

THE MICROSOFT PARTNER PROGRAM

Program Guide

December 2003

About This Guide

The Microsoft® partner program is introducing major innovations in our relationship with solutions partners. This program guide provides new and reenrolling solutions partners with information to help you evaluate the program and make the most of its offerings. You'll find details on the program framework, benefits, requirements, and the new Microsoft Competency framework. You'll learn about why we are enhancing our partnering framework, on revolutionary changes in how partners' contributions are recognized, and how this partner-centric approach aligns your benefits more closely with your specific needs to help you deliver more value to your customers. In addition, as specified in the Microsoft partner program agreement, you will find program policies and procedures that describe how to participate in the program.

The first few sections of this guide provide an overview of the program structure, benefits, and requirements. The last few sections drill down into the specifics for each program level and the Microsoft Learning Solutions Competency, which is open for enrollment starting in December 2003.

Some of the key topics that you'll find in this guide include:

- Why to join or reenroll in the Microsoft partner program
- A description of program levels and how to qualify
- Introduction to the new partner points concept that rewards you for the impact you have in the market place
- Introduction to the new Microsoft Competency concept that recognizes your expertise
- Details on the benefits and requirements at each program level
- Details on how to qualify, enroll, and benefit from the Learning Solutions Competency
- How to register

As the program expands over the next year and beyond, we will update this program guide with new and important information, so we encourage you to go to visit this site:

<http://www.microsoft.com/partner/program> often to review the latest updates. If you have questions regarding any aspect of the program, please contact the Microsoft partner program Regional Service Center here <http://members.microsoft.com/partner/help/rsc/>

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Overview

The Microsoft partner program represents Microsoft's new concept in partner relationships. It is a revolutionary and innovative approach to working with our partners, delivered in an evolutionary way. It's a program that focuses on our partners' ability to serve their customers and drive their business success while developing their technology skills related to Microsoft solutions. It recognizes your present investment in and contribution to delivering Microsoft-based solutions and offers flexibility so that you can respond even more effectively to your customers' needs.

The Microsoft partner program is committed to building a closer relationship between you and Microsoft, and between you and other partners, so that we can collectively meet the full spectrum of customers' needs. We've developed the Microsoft partner program to achieve this by providing a single, integrated program that recognizes your expertise, rewards you for the impact that you have in the technology marketplace and delivers value to help your business be successful.

Focusing on You and Your Customers

Customers have multifaceted needs and require a diverse range of solutions. Our goal is to help you, a Microsoft solutions partner, to meet this broad range of requirements. We are striving to accomplish this by recognizing the solutions that you deliver and aligning Microsoft benefits and resources to support you in delivering those solutions.

A major step in this direction is the new Microsoft Competency framework. Microsoft Competencies will help you define your level of expertise in a range of solution areas that clearly map to our mutual customers' needs. In this way, these Competencies will make it easier for you to position your Microsoft-based capabilities to customers looking for a specific solution. These Competencies will also make it easier to align better with Microsoft marketing initiatives and form closer relationships with other partners.

Measuring Your Total Impact

Rather than categorizing your business entirely on certifications, the Microsoft partner program recognizes your total impact on customers. We look at all the roles you play in recommending, reselling, servicing, and supporting solutions and in training customers. The program also includes the measure of customer satisfaction that you earn. To recognize the broad impact you have with customers, we are introducing the new concept of partner points that measure your total level of success in the technology market place and maps that success to your level of engagement with Microsoft. In essence, all partners have an equal opportunity to reach the top program levels. You can earn partner points for a variety of activities, including software and professional certifications, Microsoft competencies attained, customer satisfaction, business wins, and more.

Delivering Value for Your Commitment

To build a stronger relationship with partners, the Microsoft partner program offers a portfolio of benefits and resources that address seven key business areas: business development, communications, marketing, relationship building, software, software support, and training. These benefits and resources support all stages of your business cycle and are tailored to your program enrollment level.

We will continue to strengthen our commitment to you with ongoing enhancements to the benefits and resources that we provide in all of these critical business areas, such as training classes at no charge and savings on additional training, access to a marketing services bureau, phone-based account

management, joint business planning, a customer satisfaction measurement tool, software support, licenses for a full suite of Microsoft software, and much more.

You will also find that the new Microsoft partner program offers many other enhancements to simplify how you do business with Microsoft. Rather than needing to enroll in multiple programs and manage several different partner relationships with Microsoft, you can now enroll in a *single* program that consolidates and enhances the benefits of our many existing programs. As a result, you will be able to register and manage multiple locations through a single company registration. You'll have streamlined access to Microsoft resources that are most relevant for you and the volume of communications from Microsoft will be reduced while the relevance of those communications increases.

Once your organization is enrolled in the Microsoft partner program, you'll have immediate access to benefits and resources that are relevant to your business.

Why Join the Microsoft Partner Program?

Consider joining the program if:

- Your company provides services, develops solutions, and/or distributes software based on Microsoft technologies. Services may include, but are not limited to, consulting, implementation, training, custom application development, software migration, application architecture design, systems integration, e-commerce solution development, Web and application hosting, and/or maintenance and support. Solutions may include both hardware and software solutions.
- You have multiple partner relationships with Microsoft and would like to reduce the time and cost required to administer each of them.
- You would like customers to recognize you as a proven Microsoft solutions provider.
- You would like to receive many of the same resources and tools that Microsoft's own technical managers have access to, such as development and testing licenses, internal and marketing use licenses, beta software, training licenses, and savings on Product Support Services.
- You would like to receive sales and marketing resources and tools from Microsoft that enable you to support your customers and grow your business.
- You would like to receive customer referrals from Microsoft and participate in the worldwide Microsoft partner program community.

Program Definition

The Microsoft partner program is a new worldwide program from Microsoft for all solutions partners segments. These segments include:

- Independent Software Vendors (ISVs)
- System Integrators
- Consulting Services Providers
- Value-added Resellers
- Value-added Providers
- System Builders
- Training Providers
- Support Providers

It combines the features of most of the current Microsoft partner programs into a single program that reduces complexity and increases consistency for all types of Microsoft solutions partners.

Partners belonging to the Microsoft partner program are independent companies that work with Microsoft technologies to solve business problems or enhance opportunities for small, medium-sized, and enterprise business customers; educational institutions; and governmental entities.

These partners use Microsoft software as the building blocks for value-added services such as integration, consulting, software customization, application development, e-commerce solution development, Web and application hosting, technical training and support, and licensing services. They also use Microsoft software for building and distributing software and hardware solutions. Members of the Microsoft partner program are business entities that are independent from Microsoft and have no agency, partnership, or joint-venture relationship with Microsoft.

Program Structure

Three Program Levels

The Microsoft partner program offers three program levels—Registered Members, Microsoft Certified Partners, and Microsoft Gold Certified Partners. Each level offers incremental benefits tailored to suit increased participation in the program. As long as your organization meets the partner points requirements, you can enroll at any Microsoft partner program level and choose the areas of your business that you wish to highlight. Solutions partners earn partner points for a variety of activities. (See [“Partner Points Define Your Program Level”](#) for details about partner points.)

- **Gold Certified Partners** are the top level of Microsoft solutions partners and have access to a set of resources and the support they need to stand out in the marketplace. Partners at this program level have the opportunity to build the closest working relationship with Microsoft through activities such as participating in joint development projects. Gold Certified Partners are required to enroll in at least one Microsoft Competency and are guaranteed, at minimum, phone-based management from Microsoft along with other top-level benefits. **Note:** This level will be available for enrollment in April 2004. (See [“Program Enrollment Overview”](#) for details about Gold Certified Partner-level enrollment.)
- **Certified Partners** represent a high degree of competence and expertise with Microsoft technologies. Partners at this level may demonstrate their proficiency in one or more Microsoft Competencies. Certified Partners have access to a rich set of benefits to help give them an advantage in the marketplace, including, at a minimum, phone-based management. This closer relationship with Microsoft helps them stay on the cutting edge of the latest technology.
- **Registered Members** have easy access to the resources they need to succeed with Microsoft. Members at this level have access to a range of resources to help them stay current with the latest Microsoft technology, serve customers more effectively, and potentially grow in market impact. **Note:** This level will be available for enrollment in April 2004.

Program levels are not dependent on one another, but are inclusive of one another. This means that you are not required to enroll in each successive level as you qualify. Once enrolled in the Microsoft partner program, you can move up in program level sequentially or move directly from Registered Member (Level 3) to Gold Certified Partner (Level 1) by meeting the partner points requirements for the higher level.

If you are currently enrolled for 2003 as a Certified Partner or Gold Certified Partner, your organization will be able to reenroll in the new Microsoft partner program at the same program level as long as you meet the current program requirements and pay the membership fee as appropriate. See program requirements below for details.

Partner Points Define Your Program Level

Partner points are designed to create a level playing field for solutions partners of all sizes. Solutions partners qualify as Certified Partners and Gold Certified Partners in the Microsoft partner program on the basis of the number of partner points earned. This qualification method recognizes partners' full success in the marketplace, gives partners a great deal of flexibility, and helps open up the highest program levels to partners of all sizes and types.

The categories available for earning partner points are consistent worldwide. However, for sales activity and Official Microsoft Learning Products unit sales, adjustments to the revenue ranges associated with earning partner points in each category will vary by country. This variation is primarily based objectively on local market maturity and currency exchange rates.

Your organization can earn partner points by meeting specific criteria in a variety of categories, including:

- **Microsoft Premier Certified Professional certifications**, including Microsoft Certified Systems Engineer (MCSE), Microsoft Certified Solution Developer (MCSD), Microsoft Certified Database Administrator (MCDBA), Microsoft Certified Applications Developer (MCAD), Microsoft Certified Systems Administrator (MCSA), and Microsoft Certified Trainer (MCT), as well as Microsoft Business Solutions professional certifications as applicable.
- **Tested Microsoft-based solutions** that have passed required software certification, verification, or validation or Microsoft Windows® Hardware Quality Labs (WHQL) requirements.
- **Microsoft Competencies** in which your organization is enrolled. Up to two Microsoft Competencies may earn partner points.
- **Customer satisfaction** based on feedback from customers doing business with solutions partners.
- **Unit sales of Official Microsoft Learning Products.**
- **Distributed Licenses** generated by credited sales of Microsoft software licenses as reported to Microsoft.
- **Additional criteria** for which points may be earned include:
 - Hosting Data Center Operational Assessment
 - Mobility Device Manufacturing & Distribution Onsite Assessment
 - Member of ISV Royalty Program

Members of the Microsoft partner program can begin accruing partner points **beginning in April 2004. Additional information on partner points will be provided.**

Microsoft Competencies Recognize Your Expertise

In the Microsoft partner program, Microsoft Competencies define your areas of specialization. Competencies will make it easier for you to position your skills to customers, better align your business with Microsoft marketing initiatives, and form closer relationships with other partners. Any Certified Partner or Gold Certified Partner, regardless of organization size or the market segment served, is eligible to qualify for one or more Microsoft Competencies based on technical depth and business expertise.

While you have just one relationship with Microsoft in the Microsoft partner program, you may qualify for multiple Microsoft Competencies. Each Competency has a unique set of

requirements, formulated to accurately represent the specific skills and services that partners bring to the technology industry. Should you choose to achieve one or more of these Competencies, you can differentiate your capabilities with Microsoft technologies to customers looking for a particular type of solution. This will provide a better experience for your customers, and more relevant benefits and information and accurate referrals and business opportunities for you. If you qualify for Gold Certified or Certified program levels, you can engage in any or all Microsoft Competencies—as long as you meet the appropriate qualification criteria—and enjoy additional benefits and resources for each Microsoft Competency that you earn.

Gold Certified Partners are required to qualify for at least one Microsoft Competency. Certified Partners are not required to qualify for a Microsoft Competency. However, you may do so if you wish to differentiate your specific Microsoft capabilities to customers and receive incremental Competency benefits.

A Competency is generally demonstrated through customer references; employee certifications; and partner-tested, certified software based on Microsoft technology. A specific certification may not be applied to two separate Microsoft Competencies.

Solutions partner organizations that meet the partner points requirements at Gold Certified and Certified levels can enroll in one or more of the following Microsoft Competencies.

Microsoft Competency

Advanced Infrastructure Solutions

Solutions Covered

Proven competency in crafting high-availability infrastructure solutions that include one or more of the following:

- Design and deployment of the Windows Active Directory® service
- Microsoft Identity Integration Server implementation
- Microsoft Exchange Server migration or deployment
- Data management migration and server consolidation
- Storage solutions design and deployment
- Systems management design and deployment
- Hosting solutions
- Mobile device manufacturing and distribution

Business Intelligence Solutions

Proven competency in implementing solutions that feature:

- Data warehousing
- Business intelligence
- Online analytical processing (OLAP)
- Data mining
- Decision support

Information Worker Productivity Solutions

Proven competency at building collaboration and group productivity solutions, including:

- Collaboration and messaging
- Portals
- Project and process management
- Business Productivity

Integrated E-Business Solutions

Proven competency in the deployment of Internet-based business solutions and infrastructure. Examples of solutions include:

- Internet business
- Extranets and Web hosting
- Web application and portal development
- Web-based workflow and orchestration solutions

ISV/Software Solutions

Proven competency in developing and marketing packaged software solutions based on Microsoft technologies.

Learning Solutions

Proven competency in providing individuals and organizations with the high-level technical knowledge and skills required to maximize their investments in Microsoft-based solutions. Examples of solutions include:

- Individual and organizational skills assessment
- Hands-on and electronically mediated training
- Microsoft Certification exam preparation
- Training solutions will focus on one or more of the following:
 - Information Technical Professional Training
 - .NET Developer training
 - Solutions Offering Training
 - Career Changer Training

Licensing and Software Asset Management Solutions

Proven competency in providing customers with Microsoft software licensing and asset management solutions. These partners have experience in licensing and distributing Microsoft software technology and

Microsoft Business Solutions

solutions and software asset management.

Proven competency in deploying Microsoft Business Solutions focused on:

- Enterprise resource management (ERM)—Competency in Microsoft Business Solutions—Great Plains®, Microsoft Business Solutions—Solomon®, Microsoft Business Solutions—Navision®, Microsoft Business Solutions—Axapta®, and Microsoft Business Solutions Small Business Manager
- Customer relationship management (CRM)—Competency in Microsoft Business Solutions CRM applications
- Retail—Competency in Microsoft point-of-sale applications

Networking Infrastructure Solutions

Proven competency in implementing technology solutions based on Microsoft Windows 2000 Server and Windows Server™ 2003 operating system technology, with a particular focus on Microsoft Small Business Server 2000 or Windows Small Business Server 2003.

Original Equipment Manufacturer (OEM) Hardware Solutions

Proven competency in:

- Building PC and server systems based on Microsoft technologies to deliver comprehensive solutions
- Preinstalling Microsoft software on PC and server systems to meet the customer's business requirements

Security Solutions

Proven competency in building the most advanced Microsoft security solutions to protect the customer's information assets. Examples of solutions include:

- Security management and operations
- Secure wireless VPN and perimeter
- Identity and access management

More details about qualifications, benefits and how to enroll in Microsoft Competencies will be released by April 2004.

Program Enrollment Overview

The new Microsoft partner program, beginning in January 2004 and phasing in over the next 18 months, is committed to building a closer relationship between you and Microsoft as well as between you and other partners.

Enrollment for current Microsoft Gold Certified and Certified Partners will begin in December 2003.

- For the first year of the Microsoft partner program, current Microsoft Certified Partners who enroll in the new program from December 2003 through March 2004 will be accepted at the same level at which they now are enrolled.
- Between December 2003 and March 2004, new partners may enroll in the program, but only at the Certified Partner level.
- In April 2004, enrollment will be opened for new partner applications at the Registered Member and Gold Certified levels.
- There will be no enrollments into the Registered Member level until April 2004.
- There will be no new enrollments into the Microsoft Gold Certified Partner level from November 12, 2003 through March 2004.

Between December 2003 and March 2004:

- To reenroll into the Microsoft Certified or Microsoft Gold Certified levels, **current** Certified and Gold Certified partners must:
 - Meet the requirements (see “Requirements” in the [“Microsoft Gold Certified Partners”](#) and [“Microsoft Certified Partners”](#) sections below).
 - Update core contact details (including certifications).
 - Sign the Microsoft partner program agreement.
 - Pay the program membership fee.
- To enroll at the Certified level, **new** solutions partners must:
 - Meet the requirements (see “Requirements” in the [“Microsoft Certified Partners”](#) section below).
 - Complete the extended business profile (including certifications).
 - Sign the Microsoft partner program agreement.
 - Pay a program membership fee.

Partners who newly enroll or reenroll from December 2003 through March 2004 will *not* have to meet the new Microsoft partner program requirements until their program membership expires (12 months from the date when they enroll in the Microsoft partner program). Partners will need to enroll March 31, 2004 to take advantage of this opportunity.

Please note that new partners can enroll at the Microsoft Certified level between January and April 2004 but cannot enroll as Gold Certified Partners or Registered Members until April 2004.

Enrolling Multiple Offices

If you have multiple sites within a single country, you have several options on how to enroll your company:

- Starting December 2004, you may enroll each site separately as primary offices and take advantage of the promotional period allowing partners to join the new program under last year's program requirements. Upon enrollment, each primary office will be required to pay the program fee, but each will receive full benefits for one year from the date of their enrollment.
- If you wait until April 2004 to enroll, you will be required to meet the new Microsoft partner program requirements, but you may sign up one site as the primary office, pay only one fee, and receive one set of benefits. Additional sites (within the same country) can be added as branch offices as no additional cost, and resources from branch offices may be used to meet the new program requirements. If you wish to purchase benefits for your branch offices, you may choose to purchase additional site branch kits, or other benefits that are offered at that time.
- Additionally, if you have multiple enrollments worldwide, you can request that invoicing be combined into one location for payment.

Partners who enroll in the December-March 2004 timeframe may take advantage of the multi-site capability in April and add branch offices to a site within the same country. Partners who have already signed up multiple offices in December will not however, receive a refund. However, each office enrolled in December will maintain their individual set of benefits for one year from the date of enrollment.

Note: The addition of branch offices to a primary office can only be done within a single country. Companies may not aggregate sites across international borders.

Program Requirements Overview

Microsoft Gold Certified Partners

Microsoft Gold Certified Partners that are enrolled in the current Gold Certified Partner Program (for 2003) and that reenroll into the Microsoft partner program from December 2003 through March 2004 will retain their Gold Certified status for 12 months from their enrollment date by meeting the requirements for the Microsoft Certified Partner program level listed below.

Note: There will be no new enrollments into the Microsoft Gold Certified Partner level from November 12, 2003 through March 2004. (See details in the "[Program Enrollment Overview](#)" section.)

Microsoft Certified Partners

All Microsoft Certified Partners that are enrolled in the current Microsoft Certified Partner Program (for 2003) and that reenroll in the Microsoft partner program from December 2003 through March 2004 must meet the following requirements:

- A minimum of two Microsoft Certified Professionals on staff who have passed a qualifying exam
- or**
- One tested software solution or hardware product that holds a certification such as "Certified for Windows Server 2003," or "Microsoft Platform Test for ISV Solutions." An independent third-party testing company such as VeriTest or Quality Logic may administer the certification test.

or

- Have an eligible hardware product that has successfully completed the “Designed for Windows” logo hardware test.

Microsoft Registered Members

Solutions partners can start enrolling in the Microsoft partner program at the Registered Member level in April 2004. See details in the [“Program Enrollment Overview”](#) section.

Program Benefits Overview

One of the goals of the Microsoft partner program is to provide a set of benefits that fit the needs of each individual solutions partner, regardless of that partner’s business size or focus. Just as each partner organization looks different, so do the tools required for you to conduct business. Therefore, the Microsoft partner program builds relevance and value into all the tools and resources we provide that will help you thrive in the market. You’ll find benefits and resources in the following key areas:

- **Business development**—The tools and resources to help you increase your selling skills and capacity and assist you in growing and developing your business.
- **Communications**—The right communications at the right time in the right format so that you can more effectively develop, deliver, and support Microsoft-based solutions.
- **Marketing**—Marketing activities to help you build sales around Microsoft software launches and new marketing initiatives.
- **Product support**—The tools and services you need to help ensure a high level of customer satisfaction with Microsoft software.
- **Relationship building**—Building stronger connections between you and Microsoft based on your needs and level of participation, and fostering connections among partners to build a robust worldwide partner community.
- **Software**—Access to the full suite of Microsoft software for development, support, sales, and/or internal use.
- **Training**—Assistance in building and maintaining high levels of expertise in your particular areas of specialization.

These benefits support business development, communications, marketing, software development, sales, technical support, and training and are delivered by telephone, online, by e-mail, and through shipments. Solutions partners at all program levels have access to the public Microsoft partner program Web site, which offers tools, resources, news, and offerings—based on your program level—to support your organization’s activities. In addition, Microsoft Gold Certified and Certified Partners have access to a private partner Web site that contains exclusive information and benefits for partners at these levels.

Each Microsoft Gold Certified and Certified Partner organization receives a welcome kit containing a variety of content based on program level, including a program plaque, partner guides, MSDN Universal and TechNet Plus DVD or CDs, internal-use software licenses, and more.

Partners can also receive incremental benefits for the Competencies that they achieve. These specialized benefits allow partners to deliver more value to their customers relative to the specific Competencies the partners have achieved. These benefits are delivered above and beyond the core set of benefits.

In addition, members of the Microsoft partner program have access to optional benefits, based on the partner's program level and any Microsoft Competencies that the partner has attained. These optional benefits include items such as additional MSDN, TechNet, or Microsoft Action Pack subscriptions and additional internal-use software licenses and are available at a savings to enrolled solutions partners. Optional benefits are designed to enable you to adapt program benefits to the size and focus of your business.

Note: These optional benefits will be introduced after April 2004. Optional benefits are available according to your program level and can be acquired at any time throughout your membership year.

We will continue to strengthen our commitment to you over the coming year with further enhancements to these resources and benefits. You can look forward to added tools in all areas, such as savings on training and classes at no charge, a marketing services bureau, phone-based management, joint business planning, a customer satisfaction measurement program, and much more. To take advantage of those new benefits, you will ask you to complete a more in-depth Microsoft partner program profile when it becomes available in April 2004.

Microsoft Gold Certified Partners

Gold Certified Partners are the top level of Microsoft solutions partners and have access to the tools and support they need to stand out in the marketplace. Partners at this level have the opportunity to build the closest working relationship with Microsoft through activities such as participating in joint development projects. Gold Certified Partners are required to enroll in at least one Microsoft Competency and are guaranteed, at minimum, phone-based management from Microsoft along with other top-level benefits.

Requirements

Microsoft Gold Certified Partners that are enrolled in the 2003 program and that reenroll into the 2004 Microsoft partner program at the Gold Certified Partner level from December 2003 through March 2004 will retain their Gold Certified Partner status for 12 months from the enrollment date as long as they meet the program requirements for Microsoft Certified Partners. No additional requirements will be required at this time.

New enrollments into the Microsoft Gold Certified Partner program level will be accepted starting in April 2004. To qualify for the Gold Certified level, a solutions partner must meet all requirements for the Registered Member and Certified Partner levels, plus achieve:

- Partner point requirements for the Gold Certified level
- Membership in one or more Microsoft Competencies

Please visit <http://www.microsoft.com/partner/program> to check this program guide before April 2004 to review additional requirements for this program level when they are posted.

Benefits

Once you are enrolled as a Microsoft Gold Certified Partner, you have access to a range of benefits tailored to your business. You receive at minimum, phone-based management, which gives you a closer relationship with Microsoft. And you have access to a variety of training and support benefits to help you stay current on the latest technology. Gold Certified Partners also can take advantage of the Microsoft Gold Certified Partner brand to clearly communicate your relationship with Microsoft and areas of specialization to customers.

The Microsoft partner program also offers optional benefits, tailored to your business model, that can be acquired at a savings. These optional benefits, based on your program level, include additional MSDN, TechNet, or Action Pack subscriptions at a savings to partners.

Note: These optional benefits will be introduced after April 2004.

Benefits for Microsoft Gold Certified Partners

Business Development	Communications	Marketing	Relationship Building	Software	Technical Support	Training
<ul style="list-style-type: none"> • Partner Guides • Customer satisfaction measurement (available in the Spring of 2004) • Presales support • Listing preference on Microsoft Resource Directory 	<ul style="list-style-type: none"> • Program newsletter • Microsoft Gold Certified Partner welcome kit • Worldwide Partner Conference invitation and savings • Partner Updates • Private partner Web site 	<ul style="list-style-type: none"> • Marketing templates and resources • Online marketing initiative kits • Microsoft Gold Certified Partner brand 	<ul style="list-style-type: none"> • Telephone-based management • Listing in Partner Opportunity Directory 	<ul style="list-style-type: none"> • Internal use software • MSDN Universal subscription • TechNet Plus subscription • Additional internal use software • Joint development program (as available on a country-by-country basis) 	<ul style="list-style-type: none"> • Online newsgroups • Business-critical phone support • Presales support • 5-pack of Professional Support incidents • Online Concierge • Technical Services Coordinator • Partner Knowledge Base 	<ul style="list-style-type: none"> • Learning Center: Online Tutorials • Hands-On Labs online • Partner Training and Readiness Resource Center • Sales and Technical Classroom Training Offerings • Microsoft Solution Selling for Partners

Licensing Benefits

The Microsoft partner program provides Gold Certified Partners with a specified number of various types of software licenses that they can use for internal use purposes and to aid them in development, training, and sales presentations. These licenses include:

Internal Use Software—These licenses may be used by Gold Certified Partners to run their business and for internal employee training only. These licenses must **not** be resold, used for personal use, or used for customer training.

Microsoft Software	License Grants
Microsoft Office Professional Edition 2003	100
Microsoft Windows XP Professional	100
Microsoft Visio® 2002 Professional	20
Microsoft Project 2002 Professional	20
Microsoft Project 2002 Server	1
Microsoft Project 2002 Client Access Licenses (CALs)	100

Microsoft MapPoint® 2002	20
Microsoft Windows Server 2003 Enterprise Edition	3
Microsoft Windows Server 2003 CALs	100
Microsoft Windows Server 2003 Terminal Server CALs	100
Microsoft Windows Server 2003 Web Edition	2
Microsoft SQL Server™ 2000 Enterprise Edition	2
Microsoft SQL Server 2000 CALs	100
Microsoft Exchange Server 2003 Enterprise Edition	1
Microsoft Exchange Server 2003 CALs	100
Microsoft SharePoint™ Portal Server	1
Microsoft SharePoint Portal Server CALs	100
Microsoft Small Business Server	1
Microsoft Small Business Server CALs	20
Microsoft BizTalk® Server (Single-Processor)	5
Microsoft Internet Security and Acceleration (ISA) Server Enterprise Edition (Single-Processor)	2
Microsoft Commerce Server 2000 (Single-Processor)	5
Microsoft Application Center (Single-Processor)	2
Microsoft Content Management Server (Single-Processor)	5
Microsoft Mobile Information Server (Single-Processor)	2
Microsoft Operations Manager (per-processor licenses)	6
Microsoft Metadirectory Services (per-processor licenses)	2
Microsoft Business Solutions CRM Professional Suite	25
Microsoft Business Solutions CRM Suite Server	1

Demonstration Licenses—The following software licenses are for demonstration purposes only. They are to be used only by employees with customer contact.

Microsoft Software	License Grants
Microsoft Office Professional Edition 2003	Unlimited
Microsoft Windows XP Professional	Unlimited
Microsoft Virtual PC 2004	Unlimited
Microsoft Visio 2002 Professional	Unlimited
Microsoft Project 2002 Professional	Unlimited
Microsoft Project 2002 Server	Unlimited
Microsoft Project 2002 CALs	Unlimited
Microsoft Windows Server 2003 Enterprise Edition	Unlimited
Microsoft SQL Server 2000 Enterprise Edition	Unlimited
Microsoft SQL Server 2000 CALs	Unlimited
Microsoft Exchange Server 2003 Enterprise Edition	Unlimited
Microsoft Exchange Server 2003 CALs	Unlimited
Microsoft SharePoint Portal Server	Unlimited
Microsoft SharePoint Portal Server CALs	Unlimited
Microsoft Small Business Server	Unlimited
Microsoft Small Business Server CALs	Unlimited

Microsoft BizTalk Server (Single-Processor)	Unlimited
Microsoft Internet Security and Acceleration (ISA) Server Enterprise Edition (Single-Processor)	Unlimited
Microsoft Commerce Server 2002 (Single-Processor)	Unlimited
Microsoft Application Center (Single-Processor)	Unlimited
Microsoft Content Management Server (Single-Processor)	Unlimited
Microsoft Mobile Information Server (Single-Processor)	Unlimited
Microsoft Metadirectory Services (Single-Processor)	Unlimited
Microsoft Operations Manager (Single-Processor)	Unlimited

Development and Testing Licenses—The following licenses must only be used in a development and testing environment, and only by your employees.

Microsoft Software	License Grants
Microsoft MSDN Universal Subscription	One Universal Subscription and 9 user licenses
TechNet Plus Subscription	Single Server Subscription

Training Use Licenses—Gold Certified Partners receive up to 100 training licenses for each client license for desktop productivity software such as Microsoft Office Professional Edition 2003. Licenses are for customer training use only and are to be installed on designated training computers on the Gold Certified Partner's premises.

Additional Savings on Software Licenses—Microsoft Gold Certified Partners may acquire additional licenses through Microsoft Open and Select licensing programs. The agreement provides for a 1:1 match for each license acquired up to the maximum numbers listed below. To take advantage of this license-matching offer, you must acquire licenses from your local software license reseller or distributor.

Microsoft Software	Licenses Acquired	Maximum Licenses Matched
Microsoft Office Professional Edition 2003	25	25
Microsoft Windows XP Professional	25	25
Microsoft Visual Studio® .NET	25	25
Microsoft Visio 2002 Professional	25	25
Microsoft Project 2002 Professional	25	25
Microsoft Project 2002 Client Access Licenses (CALs)	25	25
Microsoft MapPoint 2002	25	25
Microsoft Windows Server 2003 CALs	25	25
Microsoft Windows Server 2003 Terminal Server CALs	25	25
Microsoft SQL Server 2000 CALs	25	25
Microsoft Exchange Server 2003 CALs	25	25
Microsoft SharePoint Portal Server CALs	25	25

Notes to licensing terms for Microsoft Gold Certified Partners:

- You have the option to keep the Microsoft Action Pack (if you are already a subscriber) for extra media use only. Gold Certified Partners cannot combine Action Pack licenses with Gold Certified–level program licensing benefits.
- Approximately 100 software licenses per software program are included for use at a Gold Certified Partner’s primary site. These licenses are not to be used for commercial training purposes. License counts may vary by software program.
- Gold Certified Partners may receive additional software licenses based on Competency(ies) they have obtained. See the licensing benefits details for each Microsoft Competency.
- A maximum of 500 licenses may be used within a single country by any single legal entity (a partner organization with multiple Gold Certified primary and secondary locations within a country).
- All software licenses are granted to you by the Microsoft entity listed in the technology licenses provided with the Microsoft software media, including any end-user license agreement, software use rights, or supplemental license. Your use of the software is subject to the terms in the technology license, unless there is a conflict with the Microsoft partner program. In the event of a conflict, the Microsoft partner program agreement will control, including the policies and procedures listed in this program guide.

Fees

There is an annual fee to join the program at the Microsoft Gold Certified Partner level.

When Microsoft Competencies become available later in 2004, some Competencies—such as the Microsoft Learning Solutions Competency—require a supplemental enrollment fee. Any additional fees will generally be similar to those for 2003.

The program membership term runs for 12 months from the date of enrollment and fee payment. If you enroll in December 2003, your program term will run through December 31, 2004. The entire fee, along with applicable taxes, is due at the time of enrollment. You may generally pay the annual fee by credit card, check, demand draft, or wire transfer. (Payment methods may vary by country.) Headquarter locations for multinational enrollments in the Americas will pay the fees in U.S. dollars. Those in Europe and Africa must pay in euros.

Please visit <http://members.microsoft.com/partner/public/feecalculator.aspx> to calculate the fees in your local currency and for registered international subsidiaries.

Microsoft Certified Partners

Certified Partners possess a high degree of competence and expertise with Microsoft technologies. Partners at this level may demonstrate their proficiency in one or more Microsoft Competencies and receive at a minimum, phone-based management, which gives them a closer relationship with Microsoft. Certified Partners also have access to a rich set of benefits to give them an advantage in the marketplace.

Requirements

Note: The requirements below will apply from December 2003 through March 2004. These will change for partners who enroll after March 2004. Please check this program guide:

<http://www.microsoft.com/partner/program>.

Microsoft solutions partners that plan to enroll in the Microsoft partner program at the Certified Partner level must:

- Be an independent organization that provides information technology (IT) solutions and/or IT software based on Microsoft technologies to small, medium-sized, or enterprise business customers.
- Have at least two exclusive Microsoft Certified Professionals, each of whom may be a:
 - Microsoft Certified Professional (MCP), or
 - Microsoft Certified Trainer (MCT), or
 - Microsoft Certified Systems Administrator (MCSA), or
 - Microsoft Certified Application Developer (MCAD), or
 - Microsoft Certified Solution Developer (MCSD), or
 - Microsoft Certified Systems Engineer (MCSE), or
 - Microsoft Certified Database Administrator (MCDBA)

To qualify, each site in your organization must:

Have at least two MCPs on staff who are employed solely by your organization and who have passed at least one exam from the list of Microsoft Certified Partner 2004 qualifying exams. For information on training and certification, please visit:

<http://www.microsoft.com/traincert/>.

Or

Have at least one packaged software solution that has been tested by Microsoft or its authorized testing vendor—for example, "Microsoft Platform Test for ISV Solutions" or "Certified for Windows Server 2003." Once your company passes required software testing, you will be notified by e-mail of your company's eligibility to join the Microsoft partner program at the Certified Partner level. For information on software testing and certification, please visit: <http://members.microsoft.com/partner/isv/buildbiz/certification.aspx>

Or

Have an eligible hardware product that has successfully completed the "Designed for Windows" logo hardware test. For information on the Designed for Windows logo test specification visit: <http://www.microsoft.com/winlogo/default.msp>. Partners who qualify may enroll at the Certified Partner level by entering the Submission ID# assigned to them when they pass the "Designed for Windows XP" test and sign the logo agreement.

- Derive a portion of your revenue from technical services provided to third-party customers or hosted application services; or derive a portion of your revenue from the sales and support of packaged line-of-business applications—both Microsoft and non-Microsoft software.
- Agree to the terms and conditions of the Microsoft partner program agreement.
- Pay the Microsoft partner program annual fee.
- Comply with these program requirements throughout the program membership term.
- Be able to communicate by electronic mail and fax with Microsoft and to connect to the Internet, if available in your country. This enables timely and efficient dissemination of information and facilitates general communication.

- Update address and site profile information. You must keep your site profile current by updating business contacts, certifications, and other important information. By regularly updating the information in your business profile online, you help direct communications properly and help ensure that appropriate referrals are provided to your organization.
- Meet additional Microsoft requirements if enrolling in the Microsoft Learning Solutions Competency.

Benefits

Once your Microsoft Certified Partner enrollment is complete, you have access to a range of benefits tailored to your business. These benefits support all stages of your business cycle from initial business planning to servicing and retaining customers. You will receive at a minimum, phone-based management, which gives you a closer relationship with Microsoft. And you have access to a variety of training and support benefits to help you stay current on the latest Microsoft technology. Certified-level solutions partners also can take advantage of the Microsoft Certified Partner brand to clearly communicate your relationship with Microsoft and areas of specialization to customers.

The Microsoft partner program also offers optional benefits that are tailored to your business model and available at a savings. These optional benefits, based on your program level, include additional MSDN, TechNet, or Action Pack subscriptions, offered to Gold Certified and Certified Partners as part of the program fee or welcome kit and offered at a savings to Registered Members. **Note:** These optional benefits will be introduced after April 2004.

Benefits for Microsoft Certified Partners

Business Development	Communications	Marketing	Relationship Building	Software	Technical Support	Training
<ul style="list-style-type: none"> • Partner Guides • Customer satisfaction measurement (available in the Spring of 2004) • Presales support • Listing in Microsoft Resource Directory 	<ul style="list-style-type: none"> • Program newsletter • Microsoft Certified Partner welcome kit • Worldwide Partner Conference invitation • Partner Updates • Private partner Web site • 	<ul style="list-style-type: none"> • Marketing templates and resources • Online marketing initiative kits • Microsoft Certified Partner brand 	<ul style="list-style-type: none"> • Telephone-based management • Search Partner Opportunity Directory 	<ul style="list-style-type: none"> • Internal use software • MSDN Universal subscription • TechNet Plus subscription 	<ul style="list-style-type: none"> • Online newsgroups • Business-critical phone support • Presales support • 5-pack of Professional Support incidents • Online Concierge 	<ul style="list-style-type: none"> • Learning Center: Online Tutorials • Hands-On Labs online • Sales and Technical Classroom Training Offerings • Microsoft Solution Selling for Partners

Licensing Benefits

The Microsoft partner program provides Certified Partners with a specified number of various types of software licenses that they can use for internal use purposes and to aid them in development, training, and sales presentations. These licenses include:

Internal Use Software—These software licenses may be used by Certified Partners to run their business and for internal employee training. These licenses must **not** be resold, used for personal use, or used for customer training.

Microsoft Software	License Grants
Microsoft Office Professional Edition 2003	10
Microsoft Windows XP Professional	20
Microsoft Visio 2002 Professional	10
Microsoft Project 2002 Professional	10
Microsoft Project 2002 Server	1
Microsoft Project 2002 Client Access Licenses (CALs)	10
Microsoft MapPoint 2002	10
Microsoft Windows Server 2003 Enterprise Edition .	2
Microsoft Windows Server 2003 CALs	20
Microsoft Windows Server 2003 Terminal Server CALs	20
Microsoft Windows Server 2003 Web Edition	1
Microsoft SQL Server 2000 Enterprise Edition	1
Microsoft SQL Server 2000 CALs	10
Microsoft Exchange Server 2003 Enterprise Edition	1
Microsoft Exchange Server 2003 CALs	20
Microsoft SharePoint Portal Server	1
Microsoft SharePoint Portal Server CALs	10
Microsoft Small Business Server	1
Microsoft Small Business Server CALs	10
Microsoft BizTalk Server (Single-Processor)	3
Microsoft Internet Security and Acceleration (ISA) Server Enterprise Edition (Single-Processor)	1
Microsoft Commerce Server 2000 (Single-Processor)	3
Microsoft Content Management Server (Single-Processor)	3
Microsoft Mobile Information Server (Single-Processor)	1
Microsoft Metadirectory Services (per-processor license)	1
Microsoft Business Solutions CRM Professional Suite	10
Microsoft Business Solutions CRM Suite Server	1

Demonstration Licenses—Licenses for the software listed in the table below are provided for demonstration purposes only. These software licenses are to be used only by your employees with customer contact.

Microsoft Software	License Grants
Microsoft Office Professional Edition 2003	10
Microsoft Windows XP Professional	10
Microsoft Virtual PC 2004	10
Microsoft Visio 2002 Professional	10
Microsoft Project 2002 Professional	10
Microsoft Project 2002 Server	10
Microsoft Project 2002 CALs	10
Microsoft Windows Server 2003 Enterprise Edition	10
Microsoft SQL Server 2000 Enterprise Edition	10

Microsoft SQL Server 2000 CALs	10
Microsoft Exchange Server 2003 Enterprise Edition	10
Microsoft Exchange Server 2003 CALs	10
Microsoft SharePoint Portal Server	10
Microsoft SharePoint Portal Server CALs	10
Microsoft Small Business Server	10
Microsoft Small Business Server CALs	10
Microsoft BizTalk Server (Single-Processor)	10
Microsoft Internet Security and Acceleration (ISA) Server Enterprise Edition (Single-Processor)	10
Microsoft Commerce Server 2002 (Single-Processor)	10
Microsoft Application Center (Single-Processor)	10
Microsoft Content Management Server (Single-Processor)	10
Microsoft Mobile Information Server (Single-Processor)	10
Microsoft Metadirectory Services (Single-Processor)	10
Microsoft Operations Manager (Single-Processor)	10

Development and Testing Licenses—These software licenses can only be used by your employees, and only in a development and testing environment.

Microsoft Software	License Grants
Microsoft MSDN Universal Subscription	1 Universal Subscription and 4 user licenses
TechNet Plus Subscription	Single Server Subscription

Training Use Licenses—Certified Partners receive up to 100 training licenses for each desktop license for desktop productivity software, such as Microsoft Office Professional Edition 2003. Licenses are for customer training use only and are to be installed on designated training machines on the Certified Partner’s premises.

Additional Savings on Software Licenses—Certified Partners may acquire additional licenses through Microsoft Open and Select licensing programs. The agreement provides for a 1:1 match for each license acquired up to the maximum numbers listed below. To take advantage of this license-matching offer, partners must acquire licenses from their local software license reseller or distributor.

Microsoft Software	Licenses Acquired	Maximum Licenses Matched
Microsoft Office Professional Edition 2003	10	10
Microsoft Windows XP Professional	10	10
Microsoft Visual Studio .NET	10	10
Microsoft Visio 2002 Professional	10	10
Microsoft Project 2002 Professional	10	10
Microsoft Project 2002 Client Access Licenses (CALs)	10	10
Microsoft MapPoint 2002	10	10

Microsoft Windows Server 2003 CALs	10	10
Microsoft Windows Server 2003 Terminal Server CALs	10	10
Microsoft SQL Server 2000 CALs	10	10
Microsoft Exchange Server 2003 CALs	10	10
Microsoft SharePoint Portal Server CALs	10	10

Notes to licensing terms:

- You have the option of keeping the Microsoft Action Pack subscription (if you are already a subscriber) for extra media use only. Certified Partners cannot combine Action Pack licenses with Certified Partner program licensing benefits.
- Approximately 10 software licenses per technology are allowed for use at a Certified Partner's primary site. These licenses are not to be used for commercial training purposes. License counts may vary.
- Certified Partners may receive additional software licenses based on the Microsoft Competencies that they have achieved. See the licensing benefits details for each Microsoft Competency.
- All software licenses are granted to you by the Microsoft entity listed in the technology licenses provided with the Microsoft software media, including any end-user license agreement, software use rights, or supplemental license. Your use of the software is subject to the terms in the technology license, unless there is a conflict with this program. In the event of a conflict, the Microsoft partner program agreement will control, including the policies and procedures listed in this program guide.

Fees

There is an annual fee to join the program at the Microsoft Certified Partner level.

When Microsoft Competencies become available later in 2004, some Competencies—such as the Microsoft Learning Solutions Competency—require a supplemental enrollment fee. Any additional fees will generally be similar to those for 2003.

The program membership term runs for 12 months from the date of enrollment and fee payment. If you enroll in December 2003, your program term will run through December 31, 2004. The entire fee, along with applicable taxes, is due at the time of enrollment. You may generally pay the annual fee by credit card, check, demand draft, or wire transfer. (Payment methods may vary by country.) Headquarter locations for multinational enrollments in the Americas will pay the fees in U.S. dollars. Those in Europe and Africa must pay in euros.

Please visit <http://members.microsoft.com/partner/public/feecalculator.aspx> to calculate the fees in your local currency and for registered international subsidiaries.

Microsoft Registered Members

The Microsoft Registered Member program level will be available in April 2004. Check <http://www.microsoft.com/partner/program> for more details as they become available. There is no fee for Registered Members, unless they choose to enroll in optional benefits such as the Microsoft Action Pack subscription.

Microsoft Advanced Infrastructure Solutions Competency

Overview

Microsoft Certified Partners and Gold Certified Partners that specialize in delivering high-availability infrastructure solutions that include one or more of the following:

- Design and deployment of the Windows Active Directory® service
- Microsoft Identity Integration Server implementation
- Microsoft Exchange Server migration or deployment
- Data management migration and server consolidation
- Storage solutions design and deployment
- Systems management design and deployment
- Hosting solutions
- Mobile device manufacturing and distribution

NOTE: Existing Gold Certified Partners for Enterprise Systems or Hosting and Application Services that meet the qualifications for re-enrollment into Microsoft partner program at the Gold Certified Partner level will be automatically mapped to this Microsoft Competency.

Competency Structure

The Microsoft Advanced Infrastructure Solutions Competency delivers a unique set of benefits and requires partners to meet additional requirements to enroll in this Microsoft Competency.

Competency Benefits

Partners who achieve this Microsoft Competency receive additional Microsoft software licenses as detailed below. Details about other incremental competency benefits will be communicated by April 2004.

Additional Internal Use License Benefits

Partners who have earned this Microsoft Competency at either the Certified Partner or Gold Certified Partner levels are granted additional licenses for internal use and training purposes. These software licenses may be used by Certified Partners or Gold Certified Partners to run their business and for internal employee training. These licenses must **not** be resold, used for personal use, or used for customer training.

Advanced Infrastructure Solutions	License Grants at Certified Partner Level	License Grants at Gold Certified Partner Level
Microsoft Windows Server 2003 Enterprise Edition Adv.	1	1
Microsoft Windows Server 2003 CALs	5	25
Microsoft Windows Server 2003 Terminal Server CALs	5	25
Microsoft SQL Server 2000 CALs	5	25
Microsoft Exchange Server 2003 CALs	5	25
Microsoft Application Center Single Processor Server	1	1
Microsoft Mobile Information Single Processor Server	1	1

Microsoft Metadirectory Services per processor license	1	1
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Competency Requirements

More details about qualifications and how to enroll in Microsoft Competencies will be released by April 2004.

Microsoft Business Intelligence Solutions Competency

Overview

Microsoft Certified and Gold Certified Partners that specialize in implementing solutions featuring:

- Data warehousing
- Business intelligence
- Online analytical processing (OLAP)
- Data mining
- Decision support

NOTE: Existing Gold Certified Partners for Business Intelligence that meet the qualifications for re-enrollment into Microsoft partner program at the Gold Certified Partner level will be automatically mapped to this Microsoft Competency.

Competency Structure

The Microsoft Business Intelligence Solutions Competency delivers a unique set of benefits and requires partners to meet additional requirements to enroll in this Microsoft Competency.

Competency Benefits

Partners who achieve this Microsoft Competency receive additional Microsoft software licenses as detailed below. Details about other incremental competency benefits will be communicated by April 2004.

Additional Internal Use License Benefits

Partners who have earned this Microsoft Competency at either the Certified Partner or Gold Certified Partner levels are granted additional licenses for internal use and training purposes. These software licenses may be used by Certified Partners or Gold Certified Partners to run their business and for internal employee training. These licenses must **not** be resold, used for personal use, or used for customer training.

Business Intelligence Solutions	License Grants at Certified Partner Level	License Grants at Gold Certified Partner Level
Microsoft SQL Server 2000 CALs	5	25

Competency Requirements

More details about qualifications and how to enroll in Microsoft Competencies will be released by April 2004.

Microsoft Information Worker Productivity Solutions Competency

Overview

Microsoft Certified and Gold Certified Partners that specialize in building collaboration and group productivity solutions, including:

- Collaboration and messaging
- Portals
- Project and process management
- Business Productivity

NOTE: Existing Gold Certified Partners for Collaborative Solutions that meet the qualifications for re-enrollment into Microsoft partner program at the Gold Certified Partner level will be automatically mapped to this Microsoft Competency.

Competency Structure

The Microsoft Information Worker Productivity Solutions Competency delivers a unique set of benefits and requires partners to meet additional requirements to enroll in this Microsoft Competency.

Competency Benefits

Partners who achieve this Microsoft Competency receive additional Microsoft software licenses as detailed below. Details about other incremental competency benefits will be communicated by April 2004.

Additional Internal Use License Benefits

Partners who have earned this Microsoft Competency at either the Certified Partner or Gold Certified Partner levels are granted additional licenses for internal use and training purposes. These software licenses may be used by Certified Partners or Gold Certified Partners to run their business and for internal employee training. These licenses must **not** be resold, used for personal use, or used for customer training.

Information Worker Productivity Solutions	License Grants at Certified Partner Level	License Grants at Gold Certified Partner Level
Microsoft® Office Professional Edition 2003	5	25
Microsoft Visio® 2002 Professional	5	25
Microsoft Project 2002 Professional	5	25
Microsoft Project 2002 Client Access Licenses (CALs)	5	25
Microsoft MapPoint® 2002	5	25
Microsoft SQL Server 2000 CALs	5	25
Microsoft Exchange Server 2003 CALs	5	25
Microsoft SharePoint Portal Server CALs	5	25
Microsoft Content Management Single Processor Server	3	5
Microsoft Mobile Information Single Processor Server	1	1

Competency Requirements

More details about qualifications and how to enroll in Microsoft Competencies will be released by April 2004.

Microsoft Integrated E-Business Solutions Competency

Overview

Microsoft Certified and Gold Certified Partners that specialize in the deployment of Internet-based business solutions and infrastructure. Examples of solutions include:

- Internet business
- Extranets and Web hosting
- Web application and portal development
- Web-based workflow and orchestration solutions

NOTE: Existing Gold Certified Partners for Commerce Solutions that meet the qualifications for re-enrollment into Microsoft partner program at the Gold Certified Partner level will be automatically mapped to this Microsoft Competency.

Competency Structure

The Microsoft Integrated E-Business Solutions Competency delivers a unique set of benefits and requires partners to meet additional requirements to enroll in this Microsoft Competency.

Competency Benefits

Partners who achieve this Microsoft Competency receive additional Microsoft software licenses as detailed below. Details about other incremental competency benefits will be communicated by April 2004.

Additional Internal Use License Benefits

Partners who have earned this Microsoft Competency at either the Certified Partner or Gold Certified Partner levels are granted additional licenses for internal use and training purposes. These software licenses may be used by Certified Partners or Gold Certified Partners to run their business and for internal employee training. These licenses must **not** be resold, used for personal use, or used for customer training.

Integrated E-Business Solutions	License Grants at Certified Partner Level	License Grants at Gold Certified Partner Level
Microsoft SQL Server 2000 CALs	5	25
Microsoft BizTalk™ Single Processor Server	3	5
Microsoft Commerce Server 2000 Single Processor Server	3	5
Microsoft Content Management Single Processor Server	3	5

Competency Requirements

More details about qualifications and how to enroll in Microsoft Competencies will be released by April 2004.

Microsoft ISV/Software Solutions Competency

Overview

Microsoft Certified and Gold Certified Partners that specialize in developing and marketing packaged software solutions based on Microsoft technologies.

NOTE: Existing Gold Certified Partners for Software Products that meet the qualifications for re-enrollment into Microsoft partner program at the Gold Certified Partner level will be automatically mapped to this Microsoft Competency.

Structure

The Microsoft ISV/Software Solutions Competency delivers a unique set of benefits and requires partners to meet additional requirements to enroll in this Microsoft Competency.

Competency Benefits

Partners who achieve this Microsoft Competency receive additional Microsoft software licenses as detailed below. Details about other incremental competency benefits will be communicated by April 2004.

Additional Internal Use License Benefits

Partners who have earned this Microsoft Competency at either the Certified Partner or Gold Certified Partner levels are granted additional licenses for internal use and training purposes. These software licenses may be used by Certified Partners or Gold Certified Partners to run their business and for internal employee training. These licenses must **not** be resold, used for personal use, or used for customer training.

ISV/Software Solutions	License Grants at Certified Partner Level	License Grants at Gold Certified Partner Level
Microsoft Windows® XP Professional	5	25
Microsoft Windows Server 2003 Enterprise Edition Adv.	n/a	1
Microsoft Windows Server 2003 CALs**	5	25
Microsoft SQL Server 2000 CALs	5	25

Competency Requirements

More details about qualifications and how to enroll in Microsoft Competencies will be released by April 2004.

Microsoft Security Solutions Competency

Overview

Microsoft Certified and Gold Certified Partners that specialize in building the most advanced Microsoft security solutions to protect the customer's information assets. Examples of solutions include:

- Security management and operations
- Secure wireless VPN and perimeter

- Identity and access management

NOTE: Existing Gold Certified Partners for Security Solutions that meet the qualifications for re-enrollment into Microsoft partner program at the Gold Certified Partner level will be automatically mapped to this Microsoft Competency.

Competency Structure

The Microsoft Security Solutions Competency delivers a unique set of benefits and requires partners to meet additional requirements to enroll in this Microsoft Competency.

Competency Benefits

Partners who achieve this Microsoft Competency receive additional Microsoft software licenses as detailed below. Details about other incremental competency benefits will be communicated by April 2004.

Additional Internal Use License Benefits

Partners who have earned this Microsoft Competency at either the Certified Partner or Gold Certified Partner levels are granted additional licenses for internal use and training purposes. These software licenses may be used by Certified Partners or Gold Certified Partners to run their business and for internal employee training. These licenses must **not** be resold, used for personal use, or used for customer training.

Security Solutions	License Grants at Certified Partner Level	License Grants at Gold Certified Partner Level
Microsoft Windows Server 2003 CALs	5	25
Microsoft Internet Security Accelerator (ISA) Single Processor Server – Enterprise Edition	1	1

Competency Requirements

More details about qualifications and how to enroll in Microsoft Competencies will be released by April 2004.

Microsoft Learning Solutions Competency

Overview

Microsoft Certified and Gold Certified Partners that specialize in delivering high-end technical learning solutions can apply for enrollment in the Microsoft Learning Solutions Competency* (MLSC), also known as Microsoft Certified Partners for Learning Solutions. Microsoft solutions partners that have attained a Microsoft Learning Solutions Competency deliver a range of information technology and developer training services based on Microsoft technology.

*Formerly called the Microsoft Certified Technical Education Center (“Microsoft CTEC”) program

NOTE: Existing Gold Certified Partners for Learning Solutions that meet the qualifications for re-enrollment into Microsoft partner program at the Gold Certified Partner level will be automatically mapped to this Microsoft Competency.

Consider enrolling in the Microsoft Learning Solutions Competency if:

- Your organization provides training services based on Microsoft technologies.
- Your organization would like to be recognized for your Microsoft training expertise by displaying the MLSC logo.
- Your organization would benefit from preferred access to training resources and content and sales opportunities available exclusively to partners that have attained the Microsoft Learning Solutions Competency.
- Your organization would like to receive sales and marketing resources and tools to help you support your customers and grow your business with Microsoft software and solutions.
- Your organization would like to receive customer referrals from Microsoft.
- Your organization would find value in participating in a worldwide community of partners that have attained the MLSC.

Competency Structure

The Microsoft Learning Solutions Competency delivers a unique set of benefits and requires partners to meet additional requirements and pay a fee to enroll in this Microsoft Competency.

Competency Benefits

In addition to the benefits that you receive as a Microsoft Certified Partner or Microsoft Gold Certified Partner, achievement of the Microsoft Learning Solutions Competency includes the following additional benefits:

- Recognition as a member of Microsoft's premier commercial training delivery channel.
- Special access to up-to-the-minute technical and Microsoft training and certification information.
- Exclusive and preferred invitations to Microsoft conferences and local technical training events.
- Access to customized Official Microsoft Learning Products at premium prices.
- Exclusive training-use licenses for classroom and online course delivery.
- Inclusion in the Microsoft Class-Finder training referral tool.
- Customer referrals and leads through Microsoft's training-referral database—the Microsoft Resource Directory—an excellent way to attract potential customers to your Web site.
- Eligibility to participate in the Microsoft Software Assurance Training Voucher Program.
- Eligibility to participate in targeted sales and marketing initiatives programs, campaigns, and deliverables to enhance your business.
- Access to exclusive online communications through the MLSC Member Web site.
- Eligibility to earn rebates on qualifying acquisitions of Official Microsoft Learning Products.
- Regional support.
- The opportunity to partner with colleges and universities to provide Microsoft courses.
- And more!

Additional Licensing Benefits

Partners who have earned the Microsoft Learning Solutions Competency at either the Certified Partner or Gold Certified Partner levels are granted additional licenses for internal use and training purposes.

Internal Use Software—These software licenses may be used by Certified Partners or Gold Certified Partners to run their business and for internal employee training. These licenses must **not** be resold, used for personal use, or used for customer training.

Microsoft Software	License Grants at Certified Partner Level	License Grants at Gold Certified Partner Level
Microsoft Windows® XP Professional	10	25
Microsoft Windows Server 2003 Enterprise Edition	5	25
Microsoft Windows Server 2003 Terminal Server	10	25
Microsoft Windows Server 2003 Web Edition	5	25

Training Use Licenses—These software licenses are for customer training use only and are to be installed on designated training computers on the Certified Partner's or Gold Certified Partner's premises.

Training Licenses granted to partners earning the Microsoft Learning Solutions Competency	License Grants at Certified Partner Level	License Grants at Gold Certified Partner Level
Microsoft MSDN Universal Subscription	1 Universal Subscription and 200 classroom / 500 online user licenses	1 Universal Subscription and 250 classroom / 750 online user licenses

Competency Requirements

This section summarizes the basic requirements, responsibilities, and obligations required of each training location applying for admission to the Microsoft Learning Solutions Competency. In order to maintain your Microsoft Learning Solutions Competency, you must continue to meet these requirements throughout your program year for each of your locations. These requirements are in addition to the MLSC responsibilities and obligations in the addendum. Please read the following requirements thoroughly.

To attain the Microsoft Learning Solutions Competency, your organization must:

- Become a Microsoft Certified Partner or a Microsoft Gold Certified Partner at each location you submit for enrollment in the Microsoft Learning Solutions Competency.
- Submit an application for each location that you would like to qualify for membership in the MLSC.
- Employ at least two exclusive full-time or part-time Microsoft Certified Trainers (MCTs) per location applying for the MLSC. (This requirement may vary by country.)
- Deliver all public, open enrollment classes using a qualified MCT.
- Deliver all public, open enrollment training using Official Microsoft Learning Products.

- Meet quarterly minimum Microsoft courseware acquisition requirements. Minimum volume requirements (MVR) are set on a quarterly, per-country basis. Only Microsoft Learning Products and MSDN training content counts toward MVR. (Please visit <http://www.microsoft.com/partner/learningsolutions> to find a country-by-country quarterly MVR).
- Meet minimum hardware requirements (refer to the "Facilities and Equipment Requirements" section on the Microsoft partner program Web site).
- Establish, publish, and make available to all customers your quality-control and general customer-satisfaction policies. Policies must include, but not necessarily be limited to:
 - A money-back guarantee.
 - The opportunity for each student to provide a formal evaluation of the training engagement experience.
 - Options for retaking a class at no additional charge.
Multiple customer complaints can lead to probation of the solutions partner location or termination of the MLSC addendum and removal from the Microsoft Learning Solutions Competency. It may also result in termination of the Microsoft partner program agreement with that solutions partner.
- Submit one learning solution reference.
- Evangelize the Microsoft Learning Solutions Competency.
- Meet customer satisfaction requirements using the Metrics That Matter (MTM) student evaluation tool (where available).
- Abide by the MLSC standards for the prevention of piracy and fraud.
- Abide by the MLSC course materials distribution policies.
- Pay the annual Microsoft Learning Solutions Competency fee. New Competency applicants and partners that are reenrolling in the MLSC are required to pay an annual MLSC fee. All new applicants for the Microsoft Learning Solutions Competency will need to receive approval of their business plan and application from Microsoft prior to paying this MLSC fee. Partners that are reenrolling in the Microsoft Learning Solutions Competency can submit payment upon completion of their annual reenrollment application and business profile update. Refer to <http://www.microsoft.com/partner/learningsolutions> more information on MLSC location fees.
- Agree to MLSC location inspections and MLSC audits.
- Agree to audits of Microsoft course materials.
- Agree to audits of the student rosters for various training initiatives/campaigns.
- Meet minimum facility requirements (refer to the "Facilities and Equipment" section on the Microsoft partner program Web site).

For more detailed information on MLSC requirements, responsibilities, and obligations, please refer to the Microsoft partner program Web site.

Microsoft Course Delivery Requirements

For more detailed information on Microsoft course delivery requirements, please refer to <http://www.microsoft.com/partner/learningsolutions>. As a solutions partner that has earned the Microsoft Learning Solutions Competency and is offering Microsoft courses, you are required to:

- Follow Microsoft logo guidelines.

- Follow Microsoft Official Learning Products guidelines.
- Issue course completion certificates.
- Comply with the requirement that all MLSC classes using Microsoft Learning Products must be taught by a qualified MCT.
- Specify your training venues and comply with the requirements specific to the venue.
 - Public instructor-led classes
 - Private instructor-led classes
 - Online delivery
- Follow MCT recording requirements.

Partnering Microsoft Learning Solutions Partners with Colleges and Universities

There is a growing demand for colleges and universities to provide vendor certification tracks for students. Although schools have the opportunity to join the Microsoft IT Academy Program, many would rather outsource the training to a solutions partner that has earned the Microsoft Learning Solutions Competency, making it possible for schools to offer continuing education to the community or courses in a condensed or accelerated format. In these cases, we encourage solutions partners that have attained the MLSC to partner with academic institutions to provide classes based on Microsoft Official Learning Products, with the overall goal being that of certifying students. Follow the guidelines for MLSC classes using Microsoft Learning Products in schools. Please visit <http://www.microsoft.com/partner/learningsolutions>

Distribution of Official Microsoft Learning Products

Corporations continually request the acquisition of Microsoft Learning Products licenses from Microsoft. We have named the partners that have achieved the Microsoft Learning Solutions Competency as the primary distributors of Microsoft Learning Products because those partners are the most appropriate organizations to deliver the training solutions that accompany the distribution of Microsoft Learning Products. Follow the guidelines and requirements for distributing Microsoft Learning Products to organizations for private internal training. Please visit <http://www.microsoft.com/partner/learningsolutions>

Registration Information

Thank you for enrolling in the Microsoft partner program.

For currently enrolled organizations that are reenrolling into the program:

We have simplified the reenrollment process.

1. In early December 2003, the primary, secondary, and administrative contacts of your company will receive an electronic mail (e-mail) announcing the beginning of the reenrollment period.
2. Use the URL provided in the e-mail to access the reenrollment site. Each URL is unique to its recipient.
3. Review the Program Guide, and then go through the logon page (using your Microsoft .NET Passport and password).

Minimum Configuration:
<ul style="list-style-type: none"> • Windows 98, Windows 2000, Windows NT®, Windows XP • Internet Explorer 5.5 or later • 166-MHz processor speed • 32 MB of RAM • 33.6-kbps modem
May not support prerelease software

4. You may be asked to complete additional steps to associate your Passport account with your Microsoft Certified Partner or Gold Certified membership record.
5. On the Application & Renewal page, if you meet the certification requirements, you only have two steps to follow:
 - Review and agree to the Microsoft partner program 2004 Agreement.
 - Review and pay the invoice.If you do not meet the certification requirements, just click the Company Profile link, and update your certification data on the Microsoft Certified Partner Program and Certification Eligibility page. Once this data is completed, you can click the link at the top of the page to take you back to the Site Annex.
6. When you are on the Site Annex/Listing and Program Selection page, click the **Back to Enrollment Tool** button to review the invoice.
7. On the Application & Renewal page, click **Invoice and Payment**.
 - If you pay by credit card, you should receive an e-mail confirmation within 48 hours.
 - If you pay by wire transfer or check, please print out the Payment Advice forms, and follow the instructions.

Note: Payment options vary by country.

For newly enrolling organizations:

This online enrollment process takes approximately 60 to 90 minutes. You can complete the entire process in one session, or you can begin by filling out your company, contact, and business information, and then come back at another time to complete the profile information for the referral database. Here are a few things you need to know before getting started:

1. Please refer to the minimum configuration list for optimal system requirements.
2. Prepare your core company information, such as your company name, address, phone number, fax number, and Web site address.
3. You will be asked to review the online Microsoft partner program agreement, and agree to the terms by electronic signature.
4. Designate the contacts for specific job functions, including primary, secondary, administrative, technical, sales, marketing, training, and sales lead, so that those contacts can receive communications and monthly mailings.
5. When designating the primary contact, please note that this person is responsible for disseminating Microsoft partner program–exclusive information within your company and for authorizing coworkers to gain access to the Microsoft partner program private Web site.
6. To qualify for the Microsoft partner program, be prepared to enter information about your two Microsoft Certified Professionals (MCPs), including their MCP IDs and names, or your tested product ID.

7. Gather your general company business information, including revenue, services revenue, services description, vertical and horizontal focus, migration and support services supported, software supported, etc.
8. To expedite payment, you can pay the Microsoft partner program annual fee by credit card. You can print out the invoice for check processing, or in some regions, you can print out a wire transfer form.

Enroll Now

The next page asks you for a Passport and password to register for access to the Web Enrollment Tool. You may create a new Passport or use your existing Passport and password. Please contact your local Regional Service Center (RSC): <http://members.microsoft.com/partner/help/rsc/> with any questions.

Re-Profile Later

Microsoft is committed to continuing to deliver value to partners. As new benefits and resources are introduced throughout the year and beyond, we will ask you to provide us with updated company information so that these benefits and resources can be better matched to your technical and business focus.

The Microsoft Partner program systems infrastructure will be updated in April 2004. To receive all benefits available at each level, partners will need to re-profile. More details will be sent as we get closer to April 2004.

Program Support

The Microsoft partner program is an integrated program that provides consistent benefits on a worldwide basis. Contact a Microsoft partner program Regional Service Center agent near you for additional information on the Microsoft partner program benefits, requirements, fees, and enrollment.

To find a Regional Service Center agent in your area go to <http://members.microsoft.com/partner/help/rsc/>