tools they need.

A trusted partner

With an international client base and relationships with leading software providers such as Microsoft, Kivuto is a trusted source for bridging the gap between many of the world's largest software companies, institutions and end users they serve. Kivuto manages all Microsoft academic volume licensing programs worldwide and makes it simple for organizations to distribute the software by providing school-branded web stores that host multiple programs.

Through a growing network of over 60,000 academic and commercial organizations and departments, Kivuto supports millions of transactions annually in 195 countries and several languages.

Certifications



For more information, visit kivuto.com/office365

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