

Maximizing Your Software Assurance Training Benefits

Software Assurance benefits can help you take full advantage of your IT investments. As a comprehensive program, Software Assurance helps you deploy, manage, and use Microsoft products efficiently so your business stays up to date and you are able to respond quickly to change and opportunity.¹ While there are several Software Assurance benefits available, one of the most valuable and lucrative offers comes in the form of training credits.

Often times, an organization that purchases a Microsoft Volume Licensing Agreement will receive Software Assurance Training Vouchers (SATVs). These SATVs can be redeemed for training that may help to empower employees, design effective internal processes, and plan strategic IT deployments.²

In this whitepaper, we will discuss:

What are SATVs?	1
Microsoft SATV Benefits	1
Redeeming SATVs	1
Making the Most of SATVs	2
Frequently Asked Questions about SATVs.....	3
Directions Delivery Methods	4
Directions Private and Public Training Options for SATVs.....	5
Directions Continuous Learning Opportunities	5

¹ <https://www.microsoft.com/en-us/Licensing/licensing-programs/software-assurance-default.aspx>

² <https://www.microsoft.com/en-us/Licensing/licensing-programs/software-assurance-by-benefits.aspx#tab=2>

What are SATVs?

SATVs make it possible for you to secure high caliber training without putting a dent in your training budget. Training vouchers can be used on select Microsoft curriculum, which is designed to help you realize full return on your technology investment by providing the targeted information you need for effective and efficient deployment, management, and support of new Microsoft technologies.³ More so, SATVs can help you boost productivity by providing technical training for IT professionals.

Technical Training

Microsoft Official Courses (MOC) are in-depth IT courses designed to help your staff deploy, manage, support, and adopt new software. At Directions Training,⁴ when you use SATVs to enroll in technical training, you receive curriculum that has been developed by Microsoft experts and taught by Directions certified, world-class instructors.

Microsoft SATV Benefits

Through Microsoft's Software Assurance benefits, all SATVs provide these advantages:⁵

Reduced Training Costs

The cost of training is already included under your Software Assurance coverage. With SATVs, eligible technical training courses do not incur additional expenses.

Employee Skill Enhancement

Training offers employees increased proficiency and productivity. Prepare your IT staff to support your organization's technology infrastructure for new deployments.

Guaranteed Pricing

A Microsoft training voucher has a monetary value of \$599.00. When using your SATVs with Directions, one voucher equals one day of training

Redeeming SATVs

SATVs are designed to help organizations like yours reap a full return on their technology investments by equipping their employees with the skills they need to be highly productive. The only downside to SATVs is that they expire. If SATVs go unused, IT pros may never truly appreciate the capabilities of their Microsoft technologies. Even worse, if your training vouchers expire, thousands of free training dollars could be left on the table. Therefore, it is important to learn everything you can about SATVs, especially the redemption process.

³ <https://www.microsoft.com/en-us/learning/software-assurance-benefits.aspx>

⁴ Directions Training is a Microsoft Gold Managed Partner in learning. Directions has earned and retained this status because of our credible, valuable, and trustworthy business reputation; our ability to keep training courses ahead of technology innovation and software developments; and our flexible training delivery methods which include live, instructor-led virtual training, onsite training at a facility of your choice, and in-person training at one of our nationwide learning facilities.

⁵ https://www.directionstraining.com/sites/default/files/Directions_Training_Software_Assurance_Training_Voucher_Guide_for_Benefits_Managers.pdf

Benefits of Committing SATVs to Directions Training

When you commit SATVs to Directions Training, we provide benefits that go above and beyond Microsoft's program. Here are the SATV benefits you can expect when you commit SATVs to Directions:

Learning Partner Support:

Directions Training can help create an optimal training strategy for your organization and help you plan the most effective strategy for using your training vouchers.

Special Offers: Additional benefits are given to those who commit a minimum of five (5) vouchers to us. The benefits include, but are not limited to:

- Additional days of free Microsoft training on top of your SATVs
- Additional discounts on vendor courses outside of Microsoft (Cisco, Citrix, CompTIA, VMware, etc.)

Below are four easy steps to redeeming your SATVs. If questions arise, contact Directions Training. We are well-versed in this process and happy to walk you through it.

4 Simple Steps to Redeeming SATVs

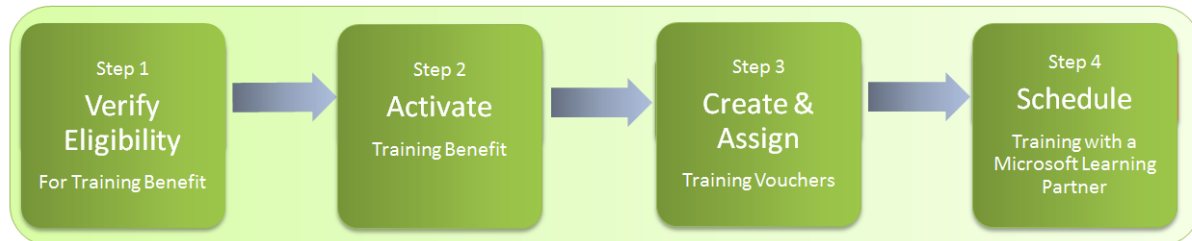


Figure 1 - https://www.directionstraining.com/sites/default/files/Directions_Training_Software_Assurance_Training_Voucher_Guide_for_Benefits_Managers.pdf

1. **Verify Eligibility.** Customers (other than Academic Select License, Select Plus for Academic, Campus Agreement, and School Agreement customers) who have Software Assurance (SA) membership in the Microsoft application or systems product pools may be eligible for SA training days. You receive a number of training days based on the number of qualifying Office and/or Windows licenses covered with Software Assurance.⁶
2. **Activate.** The benefits manager will go to Microsoft's Volume Licensing Service Center (VLSC) website to activate the organization's SA training voucher benefit. The benefit only has to be activated one time, and the entire number of training days allotted to the organization will be activated for use.
3. **Create & Assign.** After activating the benefit, you can create and assign SATVs to employees by entering the employee name, corporate e-mail address, and number of days the voucher is worth. Once an SATV is created and assigned, the employee has 180 days to use the voucher before it expires.
4. **Schedule Training.** To schedule a training class, employees must provide Directions Training with the SATV details found in their voucher confirmation email.

Making the Most of SATVs

For years, Directions Training has been helping customers maximize their Software Assurance training benefits by providing convenient, custom fit training solutions. Beyond our convenient public class schedule, Directions offers private training options and several delivery methods that meet the needs of modern organizations with dispersed workforces.

To better understand who Directions is and how we can help you leverage SATVs, listed below are frequently asked questions that we receive from organizations looking to commit SATVs to us.

⁶ Microsoft SATV Customer FAQ



Get trained. Be ready for what's next.

With **Software Assurance Training Vouchers**, you get world-class Microsoft training from Directions Training.

Frequently Asked Questions about SATVs

- Can certain classes be customized when using SATVs?
Yes. Directions customizes training for customers using SATVs. Directions is able to combine modules from classes that are SATV eligible using material from Microsoft Official Courses (MOC).
- What is the minimum class capacity to receive private, on-site Instructor-led Training?
The minimum class capacity to receive on-site Instructor-led Training is six (6) students.
- What is the student to teacher ratio?
Per Microsoft's guidelines, we typically do not allow class sizes to exceed 14 students to ensure that we do not sacrifice the quality of a student's educational experience. Classes with more than 14 students may detract from an instructor's ability to answer individual questions based on the course and elaborate on how questions pertain to the student's specific job function.
- Is there an enrollment deadline?
When working with Directions, you will have no deadlines for enrollment for dedicated or public training requests. We simply ask that a lead time of three weeks be given to ensure instructor availability and proper planning time for on-site engagement. However, we ask that you work with us in advance of SATV expiration dates.
- Can SATVs be used to take certification exam?
Vouchers cannot be used to take certification exams. Directions is able to help you procure exam vouchers which can be used at any Pearson VUE testing facility.
- What is Directions cancellation policy for students using SATVs?
As long as the cancellation occurs within the limits of our cancellation policy (we request 24 hour notice), the assigned vouchers are removed from the voucher redemption system and stay unassigned. If a student does not provide a cancellation notice, they are marked as a no-show cancellation and we redeem the vouchers within the voucher redemption system.
- When an SATV is assigned can it be rescheduled?
Yes. A voucher can be rescheduled once it is assigned. The Enterprise Agreement (EA) needs to be active during the one year period of eligibility for rescheduling.

- When an SATV is assigned can it be assigned to another individual if something were to occur?
Yes. When the voucher is assigned it can be assigned to another individual in the event of unforeseen circumstances. This can be done as long as the EA is still valid after it is reassigned and a course is taken.
- Once an SATV is assigned, how many days do you have for usage?
After a voucher is assigned, it must be used within 180 days from the date of assignment. If it is not used within 180 days and the EA is still active, the unused SATVs will go back into your pool of vouchers. If the vouchers are not used within 180 days and the EA is no longer active, than those vouchers are considered redeemed and may no longer be used or reassigned to another student.

If you have any questions about using your Software Assurance training benefits to enroll in courses at Directions, please contact us by sending an email to sales@directionstraining.com or calling us toll-free at 855.575.8900.

Continue reading to learn more about our diverse delivery methods, private and public training options, and continuous learning opportunities.



Directions Delivery Methods

Directions has the flexibility to deliver group and individual training in a variety of different ways, as elaborated below:

Instructor-led Classroom Training: In every instructor-led training session at Directions, you can choose to bring an instructor to your location or attend a course at one of our nationwide facilities.

Virtual Instructor-led Training: Through our Direct2You⁷ platform, Directions offers a secure, hands-on virtual training environment that lets groups of students participate in live training sessions from anywhere with a broadband Internet connection.

⁷ To learn more about Direct2You, click here: <https://www.directionstraining.com/delivery-methods>.

On-Demand Training: Following the highly praised principles of kinesthetic learning, our On-Demand solution involves full motion videos which allow students to see the learning steps, listen to professional explanations, and perform hands-on lab exercises at their own pace.

Directions Private and Public Training Options for SATVs

Private Training

Directions provides private training sessions to customers within the USA and abroad using on-site and Direct2You delivery methods.

Benefits of Directions private on-site and Direct2You training include:

- Course curriculum that is modified to complement each course's unique objectives
- Class times and training locations chosen by the customer
- Significantly reduced expenses for training a large group (the minimum class capacity to receive on-site training is six students)
- Saving time and travel expenses
- Enabling your employees to address immediate business concerns because of the on-site nature of training
- Directions can bring training on-site to your facility or coordinate a facility with rented equipment

Public Training

For students who do not require the custom experience of private training, Directions offers them the ability to register for publicly offered training courses. Through this delivery method, SATV holders are able to visit the Directions website and choose training offers from an established public calendar.

Potential students can choose to attend these courses virtually or the student can attend a course at one of Directions nationwide facilities (in geographies where they are available). Our public training offering is a very popular option because we have some of the highest Guaranteed to Run⁸ rates in the industry.

Directions Continuous Learning Opportunities

A key differentiator of committing SATVs to Directions are the benefits we offer students after they attend any one of our Microsoft Official Courses. Below is a list of training enhancements that are available to each student for one year after participating in eligible Microsoft training:

- Anytime Access to Indexed Class Recordings
- Anytime Access to Microsoft Practice Labs
- Unlimited Private Instructor Support Sessions
- Unlimited Course Retakes
- Unlimited Courseware Version Upgrades
- Complimentary Virtual Exam Preparations

⁸ Enrolling in classes from our Guaranteed to Run list means you don't need to worry about us rescheduling classes or delaying your training. In an industry where training is often cancelled because of low enrollment and instructor shortages, Directions ensures courses happen as planned. To learn more about Guaranteed to Run courses, click here: <https://www.directionstraining.com/guaranteed-to-run>.

Make the most of your technology investment by redeeming your SATVs with Directions Training. To get your IT pro training started, use this form to contact us:

<https://www.directionstraining.com/contact>.

You can also call us toll-free at 855.575.8900.

Click here to view a list of Directions SATV eligible courses:

<https://www.directionstraining.com/course/search?satv=1>.