Guide to Microsoft Software Assurance Training Vouchers (SATVs)

Learn about the value of SATVs and what the latest program changes mean for you and your organization

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Microsoft Software Assurance Training Vouchers

IMPORTANT CHANGES TO THE SATV PROGRAM
Effective February 1, 2021

Microsoft is retiring its SATV program in phases over the next three years. Here's what you need to know right now:

- The entire Microsoft Azure portfolio was removed from the SATV catalog on February 1, 2020. View Microsoft Azure training courses >

- July 1, 2021 no new vouchers can be created or assigned.

- Microsoft intends to sunset its entire SATV program by January 31, 2022. January 31st is the last day Global Knowledge can accept payment requests.

- To stay up to date on the SATV changes, follow GKonMicrosoft (Twitter, Instagram) and our SATV News page.

What are Microsoft Software Assurance Training Vouchers?

Companies that purchase Software Assurance (SA) as part of their Microsoft Volume License Agreements are eligible for Microsoft Software Assurance Training Vouchers (SATVs). The Microsoft SATV program provides free training days redeemable at authorized Microsoft Certified Partners for Learning Solutions (CPLS) such as Global Knowledge.

Software Assurance Training Vouchers are tied to training days and the number of days given to an organization depends on the product and the number of qualifying software licenses with Software Assurance. You cannot buy training days or SATVs to acquire more of them independent of a volume license agreement.

SATVs are intended for use by IT professionals or developers and can be redeemed for eligible courses including Official Microsoft Learning Product (OMLP) taught by Microsoft Certified Trainers (MCTs). Ineligible courses include those designed for information workers such as Microsoft Excel, Word and PowerPoint, as well as third-party developed materials unless approved by Microsoft. June of 2021 Microsoft retired the use of SATV for the purchase of Microsoft Official Azure Courseware (MOC).

The power of bundling SATVs with Microsoft technology investments

Reduce consultancy and support costs
When making a tech investment, successful teams are also thinking about the skills needed to deliver on the tech's promise. The longer the learning curve, the longer the return on investment. It's wise to make training and skill enhancement a part of the project budget.

Get a discount on training
To help maximize the return on Microsoft investments, successful organizations bundle training credits into their purchases. You get more training for your dollar. It also shields you from having to pull from another training budget that's earmarked for other projects.

Microsoft SATV redemption

The cost of training is covered under the Software Assurance agreement. It is important to remember one training voucher day equals one student classroom training day at participating certified learning partners.

There are redemption rules regarding the conversion of training days to assigned vouchers, student and course eligibility issues, various expiration dates and voucher revocation triggers. Make sure to request assistance from the Software Assurance Benefits Manager (an individual at your company assigned to administer the Software Assurance plan) and from a Microsoft Certified Partner for learning solutions (e.g., a Global Knowledge training advisor).

Don't lose thousands of dollars in Software Assurance Training Vouchers

It can be a challenge to determine if SATVs are available because Microsoft software license agreements come in a variety of forms and are purchased from various Licensing Solutions Providers (LSPs)—formerly Microsoft Large Account Resellers (LARs). Multiple departments in your company may have multiple software license agreements with multiple authorized resellers. Here's one example:

> *An organization employs 700 engineers across multiple locations and they needed training on new Microsoft developer applications. At the time, the agency's training and travel budgets had been severely cut. Janet,the training administrator, was in a tough spot—they needed training, but how would they fund it with a limited budget?*
>
> *In every inter-departmental meeting or chance encounter, Janet mentioned her training dilemma. A quality assurance manager from a satellite office told her that his team redeemed Microsoft Training Vouchers for technical training.*
>
> *After more digging, Janet found that an organization-wide Microsoft License Agreement came with hundreds of training days and only one small group was using them. What's more, the agreement was nearing the end of its term and scores of unused training days were due to expire with the agreement. Janet had lucked out.*

How to check if you have Microsoft SATVs

The number of available Software Assurance Training Voucher training days can be verified through an online Microsoft Volume Licensing tool that is administered by a benefits manager at your company. Via the volume licensing tool, the benefits manager can convert training days to SATVs and assign them to individuals. Details are available at www.globalknowledge.com/satv2020 and here's an SATV guide for benefits managers (PDF).

To find your company's Software Assurance Benefits Manager, start with your supervisor and go up the command chain. Find the individual who is authorized to sign software license agreements. If your company has multiple license agreements, it is possible that each one has a different benefits manager.

Simultaneously, if you haven't already, select a Microsoft certified partner and connect with an account representative, such as a Global Knowledge training advisor, so he or she can help maximize your training vouchers.

Not every training company accepts vouchers

This is something Janet, from our previous example, discovered in her investigation.

> *After Janet found training days for her engineers, she worked with her company's assigned benefits manager to determine how to convert the vouchers and have them assigned to her team. She learned the unused training benefits were close to expiring, so she quickly contacted several training companies, only to discover that not all of them accept SATVs.*

Since Global Knowledge is a Microsoft CPLS, we accept SATVs. Once Janet contacted a Global Knowledge training advisor, a learning plan for her team was quickly developed and implemented using SATVs as payment. While Janet encountered some hurdles, Janet learned that with the right knowledge and training partner, finding and using existing SATVs solved her training financing dilemma.

VIEW MICROSOFT COURSES

Common SATV questions and FAQs

"Why are the Software Assurance benefits changing?"

Microsoft is investing in new ways to help customers deploy, train and receive educational support. To stay up to date on the SATV changes, follow GKonMicrosoft (Twitter, Instagram) andour SATV News page.

"When do SATVs expire?"

Until the SATV program retires on January 1, 2022, your SATVs are good for the duration of your agreement. For example, if the agreement is one year, the training days are good for one year. Don't forget, Azure training was removed from the SATV catalog on February 1, 2020.

"What does it mean when SATVs are assigned?"

Once your benefits manager assigns you a training voucher via an SATV, you will need to take an eligible course within the 180-day redemption period.

Two ways to easily redeem SATVs with Global Knowledge

Online

1. Select an SATV eligible [Microsoft course](#).

   The number of SATVs required is listed to the right of the course under the course format columns (Classroom Live, Virtual Classroom Live or On-Demand).
2. During checkout, click the "Credits & Vouchers" tab under payment method.
3. Under the "vendor" dropdown, choose "SATVs" and enter your code.
4. Click "Place Order."
5. We will contact you to confirm your enrollment.

With a Global Knowledge Training Advisor

1. If you have a training advisor (TA): You can call him or her directly or call 1-800-268-7737, option 1 and we'll connect you.
   a. If you don't have an account manager, no sweat, call 1-800-268-7737, option 1, and we'll match you with the right team.
2. Whether you know what course you want or need help, our training advisors are ready to help. Don't forget to have you SATV code ready

PRO-TIP	Pay special attention to expiration dates. Once you have been assigned a training voucher, register for a class immediately, so you don't forget.

6 Key Microsoft SATV takeaways

1. You cannot buy Software Assurance Training Vouchers. They are provided in the form of trainingdays under specific Microsoft Software Assurance guidelines as a value-added benefit with Microsoft software license agreements.

2. Transition dates for the SATV changes:

   a. February 1, 2020 - Azure training was removed from the SATV catalog.

   b. February 1, 2021 – Last day to create training vouchers for new and/or renewing contracts.

   c. January 1, 2022 – Last day to redeem training vouchers for existing contracts.

3. Each training voucher is worth one day of classroom training with a Microsoft Learning Solutions Partner for Microsoft approved courses taught by MCTs.

4. Training vouchers are beneficial, but finding and redeeming them can be complex. Rely on the experience of your benefits manager or your Microsoft certified training provider to guide you.

5. At Global Knowledge, most Microsoft classes are SATV eligible. You cannot combine discounts or other promotions when you redeem SATVs.

6. Your Global Knowledge training advisor can help you determine whether SATVs are available toyou, advise you on eligible courses and a training plan, and cut through the redemption complexities. If you have questions or need help with redeeming your voucher, call +1 (800) 268-7737 and ask to speak with our SATV Helpdesk.

Global Knowledge's Complete Microsoft Training Portfolio

- New and Popular
- Azure
- Data and AI
- Modern Workplace (Desktop/Microsoft 365/Office 365)
- Dynamic 365
- SharePoint

- SQL Server
- System Center
- Teams/Skype for Business
- Visual Studio/.NET
- Windows Client
- Windows Server
- Teams and Skype
- Exchange Server

Additional Microsoft SATV Resources
- Microsoft Software Assurance Benefits
- Software Assurance Program Guide (PDF)

About Global Knowledge

Global Knowledge builds skills that enable success.

Global Knowledge is the worldwide leader in IT and professional training, helping develop the skills individuals and organizations need to succeed in the ever-changing world.

To meet customer needs, Global Knowledge is located in 15 countries, and has the unique flexibility to deliver a broad portfolio of courses in over 100 countries in classrooms, online, and through a worldwide partner network.

Established in 1995, Global Knowledge enables the success of more than 230,000 professionals each year.

www.globalknowledge.com/microsoft