



Editions ENI

What is an Office software SAAS?

It is a date-to-date subscription, which starts upon the signing of the contract/quotation.

The subscription applies to a pre-set maximum number of users. Learners can enrol at the start of, or during, the contract. Enrolling 5 months after the start of the contract therefore provides access to the content during 7 months. Enrolled learners cannot unenroll or be replaced as the enrolments are numbered: Each enrolment counts towards the number of users for the current year.

Users can access the content chosen by your training department and available in the Portal.

Content attribution can be organised in accordance with your project, goals and staff needs.

- Scenario 1: all your contributors have access to the same content.
- Scenario 2: has the following possibilities:
 - 1 group with access to Word, Excel, PowerPoint and Outlook,
 - 1 group with access to Word and Excel,
 - 1 group with access to Microsoft 365,
 - 1 group with access to PowerPoint

The office software subscription provides all these courses. It is possible to choose courses at the start of, and during, the contract. To add content to your portal administration, submit a request to satisfaction@eni.fr who respond within 48h for free. Any new office software courses, published during the year of your contract, can also be added.

Administrators can view a detailed report with overview and individual statistics. The available data are: first and last access dates, time spent overall or during a period, progress and success rates, etc. You can view a SAAS summary in order to check the number of enrolled users.

Important:

On the subscription's anniversary, in order to renew the access for enrolled users, an exchange with our Customer Satisfaction department will be necessary to set the renewal terms.

Two scenarios:

- All users enrolled during Year 1 continue for Year 2 and will count towards to the total number of users set for Year 2. Their login history will be kept.
- Some or all of the users enrolled during Year 1 will not continue for Year 2. In this case it is best to save the reporting data for users who are not to be re-enrolled. Users can



Editions ENI

also individually extract their course results from their account before its deletion or suspension.

In this case, you have two options:

- Delete the accounts: The users will no longer appear in the course overview but their login statements are still available.
- Suspend the accounts: Set a date to suspend the account rights and access. The learner will remain visible in the reporting data.

Example:

SAAS 500 users maximum for Year 1, 491 enrolments between 01/02/22 and 31/01/23.

253 users unenrolled before 31/01/23 and will not continue for Year 2.

238 users will be renewed for Year 2, leaving 262 possible enrolments for Year 2.

- If the maximum number of users for the SAAS is reached, any additional enrolments will be invoiced as described in your quotation.
- The Customer Satisfaction department can clean the SAAS on demand for a fee.
- Tech support, maintenance and hosting included.