



Microsoft Case Study

Retail

Client Profile

\$35B Global Retail Company

Client Situation

- Client had a long-standing relationship with Microsoft and needed to renew its Enterprise Agreement
- During prior renewal, Client adopted Microsoft's all-in Microsoft 365 cloud bundle (Formerly Secure Productive Enterprise) as a core solution for the business
- Microsoft was proposing large price increases to core product subscriptions to motivate adoption of more robust solutions and migration to Microsoft's cloud platform/infrastructure (i.e. Azure)
- Client had **limited leverage** having already adopted Microsoft Cloud Solutions for its user-base

Services & Results

UpperEdge coordinated the end-to-end process, empowered the client with in-depth knowledge of Microsoft's market objectives, and developed a tailored negotiation strategy:

- Supported Client in determining current product utilization as well as future demand, utilizing Client's current Microsoft reseller relationships effectively
- Provided in-depth and up-to-date knowledge of pricing, licensing and purchasing models
- Obtained necessary transparency associated with Azure pricing and commitments
- Achieved highly competitive long-term protections and a **more strategic relationship** with Microsoft
- Achieved **highly competitive pricing and discounting** across Microsoft on-premise and Cloud products resulting in **\$10.5M in savings over 3 years**