



## Microsoft Case Study

### Manufacturing

#### Client Profile

\$1.6B Global Paper Manufacturer

#### Client Situation

- Company adopted the all-in Microsoft 365 bundle and was preparing for an upcoming divestiture that coincided with their Microsoft renewal
- A workforce reduction caused their total volume of enterprise users to dip below their current Microsoft volume level
- Microsoft removed discounting to entice adoption of Microsoft 365, applied significant price increases to products and removed previously negotiated commercial terms with no transparency into costs
- Microsoft used the situation to accelerate the adoption of more Microsoft products and solutions

#### Services & Results

UpperEdge empowered the client and the divested unit with in-depth knowledge of Microsoft's pricing, licensing and purchasing models:

- Advanced both of their go-forward relationships with Microsoft to be one that is more strategic, including a committed level of involvement with industry-focused Microsoft senior management
- Overcame initial challenges with Microsoft to achieve highly competitive discounting and improved pricing while receiving complete transparency into costs as well as downstream price protections
- Achieved best-in-class flexibility to accommodate the specifics of their divestiture with **\$2.1M in savings over 6 years**