

Supporting Artifact

Microsoft Enterprise Agreement Renewal

Skills Demonstrated: Project Coordination

Professional Role: Senior IT Administrative Coordinator

Initiative

I led the negotiation and renewal of the firm's Microsoft Enterprise Agreement, serving as the primary point of coordination with Microsoft account representatives. I partnered directly with the CIO to establish the firm's technology, licensing, contractual, and financial priorities and translated those priorities into negotiation objectives.

Key Contributions:

- **Led negotiations** with Microsoft account representatives and their Deal Desk throughout the renewal process
- **Established and advocated for the firm's requirements** in partnership with the CIO, ensuring the proposed agreement aligned with organizational priorities.
- **Negotiated an atypical agreement term length** that provided terms better suited to the firm's needs than Microsoft's standard structure.
- **Secured additional pricing discounts** for newly introduced Microsoft products
- **Negotiated financial concessions on support services** when Microsoft failed to meet established service-level agreements (SLAs).
- **Managed the commercial and contractual negotiations** necessary to reach and agreement that protected the firm's interests and maximized the value of its Microsoft investment.

Skills Demonstrated

This initiative demonstrates my ability to lead complex technology procurement negotiations, manage strategic vendor relationships, advocate for organizational interests, evaluate contractual terms, and negotiate financial and service-related concessions. It also demonstrates my ability to work directly with executive leadership while independently managing a significant vendor relationship.

Outcome

I secured favorable terms for the firm, including a non-standard agreement term, additional product discounts, and negotiated concessions related to missed support SLAs. The resulting agreement is better aligned Microsoft's commercial terms with the firm's business priorities while increasing the value received from the vendor relationship.

This supporting artifact summarizes professional experience. Confidential contractual, pricing, vendor and organizational information has been intentionally omitted.