# Modern FAQ - Microsoft Syntex

**Frequently Asked Questions**

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## Microsoft Syntex

**1. What is Microsoft Syntex?**

Microsoft Syntex is a content understanding, processing, and compliance service that uses intelligent document processing, content artificial intelligence (AI), and advanced machine learning to automatically and thoughtfully find, organize, and classify documents in your SharePoint libraries.

**2. What is SharePoint Syntex still available on a per user subscription basis?**

As of July 1, 2023, Microsoft no longer offers SharePoint Syntex user subscription license for new or renewing customers.

**3. What are the common use cases for Microsoft Syntex pay-as-you-go?**

Common uses cases for pay-as-you-go include:

- Document processing-centric workloads broadly used across an organization.
- Establish usage patterns: Understand adoption patterns for new apps to determine whether prepaid licenses make financial sense for your business.
- Flexible purchasing: Use an Azure subscription for Microsoft Syntex to reduce license procurement overhead and consolidate with other service purchases. This is especially helpful where you already have an Azure subscription that they use for other Microsoft services.

**4. Why did we make this change from SharePoint Syntex per user subscription licensing to Microsoft Syntex pay-as-you-go?**

SharePoint Syntex (seat license) is being replaced by Microsoft Syntex (pay-as-you-go) which provides comprehensive content services coverage across an entire organization to help drive the outcomes our customers need most.

Microsoft Syntex is the evolution of SharePoint Syntex, which takes many of the best capabilities from SharePoint Syntex, introduces new capabilities, and puts them into a single pay-as-you-go hero offering for our customers. Therefore, the goal is to end sales of SharePoint Syntex and focus on providing the most flexible experience through Microsoft Syntex.

We believe that consumption pricing provides more value and greater flexibility to our customers and should be our focus as we help them accelerate their success in the cloud.

**5. What capabilities are included in Microsoft Syntex pay-as-you-go?**

Microsoft Syntex pay-as-you-go includes Structured and Prebuilt Document Processing. New capabilities coming soon include Optical Character Recognition (OCR), Image Tagging, Content Assembly, Translation, and Summarization.

6. **How does a customer get started with Microsoft Syntex pay-as-you-go?**

   In the Microsoft admin center, customers can link environments to an Azure subscription using a billing policy.

   Once an environment is linked to an Azure subscription, the usage Microsoft Syntex is billed against the Azure subscription using Azure meters.

   Customers can unlink their environment from the Azure subscription at any time and usage will no longer be billed.

7. **What are the costs associated with Microsoft Syntex pay-as-you-go?**

   Please see the [Pay-as-you-go services and pricing for Microsoft Syntex](#) Microsoft Learn page for pricing details.

8. **How do customers control or cap costs with the new consumption meters?**

   There is not a mechanism to cap consumption. Customers can use Azure Cost Management + Billing which includes several built-in dashboards for deep cost analysis like cost by resource and invoice details. To get started analyzing their Microsoft Syntex charges, customers can use Azure [Cost Management + Billing](#) in the Azure portal and create alerts based on their own cost management needs.

9. **Can a customer choose which meters they would like to offer their users?**

   No. Pay-as-you-go allows any user in an organization to use Microsoft Syntex and then only pay if and when they're used.

   This plan reduces the overhead of license procurement and lets customers manage and split costs across business units by leveraging the cost management reporting capabilities of Azure subscriptions.

10. **Does the user who is uploading files to libraries with Form Processing or Document Understanding models need to have Microsoft Syntex?**

    Yes.

11. **Where can I learn more about Microsoft Syntex pay-as-you-go?**

    Please refer to the [Overview of Microsoft Syntex](#) Microsoft Learn page

## SharePoint Syntex Per User Subscription End of Sale

12. **Why are we retiring the SharePoint Syntex per user subscription license?**

    Microsoft Syntex is the evolution of SharePoint Syntex with a new pay-as-you-go pricing model. Pay-as-you-go is a new way for customers to pay for Microsoft Syntex using an Azure subscription, which allows them to get started with Microsoft Syntex without any license commitment or upfront purchasing.

    Pay-as-you-go allows users in an organization to use Microsoft Syntex and then only pay when they're used.

    This plan reduces the overhead of license procurement and lets customers manage and split costs across business units by leveraging the cost management reporting capabilities of Azure subscriptions.

13. **What is the SharePoint Syntex End-of-Sale?**

    End-of-Sale (EoS) is the last day to order SharePoint Syntex through Microsoft point-of-sale mechanisms. After this date, the product is no longer for sale.

14. **What will happen to the features in the SharePoint Syntex per user license?**

    Features that compose the SharePoint Syntex per user license will be offered in Microsoft E3 and Microsoft E5 SKUs, beginning with customers who have active per user licenses. This includes:

    - Content query
    - Universal annotation
    - Ad-hoc/Manual Content assembly
    - Taxonomy import & reporting
    - Contract management accelerator
    - Accounts payable accelerator

Customers will not be charged for consumption when using these features.

Over time, these features will become available additionally to customers who have an active Azure subscription associated with their Microsoft 365 tenant. We will introduce new per user features as needed.

### 15. Does this change affect Power Platform licensing?

There are no changes to Power Platform licensing. For additional details on Power Platform licensing visit https://learn.microsoft.com/en-us/power-platform/admin/pricing-billing-skus.

### 16. Can existing SharePoint Syntex customers add additional per user licenses after end of sale?

Yes. We will allow existing SharePoint Syntex customers to continue to add seats via VL (volume license agreements) reservations through the remainder of their current enrollment term, however, per the VL enrollment terms, they cannot reduce their quantity of SharePoint Syntex user licenses until their next enrollment anniversary or renewal.

### 17. When is the appropriate time to transition existing SharePoint Syntex VL customers?

Anniversary/renewal is the appropriate time to transition existing SharePoint Syntex VL customers to Microsoft Syntex pay-as-you-go consumption.

### 18. Can my SharePoint Syntex customer move to Microsoft Syntex pay-as-you-go before their next renewal?

Customers can begin using Microsoft Syntex pay-as-you-go at any time, however per the VL enrollment terms, they cannot reduce their quantity of SharePoint Syntex user licenses until their next enrollment anniversary or renewal.

### 19. What happens if no action is taken by customers of the SharePoint Syntex seat license?

Customers who opt out of pay-as-you-go will no longer be able to use capabilities included in the SharePoint Syntex seat license (we will continue to support existing capabilities for user licenses through end of current enrollment term). For example, documents will no longer be processed; however, the models will not be removed from their tenant. If the customer chooses to opt-in to pay-as-you-go, processing will resume using the models the customer has available in addition to new models.