



NPI Helps Einstein Healthcare Network Simplify Microsoft Licensing and Reduce Spend Amid Global Health Pandemic



Under pressure to tighten IT spend, Einstein Healthcare Network set its sights on its Microsoft Enterprise Agreement and Server and Cloud Enrollment. But cost reduction was at odds with the need for expanded functionality to meet changing operational and technical requirements. With NPI's guidance, they were able to meet these competing objectives and enter into a three-year EA with business terms that exceeded Einstein's expectations.

Case Study: Einstein Healthcare Network

The Challenge:

- Secure competitive discounts in an era where Microsoft is quoting zero-discount renewals
- Optimize licensing across multiple user profiles
- Add mobility and security functionality with minimal cost increase

- Upgraded licensing/subscription to M365 E3 across 11,000-count user base for simplified asset management
- Achieved six-figure savings even with upgrade in functionality
- Negotiated EA and SCE discounts that exceeded Einstein expectations
- Secured future pricing at predefined discounts for added cost protections

As Microsoft Renewal Approaches, Einstein Sees Opportunity to Simplify and Save

Einstein Healthcare Network is a 1,200-bed integrated healthcare delivery network serving the communities of Philadelphia and Montgomery County, PA. Like most healthcare organizations, the global health pandemic prompted Einstein to reprioritize and tighten IT spending.

One of the organization's most significant IT investments is its Microsoft software estate which spans approximately 9,500 desktops, 800 servers and 11,000 users. The organization was coming off of multiple one-year extensions of its Microsoft Enterprise Agreement (EA) due to prospective merger activity. While the original three-year EA included competitive pricing and discounts, Microsoft had not provided any discounts on the extensions. Einstein wanted to renew the agreement for a three-year term with the following goals in mind:

- Secure discounts that were at best-in-class in the market
- Optimize licensing across clinical staff and knowledge worker user profiles
- Add mobility and security functionality that would meet the organization's current and future-state user requirements, but without a material cost increase



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“The NPI team has superior knowledge of Microsoft licensing and cost modeling, and they excel at helping stakeholders understand the options and their pros and cons. Their well-defined methodology for optimizing EA renewals was evident throughout the project. NPI’s insights transformed our EA renewal experience, and we would never go it alone again. They guided our team step-by-step through the buying process and the outcome surpassed our goals.”

Tara Matthews
CIO, Einstein Healthcare Network

NPI Delivers Savings and Service that Exceed Expectations

NPI was engaged by Einstein’s CTO, Dino Spatoulas, who understood the complexities of dealing with Microsoft and the value of strong EA optimization expertise on the buyer’s side of the table. Prior to joining Einstein, Dino had previously engaged NPI on a Microsoft EA renewal while working at another large healthcare organization. Impressed by the success of that project, Dino introduced NPI to key organizational stakeholders at Einstein.

With a short runway until the renewal, NPI got to work analyzing Einstein’s usage requirements and existing agreements for license optimization and cost reduction opportunities. NPI modeled out several scenarios and suggested Einstein step up to Microsoft’s M365 E3 subscription offering across its entire user base. “NPI’s experts stepped Einstein’s stakeholders through the cost/benefit analysis, and the decision support coaching they provided was invaluable,” says Dino. While the organization hadn’t planned a large-scale upgrade, it was clear they would soon need the SKU’s functionality and a single SKU would greatly simplify license management and reduce compliance risk.

NPI worked with Einstein to develop a negotiation strategy and playbook that would keep the IT sourcing and executive team aligned in the pursuit of a well-defined set of financial and commercial objectives for the renewal. With NPI’s assistance, Einstein executed the plan and achieved or exceeded all of the objectives. Compared to what Einstein would have paid under another one-year agreement with Microsoft, Einstein achieved six-figure savings, even with the added functionality of E3. Einstein was also able to secure future pricing at the same discounts for longer term cost protection.

Armed with NPI’s licensing expertise and negotiation guidance, Einstein has secured a competitive EA and SCE agreement that will deliver more functionality and also meet the company’s IT cost control objectives. It’s an outcome and partnership that has exceeded expectations.

“The NPI team was very easy to work with and extremely responsive. They knew how to navigate negotiations and knew what to expect,” says Dino. “Their guidance produced a result that exceeded our savings expectations while increasing product functionality.”

About NPI

NPI is an IT sourcing consulting company that helps enterprises identify and eliminate overspending on IT purchases, accelerate purchasing cycles and align internal buying teams. We deliver transaction-level price benchmark analysis, license and service optimization advice, and vendor-specific negotiation intel that enables IT buying teams to drive measurable savings. NPI analyzes billions of dollars in spend each year for clients spanning all industries that invest heavily in IT. For more information, visit www.npifinancial.com.



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