

# Microsoft Surface Enterprise Initiative: Surface as a Service



**Surface as a Service** is a set of new offerings that allows business customers to procure Surface devices, managed cloud services and customer support via a monthly subscription model provided by Surface Authorized Distributors and Resellers.\* These offerings fall under the Microsoft Surface Enterprise Initiative, which is focused on bringing a family of premium, productive devices to businesses of all sizes, through strategic partners and programs.

## **PROGRAM DETAILS**

A Surface as a Service offering encompasses monthly subscription contracts with a variety of subscription periods: 12, 24 or 36 months. Each offering is configured for the customer with a mix of Surface devices, software and support services. However, at a minimum, all offerings include Office 365, a Surface device and accessories, and are provided in one monthly billing cycle. The full range of available products and services that may be customized for the customer includes the following:

- Surface Book
- Surface Pro 4
- Surface accessories
- Office 365
- Windows 10
- ISV software
- Customer support service

## **AVAILABILITY AND DISTRIBUTION**

Surface as a Service was [introduced](#) July 12, 2016. Surface Authorized Distributors and Resellers are eligible to offer Surface in subscription offers. Because the Surface as a Service offering includes cloud solutions, distributors and resellers also need to be part of the Microsoft Cloud Solution Provider (CSP) program.

## **PRICING**

Pricing will depend on the components in the offering and on the length of the subscription. The program is designed to flex to work for each customer, providing all the components businesses need to support their end users in the most simple and complete way.

## **CUSTOMER BENEFITS**

- **Financial flexibility:** Surface as a Service lowers the barrier to entry for customers by shifting the financial investment from a capital expenditure to an operational expenditure. This is a great option for small and midsize businesses looking for scalability and flexibility in hardware and IT deployment.
- **Faster refresh rates:** Customers will receive the latest software upgrades with lower overhead cost, and can choose to have the latest device offering. This faster refresh cycle increases productivity and serves as an added employee benefit.
- **Ease of use:** Each Surface as a Service offering will include all elements needed for a productive workplace, with one easy monthly billing and one integrated support channel.
- **Recruiting tool:** Because the new workforce demands the latest and greatest technology, customers can leverage new Surface devices as a competitive edge as they recruit their new workforce.

### **INTEGRATION WITH MICROSOFT COMPLETE**

Microsoft Complete for Enterprise is available to customers through Microsoft commercial resellers and can be included in a Surface as a Service offering.

### **SURFACE MEMBERSHIP PROGRAM AND SURFACE AS A SERVICE**

The Surface Membership Program is a U.S.-only service through Microsoft retail stores and a great option for small businesses that want the benefits of in-store support. Surface Membership offers Surface devices and a special support offering in a monthly billing for 12-, 24- and 30-month subscription periods. Surface membership does not offer the possibility to expand the subscription with Microsoft cloud services and ISV solutions. Surface Membership is separate from the Surface as a Service program.

The Surface as a Service program is not run through Microsoft retail stores. Surface as a Service includes a broader, more customizable set of solutions, programs and services, and is available globally.

*\* Surface as a Service is not provided by Microsoft Corp. directly. It is a program offered by Surface Authorized Distributors and Resellers that meet a specific set of requirements. Because the Surface as a Service offering includes cloud solutions, distributors and resellers need also to be part of the Microsoft Cloud Solution Provider (CSP) program. Microsoft enables these Surface Authorized Distributors and Resellers to include Surface in subscription offers and drive the go-to-market timing.*