

**Response of Omnissa, LLC Re:
SMS Investigation into Microsoft's Business Software Ecosystem**

Box 2: Questions on scope of the investigation and SMS assessment

Q1: Please give your views on the proposed scope of our investigation and candidate descriptions of Microsoft's business software ecosystem.

Q2: Please provide any submissions or evidence relevant to the avenues of investigation we have set out above. Are there other issues that the CMA should take into account, and if so, why?

Q3: What are your views on how business software may evolve in future, including as a result of AI and increased cloud adoption, and how Microsoft's business software ecosystem might be affected by these changes?

Omnissa Response To Q1: The scope looks comprehensive. We would recommend adding another area around proprietary interconnects (ala inner loops) that Microsoft has within their product suite vs. adopting a more open ecosystem friendly approach.

Omnissa Response To Q2: No comment.

Omnissa Response To Q3: AI will have a profound impact on the capabilities of business software as well as monetization and pricing models. Hence, it is even more critical to have software platforms that enable customer choice vs. hampering it. Indiscriminate software bundling will result in sub-optimal customer outcomes.

Box 3: Questions on potential issues and interventions

Q4: Please give your views on whether the issues outlined in this section are the right ones for the CMA to focus on, or whether there are others we should consider.

Q5: Please give your views on whether there are potential interventions that are likely to be necessary and which may be effective, proportionate and have benefits for UK users and consumers.

Q6: What are/ the key lessons the CMA should draw from measures imposed on Microsoft, in respect of its business software ecosystem, in other jurisdictions?

Omnissa Response To Q4: The issues identified look appropriate to us.

Omnissa Response To Q5: As mentioned earlier, interventions that can prevent inner loops and encourage more openness and interoperability between software suites will benefit the UK customer base.

Omnissa Response To Q6: No comment.