

NHSmail Licensing Guide

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Purpose of this document

This document has been produced to provide an overview of the local organisation licensing requirements for NHSmal in England and Scotland. This includes both the core service components and the services offered in the NHSmal top-up services catalogue.

Core services are described as those provided by NHSmal which are centrally funded by the Department of Health and Social Care and NHS National Service Scotland (NSS).

Top-up and additional services are those which can be procured via NHSmal from Accenture at an additional cost to the local organisation.

The intended audience for this document is:

- NHSmal Local Administrators (LAs)
- IT Managers

NHSmal products / services and licensing requirements summary

The table below provides a summary of the key products and services offered by NHSmal and whether licensing is centrally funded or requires the purchase of an additional licence.

Table 1: NHSmal product / service summary

Product / Service	Central Funding	Local Funding
Exchange - mailbox (4GB)	✓	✗
Exchange Active Sync	✓	✗
Outlook Web App	✓	✗
Skype for Business: Instant Messaging & Presence	✓	✗
Skype for Business: peer-to-peer and audio / video conferencing	✗	✓
Mailbox top-ups (quotas and retention)	✗	✓
Office 365 Hybrid	✗	✓

The table below provides a summary of the Client Access Licensing (CAL) requirements for organisation’s utilising NHSmail.

Table 2: NHSmail Client Access Licensing (CAL) requirements

Licence Type	Central Licensing	Local Licensing
Email Desktop Client (e.g. Outlook)	x	✓ (Not required if accessing email via a web browser)
Skype for Business Desktop Client: Basic (limited IM&P functionality)	Not Required	Not Required
Skype for Business Desktop Client: Full (IM&P, audio and video functionality)	x	✓
TANSync: Windows Server 2012	x	✓ (CALs not required for MIM role, on a Windows Server licence)
TANSync: SQL Server 2008	x	✓
Office 365 (F1, E1, E3 & E5 supported)	x	✓

Core services licence

This section outlines the licensing requirements for consumption of the core services offered by NHSmail.

Exchange

Organisations using the NHSmail service are not required to purchase any client access licences for Exchange for their use of NHSmail. Where organisations have installations of Exchange deployed locally (e.g. for running a local email service) appropriate local licensing will need to be in place.

Outlook Web App and Exchange Active Sync

Outlook Web App (OWA) is used to access NHSmail via a web browser. Exchange ActiveSync (EAS) is used to access NHSmail through mobile devices. Licences for both of these services are covered centrally and no local client access licences are required for their use.

Skype for Business Instant Messaging

Organisations using the core Instant Messaging and Presence Management (IM&P) functionality as part of NHSmail are not required to purchase licences for use of these services. These services can be accessed via the basic Skype for Business desktop or mobile application.

Top-up and additional services licensing

This section outlines the licensing requirements for consumption of the top-up and additional services offered by NHSmail.

Skype for Business peer-to-peer and conferencing

Organisations are able to top-up their Skype for Business services to support peer-to-peer calling and audio / video conferencing. The cost of these services is detailed in the NHSmail top-up services catalogue. Licensing costs for this additional service is the responsibility of the organisation purchasing the services.

Mailbox top-ups

Organisations are able to procure mailbox top-ups for their users to enable larger mailbox quotas and longer retention periods. These top-ups are locally funded, but do not require any additional licences to be procured for their use.

Office 365 Hybrid

Although not a top-up service, additional licensing is required for organisations to make use of Microsoft Office 365 through the NHSmail Office 365 Hybrid Service.

Before being able to use Office 365 Hybrid, an organisation will need to procure their own licences for Office365 and then allocate them to the NHSmail tenant. Details of the allocation process can be found in the [On-boarding Guide for Local Administrators](#). Licensing costs for this additional service is the responsibility of the organisation purchasing the services.

Once the licences are in the tenant, Local Administrators are then able to grant access to users with the standard Portal functions. Please note the Microsoft Office licence types currently supported are F1, E1, E3 and E5.

Client services licences

Email desktop clients

Organisations must ensure that appropriate licensing is in place for any desktop email clients used with NHSmail. The information below relates specifically to the use of the Outlook desktop client.

England

The Outlook desktop client (thick client) is licensed as part of Microsoft Office. Organisations will need to ensure that sufficient licensing is in place to cover the use of Outlook. This may be provided as part of the NHS-wide agreement with Microsoft or an organisation-specific licensing agreement.

NHS organisations under the old national enterprise-wide licence agreement were licensed for Office 2010 which is supported by Microsoft until 2020. This agreement was for perpetual licences but has now terminated. Local organisations will need to ensure licensing is in place for any new members of staff using Outlook.

Scotland

NHSmal is compatible with Outlook 2007 onwards, Office 2010 is supported by Microsoft until 2020, however, support for Office 2007 expired October 2017. Other desktop clients may also be used with NHSmal with licensing remaining the responsibility of the local organisation for these clients.

NHSmal Office365 Hybrid is not currently available for NHS Scotland users.

Skype for Business desktop client

Microsoft offers two versions of the Skype for Business desktop client:

- Basic - the basic client is available licence-free to organisations.
- Full - to utilise the full Skype for Business client, organisations will need to ensure that appropriate licensing is in place. The full Skype for Business client is licensed as part of Microsoft Office.

A comparison of the functionality offered by basic and full client is provided by Microsoft [here](#).

TANSync licensing

The Accenture New Synchronisation (TANSync) service provides an API based integration to the NHS Directory. The following licensing is required to use TANSync:

- Windows Server 2012 Release 2: Client Access Licences are not required if only implemented in the Microsoft Identity Management (MIM) Sync role. Further information is available on [Microsoft TechNet](#).
- SQL Server 2008 Release 2 is required. SQL Express can be used as long as the database does not exceed 10 GB.

More information on TANSync is available in the [TANSync Overview Guide](#).