



Partner: SHI

Website: www.shi.com

Number of Employees: 2,500

Country: United States

Industry: IT services

Partner Profile

SHI is a licensed Microsoft reseller headquartered in Somerset, New Jersey, that provides IT products and services worldwide. Since 1989, the company has grown from a US\$1 million software-only regional reseller to a \$5 billion global software and services provider.

Software and Services

- Services
 - Microsoft Products and Services Agreement
 - Microsoft Volume Licensing
- Microsoft Office 365

Reseller Boosts Sales Process Efficiency Through Simplified Volume Licensing

“The MPSA helped us deliver exactly what our customer was looking for. They can buy and manage online services in one portal while using those purchases to help them qualify for the highest volume discounts.”

Blake Gollnick, Director of Microsoft Licensing, SHI

Business Needs

SHI is a global provider of information technology products and services. As experts in volume licensing, SHI recognized the shifting landscape of software licensing and sought a solution that would help customers ease into the cloud through a more streamlined and flexible buying process.

Solution

SHI worked with Microsoft to offer customers the Microsoft Products and Services Agreement (MPSA), the next generation of licensing that offers a single agreement for both online and on-premises solutions.

“Previous licensing models required multiple tools and agreements,” says Adam Aleksuk, Microsoft Operations Manager at SHI. “The MPSA offers customers everything they need in one, easy-to-manage agreement.”

The MPSA also offers customers flexibility as they move to the cloud, helping them quickly add, remove, and transfer licenses at any time as their needs change.

SHI used the MPSA to help a large construction company navigate a 2,000-seat purchase that included Microsoft

Office 365. “The MPSA offers simple, flexible licensing where online services can be purchased and managed in one place. It makes our lives and our customers’ lives easier,” says Blake Gollnick, Director of Microsoft Licensing at SHI.

Benefits

With a faster signing process, the MPSA helped SHI boost sales process efficiency by 20 percent, lowering the cost of sale and improving the customer experience.

“The MPSA is more automated than previous licensing options, helping us conduct business faster,” says Heather Sheridan, Senior Manager and Licensing Project Manager at SHI. “It’s been hugely beneficial because we don’t have to increase resources to handle greater volume.”

Additionally, the MPSA management portal provides a single view of purchases so SHI can better assist customers with their existing Microsoft solutions acquired through the MPSA.

“We see what the customers see,” says Heather Sheridan. “We have similar walkthrough experiences, making it easier to guide customers and provide excellent service.”