

# Providing Desktop as a Service

## Licensing Brief for Service Providers

Microsoft offers multiple ways partners can create and deliver Desktop as a Service. This brief takes you through the Microsoft licensing options available and the required licensing components for providing Desktop as a Service to your users.

## Licensing Options for Desktop as a Service

Offering a Desktop as a Service (DaaS) solution requires giving your customer an appropriately licensed solution for the entire software solution stack. The software solution stack depends on the software delivery model selected:

- DaaS through the Microsoft Services Provider License Agreement (SPLA) via the Microsoft Windows Server Operating System or
- DaaS through Dedicated Outsourcing using your customer's Microsoft Volume Licensing agreement.

No option is available in the SPLA to provide a hosted virtual desktop using the Windows Desktop Operating System; however this is possible to do through Dedicated Outsourcing.

### DaaS through SPLA via Microsoft Windows Server

DaaS through SPLA via the Windows Server delivery model is based on Windows Server Remote Desktop Services (RDS) capability. RDS is a centralized desktop and application platform solution that offers you the opportunity to deliver and manage hosted desktops for customers via a supported, proven technology. You can customize the Windows Server Remote Desktop Session experience for customers, offering a similar experience to the Windows Desktop Operating System. DaaS through SPLA does not require dedicated hardware. You can provide DaaS through a SPLA on servers accessed by more than one customer.

To provide DaaS as described above, you must license Windows Server, Remote Desktop Services, and any additional applications delivered with the DaaS offering through a SPLA.

#### Windows Server

Windows Server is licensed in the Per Processor model in the SPLA program. You must have a Windows Server processor license assigned to each physical processor on the servers supporting your service.

#### Windows Server Remote Desktop Services

If Windows Server and/or Windows Server Remote Desktop functionality is used to deliver a graphical user interface (GUI), and/or you allow direct or indirect access to Windows Server Remote Desktop Services (RDS), you must ensure the DaaS offering is properly licensed including an RDS SAL for each user authorized to access the DaaS offering.

Note that the Windows Server RDS SAL is required for delivering a graphical user interface (GUI) whether RDS or another similar technology is used.

#### Additional Microsoft Desktop Applications

If any additional Microsoft desktop applications are part of your DaaS offering, a Subscriber Access License (SAL) for the additional desktop application(s) is required for every unique user who is authorized to access the DaaS solution. Only user SALs are available for applications delivered as part of a DaaS solution (Device SALs are not available).

For example, a DaaS offering including Microsoft Office and Microsoft Visio drawing and diagramming software would require, in addition to the per processor licenses for Windows Server, a user SAL for the following products for each authorized user of the service:

- ▶ Microsoft Office
- ▶ Microsoft Visio

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- ▶ Windows Remote Desktop Services

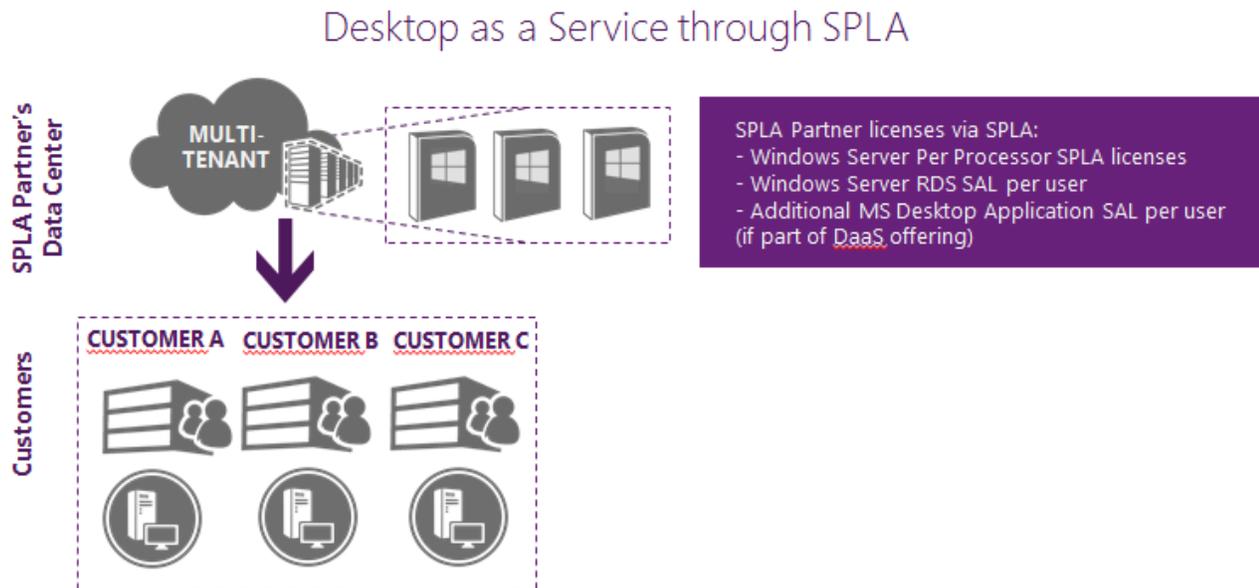


Figure 1: Desktop as a Service through SPLA via Windows Server

## DaaS through Dedicated Outsourcing

You can also provide DaaS for customers by using the customers' own Volume Licenses on dedicated physical servers (Dedicated Outsourcing). In this scenario, the customer remains the licensee, and the licensed software must be deployed for the customer's use only in accordance with the Product Use Rights (PUR) and on dedicated servers that are not accessible by your other customers. DaaS through Dedicated Outsourcing typically involves a Virtual Desktop Infrastructure (VDI) solution, in which the customer must provide the licenses for:

- the Windows Desktop Operating System with active Software Assurance or Windows Virtual Desktop Access (VDA) license,
- the required Client Access Licenses (CALs) and management licenses for implementing the Windows Desktop Operating System on a virtual machine in the dedicated server. For example: RDS, System Center Virtual Machine Manager (SCVMM), System Center Operations Manager (SCOM), System Center Configuration Manager
- the required licenses for additional desktop applications

## Windows Desktop Operating System

- ▶ The Volume Licensing customer provides the licenses for the Windows Desktop Operating System through their current Volume Licensing agreement with Microsoft.
- ▶ The right to run Windows Desktop Operating System software in a Virtual Desktop Infrastructure (VDI) solution is granted through: Windows Desktop Software Assurance or a Windows VDA Subscription license. These rights co-terminate when the customer's Software Assurance or VDA subscription ends. See <http://www.microsoft.com/licensing/software-assurance/windows-virtualization.aspx> for more information on Windows VDA.
- ▶ Licensed devices covered with active Windows Desktop Software Assurance or an active VDA subscription license may access the Windows Desktop Operating System running in a VDI solution.

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- ▶ The VDI solution must run on dedicated physical servers for each individual customer.
- ▶ Deployment and use of Windows Desktop Operating System software is subject to the license terms in the PUR and other terms and conditions of the customer's Volume Licensing agreement.

## Additional Desktop Applications

- ▶ The Volume Licensing customer can provide the licensed software for desktop applications deployed in the VDI solution.
- ▶ Devices covered with licenses for these desktop applications running in the VDI solution may access the desktop applications.
- ▶ Deployment and use of these desktop applications is subject to the license terms in the PUR and other terms and conditions of the customer's Volume Licensing agreement.

## Additional Services for Dedicated Outsourcing Customers

You can provide additional software services to your Dedicated Outsourcing customers via your SPLA, such as management of the VDI solution. These additional software services may run on separate shared servers. However, if you choose to run software for additional software services on a dedicated physical server that supports the DaaS through Dedicated Outsourcing, you may not use that software to provide services for any other customer. The physical server on which you provide Dedicated Outsourcing and all of the software running on that server must remain physically dedicated to that one customer.

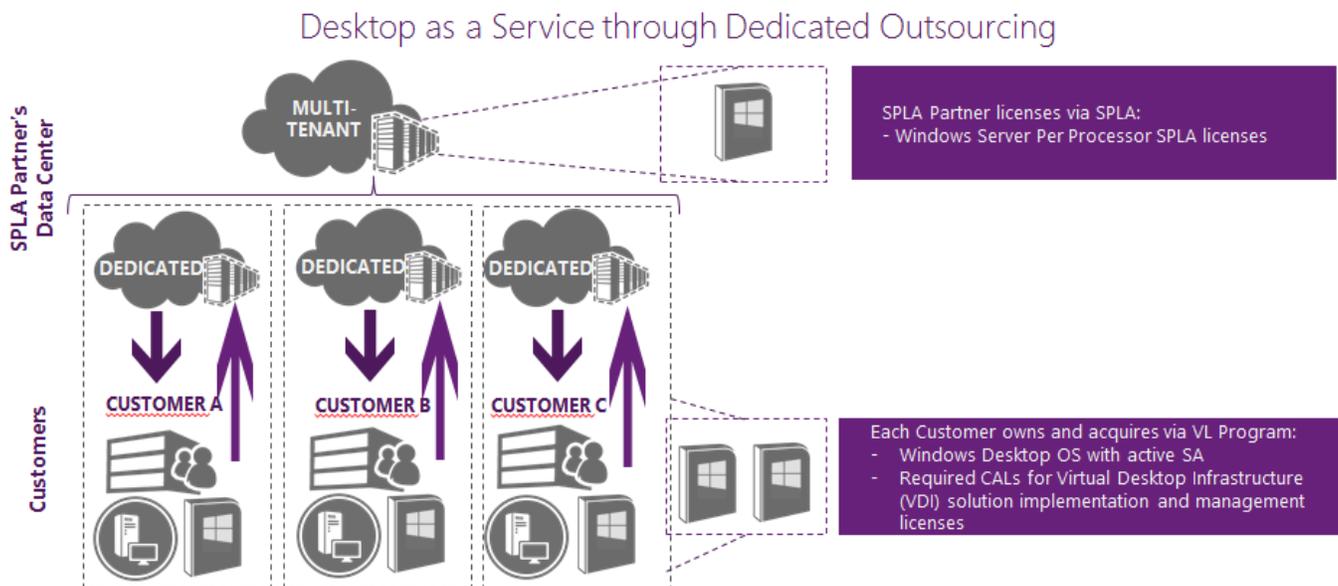


Figure 2: Desktop as a Service through Dedicated Outsourcing

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# Providing Desktop as a Service

## Frequently Asked Questions

### **Can I host the Windows Desktop Operating System through the SPLA?**

No. No option is available in the SPLA to provide a hosted virtual desktop using the Windows Desktop Operating System. The Windows Desktop Operating System cannot be used to provide a hosted client, hosted graphical user interface or desktop as a service.

### **Can I host Microsoft Office for a customer who is receiving DaaS through dedicated outsourcing?**

Yes. You can provide additional software services to your dedicated outsourcing customers via your SPLA. In addition, multiple customers can share this service. However, any shared physical server that supports such hosted Microsoft Office service must be separate from the dedicated physical server that supports the DaaS through Dedicated Outsourcing for any end customer.

### **Does Microsoft support offering streamed Microsoft Office to complement my DaaS service?**

No. The SPLA does not provide rights to stream Microsoft Office to a device and have the user run it locally. You can, however, provide a hosted Microsoft Office solution through DaaS through SPLA via Microsoft Windows Server and Microsoft RDS.

See the SPUR for the specific license rights for Microsoft Office and Microsoft Application Virtualization Hosting for Desktops. Also, see the Partner Hosted Office Licensing Guide for more information on licensing for Hosted Office scenarios.

### **Can I deploy multiple customers' licensed software on a shared physical server?**

No. A customer's licenses must be deployed on dedicated physical servers and are subject to the license terms of the Volume Licensing agreement under which they were purchased.

### **Can my customer take advantage of License Mobility through Software Assurance to receive a hosted desktop experience/DaaS?**

No. Neither Windows Desktop Operating System nor Windows Server is eligible for License Mobility through Software Assurance.

### **How is delivering a DaaS solution different than using Rental Rights?**

Rental Rights provide the rights to offer rental PCs to customers with Windows Desktop Operating System software physically installed on the PC, but does not offer rights to remote access or other features of DaaS. DaaS through SPLA via Windows Server and DaaS through Dedicated Outsourcing provide the features necessary for the DaaS experience. See <http://www.microsoft.com/licensing/about-licensing/rental-rights.aspx> for more information about Rental Rights.

### **How can I assure my users that the DaaS solution I am offering is properly licensed?**

While Microsoft does not confirm an individual partner's license compliance, you can take the following steps to help your customers understand your compliance with Microsoft's licensing requirements:

- ▶ Ensure your marketing materials do not create confusion about how your solution might comply with Microsoft licensing requirements (for example: you should not reference Windows Desktop Operating System if you are providing a solution based on Windows Server and Remote Desktop Services).
- ▶ Review and abide by the trademark guidelines for the products you are licensing. See [www.microsoft.com/trademarks](http://www.microsoft.com/trademarks) and your licensing agreement.
- ▶ Provide public frequently asked questions (FAQ) that describe how your solution meets the Microsoft licensing requirements for a DaaS Solution.

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