Agenda for today

Capture the Cloud 4-1-1

Alan'a Thornton – Microsoft Account Executive, SYNNEX

10 min.

Pairing Microsoft CSP with Devices Sales

Jason Jones – Sr. Partner Development Manager, Microsoft
Albert Springall – Partner Sales Executive, Microsoft

30 min.

Q&A

10 min.

Microsoft

SYNNEX
CLOUDSolv

Feedback has its rewards–win a $100 gift card

SYNNEX & Microsoft appreciate your Capture the Cloud participation. Please check out the **skype meeting chat window** for the link to a **short survey** to complete for your chance to win!

Terms & Conditions:

- Winners selected at random & will be notified via email the following week
- Winners required to submit a W9 form in order to claim prize

SYNNEX Microsoft Capture the Cloud 4-1-1

- Microsoft Resellers Offers & Promotions*

- SYNNEX Exclusive Resellers Offers & Promotions*

- Upcoming CTC Webinar Sessions

- Additional Upcoming SYNNEX Microsoft Events

*Please reference the Appendix section at the end of this presentation for additional offers & promotions covered on previous webinars

Alan'a Thornton
Microsoft Account Executive
alanat@synnex.com

CSP Direct and Indirect Reseller Incentive

1 Purpose

Reward and support CSP Direct and Indirect Reseller partners for driving the activation and enablement of customers with Microsoft-based Online Services.

2 Eligibility

- Active MPN membership
- Attain one of the defined competencies by 12/31/2017
- Valid Cloud Reseller Agreement

3 Need to know

- Formerly known as CSP 1-Tier Reseller and CSP 2-Tier Reseller incentives
- FY18 incentive base rate maintained at 8%
- New global and local accelerators available. Incremental percentage points applied to Azure, Microsoft 365 (E3, E5), Dynamics, Office 365 E5, PSTN.

WW CSP	Accelerators				
Rates	M365 E3 & E5	Azure	Dynamics	Office 365 E5	PSTN
8% base (All revenue)	5%	10%	5%	5%	20%

Partner Eligibility for CSP Incentives

New Competency Requirements in FY18

- To earn incentives for the first half of FY18, CSP Resellers must attain one of 8 MPN competencies at the Silver or Gold level.

- Competency status must be "active" on December 31, 2017 when FY18 H1 assessment occurs. Active status includes: Active Earned, Active Pre-Approved, Active Non-Compliant or Active Inherited.

- Review specific requirements to attain Silver or Gold level MPN Competency here: https://partner.microsoft.com/en-US/membership/competencies

- **NOTE: Being on the Managed Partner List (MPL) is no longer required to participate in CSP incentives.**

  Resources
  - Partner Incentives Portfolio: https://partner.microsoft.com/en-us/membership/partner-incentives
  - Learn more about CSP: https://partner.microsoft.com/en-us/cloud-solution-provider

Competency	Level
Windows and Devices	Silver or Gold
Enterprise Mobility Management	Silver or Gold
Cloud Customer Relationship Management	Silver or Gold
Cloud Productivity	Silver or Gold
Data Analytics	Silver or Gold
Cloud Platform	Silver or Gold
Small and Midmarket Cloud Solutions	Silver or Gold
Data Platform	Silver or Gold

SYNNEX Exclusive Resellers Offers & Promotions

Office 365 FREE Global Knowledge Credits

Microsoft and SYNNEX are offering FREE trainings for new Office 365 Cloud Solution Provider (CSP) customer adds! With Exchange Server 2007 now at end of support, Office 2007 end of support approaching in October, AND Advisor fees going away in Fall 2017, Microsoft is adding even more incentives to help you sell Office 365 CSP!

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Sell a minimum of 2 net new customers to qualify for the below:

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*Eligible Office 365 SKUs include: Business Premium, E3, E5, Secure Productive Enterprise (SPE) 3 and 5.

Ts&Cs: Maximum promotional payout of $40,000 in training credits. Partners are eligible to win only 1 category for a total of 35 winners. Complete eligible SKU list available in PromoCentral.

CLOUD*Solv* Total Care Support
Office 365 IT Admin Services

Microsoft

SYNNEX CLOUD*Solv*®

Are you selling Microsoft CSP products and struggling to provide the mandated services? Let us do the heavy lifting, so you can focus on your business.
Here's what we can do for you:

	CLOUD*Solv* Total Care Support	CLOUD*Solv* Core Support	CLOUD*Solv* Partner Supported
What is the discount?	10% off MSRP of 365/Support Bundle and 12% off for CTC Tier 1 Partners	12% off MSRP and 14% off for CTC Tier 1 Partners	16% off MSRP and 18% off for Capture the Cloud Tier 1 Partners
Who owns end user support?	CLOUDSolv supports your end user	CLOUDSolv supports your end user	You do!
When is support available?	24/7 Tier 1, 2, & 3 support provided to End User (IT Admin)	24/7 Tier 3 Support provided to End User (IT Admin)	You're the first contact for your end user. We will back you up with 24/7 CLOUDSolv Core Support
What is the contact method for support?	Phone, email, and online management portal	Phone and email support	As defined by partner to end user
Can the end user manage their own licenses?	Yes - you can grant the end user access to the End User management dashboard	Yes - you can grant the end user access to the End User management dashboard	Yes - you can grant the end user access to the End User management dashboard
Who provides presales licensing, portal, and technical support?	You do and we'll be there to provide assistance when needed	You do and we'll be there to provide assistance when needed	You do and we'll be there to provide assistance when needed
Who manages the escalation to Microsoft?	We will while keeping you updated on the progress	We will while keeping you updated on the progress	You do through your Microsoft Partner Center. We will be behind the scenes assisting to close the case.
Are helpdesk support options available?	Available as an add-on through CLOUDSolv	Available as an add-on through CLOUDSolv	You can offer them yourself or purchase from SYNNEX
Who provides migration services?	You do, or, we have migration options available	You do, or, we have migration options available	You do, or, we have migration options available
What type of support is provided by Microsoft?	Advanced Support	Advanced Support	You can use your own Signature, Advanced, or Premier support plans. You can also take advantage of our Advanced Support plan throguh Microsoft (when we escalate a support request to MSFT).
Is technical support located in the United States?	YES!	No	No
Is Technical support white labeled?	No. Your end users will be greeted with "CLOUDSolv support"	No. Your end users will be greeted with "CLOUDSolv support"	It's your support!
What are the SLA's?	Response times reduced by half! Please see T&C's for details	This will depend on severity level, please see CSP Terms & Conditions for details	Your SLA's come first! Please refer to the CSP Terms & Conditions

www.synnexcorp.com/us/cloudsolv   800-756-9888

Upcoming CTC Sessions:

Microsoft | SYNNEX **CLOUD***Solv.*

September 14

The new & improved Capture the Cloud program & Microsoft Partner Center enhancements

Register

October 12

Microsoft 365: introducing a fully integrated solution for SMBs

Register

Additional Upcoming SYNNEX Microsoft Events

https://www.synnexcorp.com/microsoft/events/

Date	Time	Event
08/18/17	11:00 am - 12:00 pm	CLOUDSolv's Introduction to Microsoft Azure for SMB Accounts
08/21/17	4:00 pm - 5:00 pm	Azure Cost Estimator Review and Quoting Assistance
08/23/17	4:00 pm - 5:00 pm	Azure Cost Estimator Review and Quoting Assistance
08/25/17	11:00 am - 12:00 pm	CLOUDSolv's Introduction to Microsoft Azure for SMB Accounts
08/28/17	4:00 pm - 5:00 pm	Azure Cost Estimator Review and Quoting Assistance
08/30/17	4:00 pm - 5:00 pm	Azure Cost Estimator Review and Quoting Assistance
09/01/17	11:00 am - 12:00 pm	CLOUDSolv's Introduction to Microsoft Azure for SMB Accounts
09/04/17	3:00 pm - 4:00 pm	How to Make Money and Grow Your Business w/ AZURE
09/04/17	4:00 pm - 5:00 pm	Azure Cost Estimator Review and Quoting Assistance

Learn more and register here!
https://www.synnexcorp.com/microsoft/events/

Enhance customer relationships by pairing Microsoft CSP with devices

Jason Jones – Sr. Partner Development Manager, Microsoft | jasjon@microsoft.com

Albert Springall – Partner Sales Executive, US CDS, Microsoft | alspring@microsoft.com
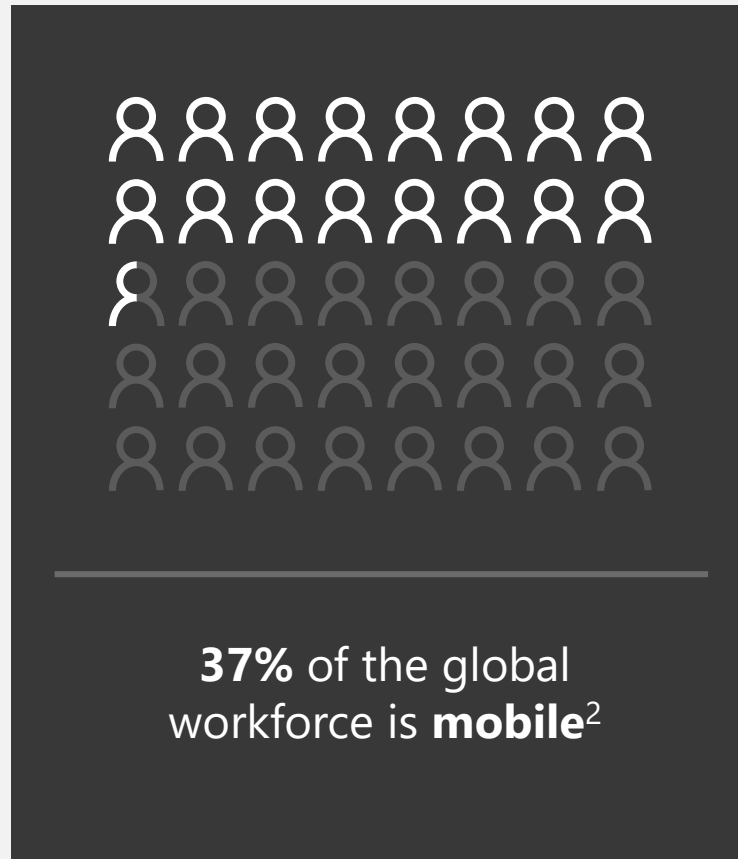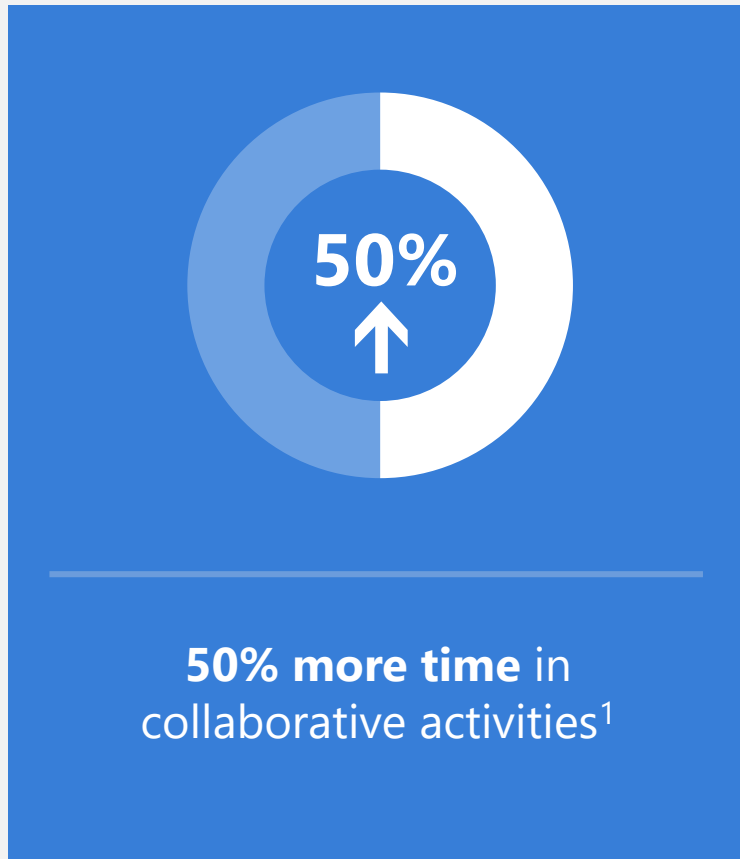
Microsoft 365 Business

One solution for your business

DEVICES

CSP CLOUD SOLUTIONS

The reality of Small, Medium, & Corporate End Users today

50%

50% more time in collaborative activities[1]

37% of the global workforce is **mobile**[2]

43%

43% of cyber-attacks target small business[3]

[1] Harvard Business Review, January-February Issue 2016, 'Collaborative Overload'
[2] Strategic Analytics, Global Mobile Workforce Forecast, 2015-2020, November 2015
[3] Small Business Trends, CYBER SECURITY STATISTICS – Numbers Small Businesses Need to Know, Jan. 3, 2017

Bringing together best in class solutions….

Office 365

Windows 10 And New Devices

Best of EMS

Desktop Apps

Word, Excel, PowerPoint, and more

Online Services

Exchange, OneDrive, Skype, Microsoft Teams

Business apps

Microsoft Bookings, Outlook Customer Manager, MileIQ[1]

Everything in Windows 10 Pro[2]

Plus…

Windows Defender Security Controls

Windows AutoPilot

Automatic Office apps deployment

App protection for Office mobile apps

Device Management for Windows 10 PCs

Selective wipe of company data

[1] Available in US, UK, and Canada only
[2] Includes upgrade benefits for Windows 7 or 8/8.1 Professional licensed PCs to upgrade to Windows 10 Pro
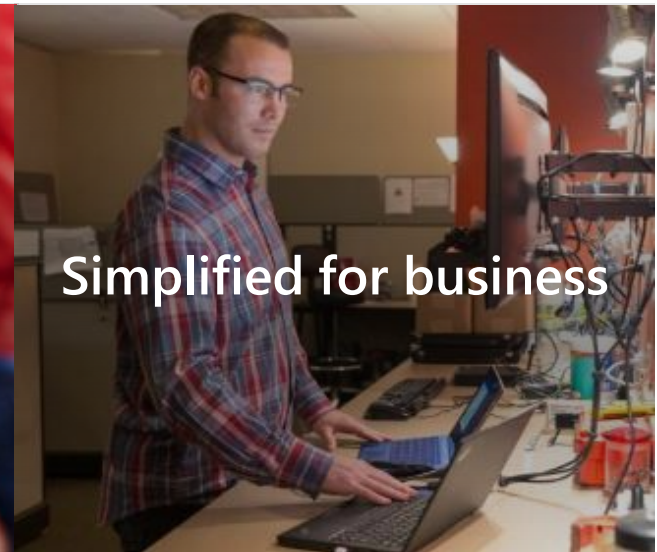
Microsoft 365 Business

...designed with small and medium
sized businesses in mind

...for $20 per user per month.

Microsoft 365 Business

Empower your team, safeguard your business, and simplify IT management with
a single solution, purpose-built for your business.

Achieve more together

Anywhere it matters
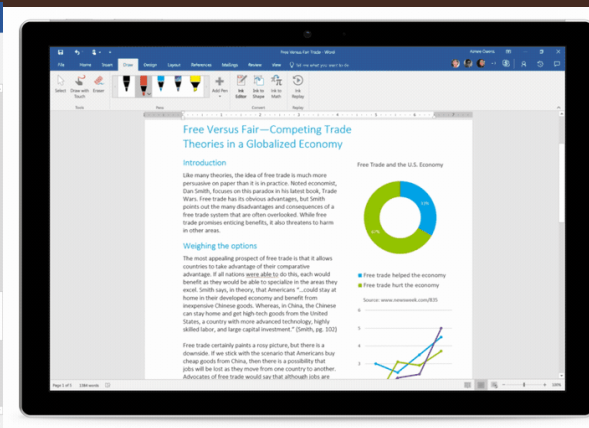
Always-on security

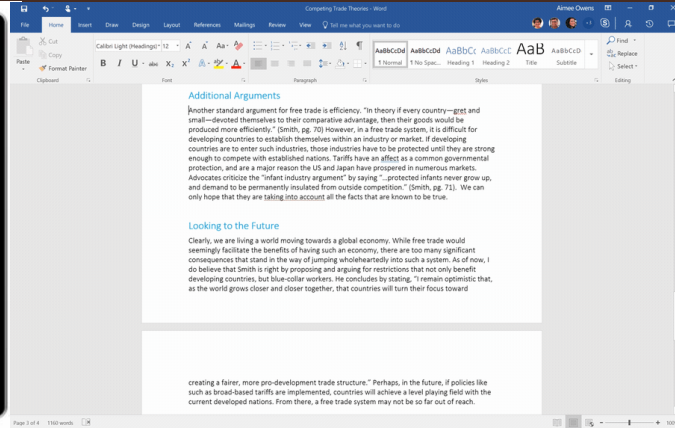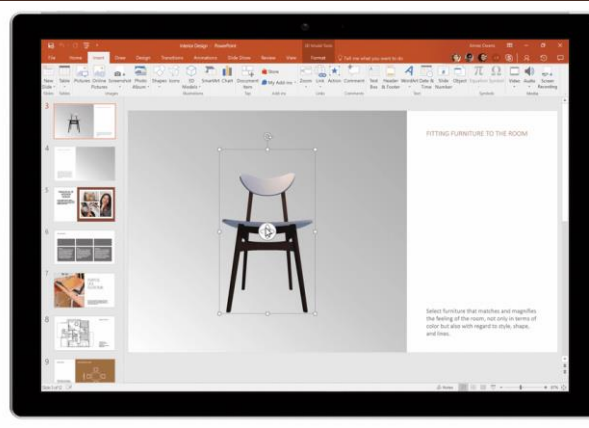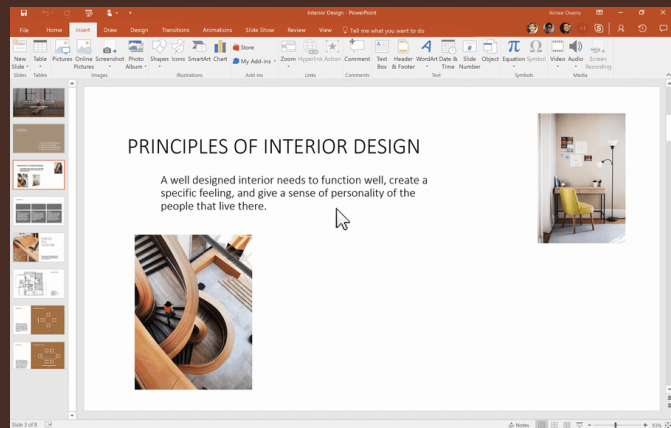**Simplified for business**

Achieve more together

Create great work with Word, Excel, and PowerPoint

Meet Cortana, your new digital personal assistant

Connect with customers, coworkers, and suppliers

Bring together everything your team needs, in one place

New OFFICE features in upcoming release!!!

Always-on security

Help protect against security threats

Safeguard company data across PCs, phones and tablets

Enable solid security, with simplified management

Get the latest Office 365 and Windows 10 updates

Simplified for business

Manage users & devices with a single console

Quickly setup new employees to get them going

Simplify with a single login for all devices

One solution, designed for your business

Achieve more together

Anywhere it matters

Always-on security

Simplified for business

Windows PCs do more for your business

Get choice, flexibility, and peace of mind

New devices save you time and money

Reduce repair costs
PCs older than 4+ years **cost 1.5x more in repairs** and cost, on average, an additional $426/year in total maintenance costs[1]

Increase productivity
PCs older than 4 years cause more than **2.1x increase in lost productivity** (hours), costing, on average, $1,260/year in lost productivity[1]

Improve performance
Windows 10 devices have up to **2.5x better performance**[2] and up to **3x longer battery life**[3] than a 5-year-old PC.

Work more securely
Modern PCs can protect against botnets and rootkits, **preventing malware from taking over** the boot process.[4]

The Windows advantage:

World-class security built-in to help protect your critical business data. Use your password and a second device (such as your phone) to validate your login. Many new PCs let you use facial or fingerprint recognition to log in.*

Unparalleled choice of form-factors and prices. Get powerful, versatile machines, ranging from sleek designs to rugged-built. Windows has the widest USB and peripheral compatibility, including printers, cameras, keyboards, mice, and more.

Run all of your business apps from full versions of Office, Photoshop, Quicken, or other essential programs. Microsoft offers the most support for local Line of Business application. Many essential business applications are still not available for Mac, or as Web apps for Chromebooks.

Select your next Windows 10 Pro device with the Device Finder at **http://aka.ms/devices**

Commercial Hero Devices

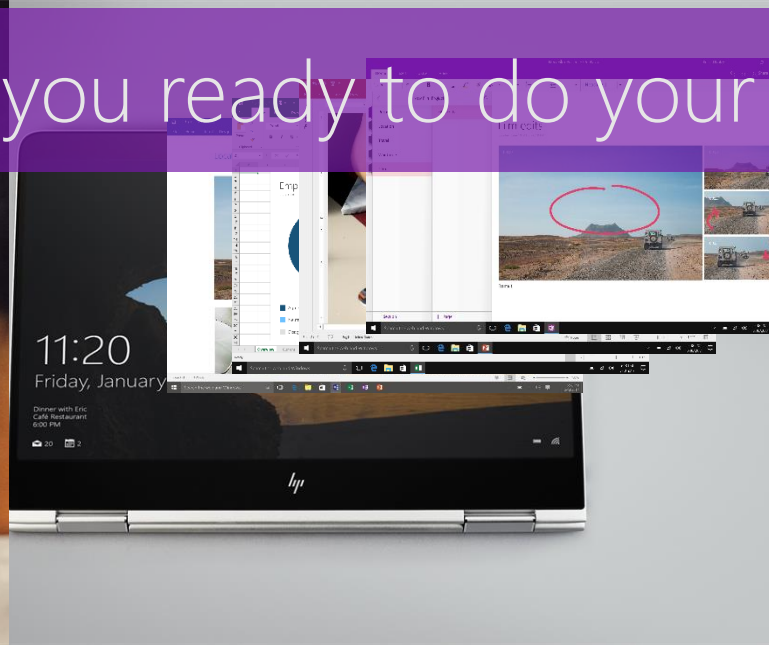| Dell Latitude 13 7000 | Dell Latitude 12 7000 2in1 | HP EliteBook Folio | HP Elite X2 1012 | Lenovo X1 Yoga | Lenovo X1 Tablet | Samsung Galaxy TabPro S |

Are you ready to do your best?

Productive and Compatible

Newer PCs running Windows 10 Pro can help increase employee productivity by up to 50%. Windows 10 Pro runs the things you need to run.

Work across your devices to create, edit, and share your Word, PowerPoint, Excel, and OneNote files online. Anytime, anywhere

Enterprise-grade security with a SMB price point

The most up-to-date protection against modern threats– including anti-virus, firewall, and phishing filters + advanced features like BitLocker and Windows Information Protection keeping your customers' devices locked-down and protected.

Cloud On Your Terms

Give your customers the ability to have the choice of apps and data on their device or in the cloud- or even a combination of the two. Effectively works with Microsoft and all third-party mobile device management (MDM) solutions.

Store, sync, and share your files online so they're always up to date. Plus, you can edit documents with others in real time

Microsoft 365 Enterprise

Office 365 Enterprise

Chat- centric workspace

Email & Calendar

Voice, Video & Meetings

Office applications/ co-authoring

Sites & Content Management

Analytics

Advanced Security & Compliance

Enterprise Mobility+ Security

Identity & Access Management

Managed Mobile Productivity

Information Protection

Identity Driven Security

Windows 10 Enterprise

Advanced Endpoint Security

Designed For Modern IT

More Productive

Powerful, Modern devices

Microsoft 365 Enterprise

MICROSOFT 365 E3

Office 365 Enterprise E3

Chat- centric workspace
Teams

Email & Calendar
Outlook

Voice, Video & Meetings
Skype for Business

Co-creating content
Office ProPlus

Sites & Content management
SharePoint and OneDrive

Analytics
Delve

Security & Compliance
Data Loss Prevention

Enterprise Mobility + Security E3

Identity & Access Management
Azure Active Directory Premium P1

Managed Mobile Productivity
Microsoft Intune

Information Protection
Azure Information Protection Premium P1

Identity Driven Security
Microsoft Advanced Threat Analytics

Windows 10 Enterprise E3

Advanced Endpoint Security
Credential Guard, Device Guard

Designed For Modern IT
Azure AD Join, Dynamic Management

More Productive
Windows Ink, Cortana at Work

Powerful, Modern devices
Innovative designs,, new in class devices

Office 365 FREE Global Knowledge Credits

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Thank you.

Microsoft

Appendix:

- Microsoft Resellers Offers & Promotions:
  - CSP Incentives
  - Free Azure Training & Discounted MCP Exams
- SYNNEX Exclusive Resellers Offers & Promotions:
  - Office 365 FREE Global Knowledge Credits
  - Capture the Cloud Program
  - CLOUD*Solv* Support Levels

Microsoft Resellers Offers & Promotions – *Appendix*

CSP Direct and Indirect Reseller Incentive

1 Purpose

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Cloud Customer Relationship Management	Silver or Gold
Cloud Productivity	Silver or Gold
Data Analytics	Silver or Gold
Cloud Platform	Silver or Gold
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Data Platform	Silver or Gold

Free Azure Training & Discounted MCP Exams:

A program to fund the delivery of one-on-one, customer workshops to drive Azure consumption. Learn More

- Optional IP & Training- Engagement IP Developed by MCS & Training thru Cloud Platform University
- Choose Fast Start Option- Click Here to learn how to onboard and accelerate your Azure consumption
- Deliver to Customer-Azure Fast Start / Azure Consumption Plan
- Workshop Funding- $1,500-$3,000 (based on $1K+ or $2K+ Monthly Azure Consumption)

SYNNEX Exclusive Resellers Offers & Promotions –
Appendix

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CLOUD*Solv* Partner Supported

Microsoft

SYNNEX
CLOUD*Solv.*

Are you selling Microsoft CSP products and struggling to provide the mandated services? Let us do the heavy lifting, so you can focus on your business.
Here's what we can do for you:

1. You support your End Customer

2. You're the first contact for your customer. We will back you up with 24/7 CLOUDSolv Core Support

3. You escalate support tickets to Microsoft through your Microsoft Partner Center
   - We will be behind the scenes assisting to close the case

CLOUD*Solv* Core Support

Are you selling Microsoft CSP products and struggling to provide the mandated services? Let us do the heavy lifting, so you can focus on your business. Here's what we can do for you:

1. **CLOUDSolv supports your end customer and is available with 24/7 Tier 3 Support.**

2. **Support is through email and phone**

3. **SYNNEX CLOUDSolv will escalate to Microsoft if needed and keep you updated on the progress**
   - **Advanced Support provided by Microsoft**

4. **Your end customers will be greeted with CLOUDSolv support**

5. **SLA will depend on severity level, please see CSP Terms and Conditions for details**

** **Dynamics 365, Azure, and Academic Products/services do not qualify for this support option**

CLOUD*Solv* Total Care Support

Microsoft

SYNNEX
CLOUD*Solv.*

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Here's what we can do for you:

1. **CLOUDSolv supports your end customer and is available with 24/7 Tier 1, 2, & 3 Support.**
   - **U.S. Based Support – Cloud Productivity competency (Gold) & Distributed Workforce**
   - **High Quality – white glove, concierge service, experienced staff, & end-customer surveys**
   - **On-Demand Support – measured SLA & 24/7 phone support**
2. **Contact Methodology: Support is through email, phone, & online management portal**
3. **Microsoft Escalations: SYNNEX will escalate if needed & keep you updated on progress**
   - **Advanced Support provided by Microsoft**
   - **Daily Updates to End-Customer**
4. **Your end customers will be greeted with CLOUDSolv support**
   - **Technical Support located in the United States**
5. **Response times reduced by half**
   - **Saving Your Time – so you can focus more on driving your business**
   - **SLA will depend on severity level, please see CSP Terms & Conditions for details**

*Included Products listed on the CLOUDSolv marketplace

**Please refer to CSP Terms & Conditions for support Tier details

CLOUD*Solv* Total Care Support
Office 365 IT Admin Services

Microsoft

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Who provides presales licensing, portal, and technical support?	You do and we'll be there to provide assistance when needed	You do and we'll be there to provide assistance when needed	You do and we'll be there to provide assistance when needed
Who manages the escalation to Microsoft?	We will while keeping you updated on the progress	We will while keeping you updated on the progress	You do through your Microsoft Partner Center. We will be behind the scenes assisting to close the case.
Are helpdesk support options available?	Available as an add-on through CLOUDSolv	Available as an add-on through CLOUDSolv	You can offer them yourself or purchase from SYNNEX
Who provides migration services?	You do, or, we have migration options available	You do, or, we have migration options available	You do, or, we have migration options available
What type of support is provided by Microsoft?	Advanced Support	Advanced Support	You can use your own Signature, Advanced, or Premier support plans. You can also take advantage of our Advanced Support plan throguh Microsoft (when we escalate a support request to MSFT).
Is technical support located in the United States?	YES!	No	No
Is Technical support white labeled?	No. Your end users will be greeted with "CLOUDSolv support"	No. Your end users will be greeted with "CLOUDSolv support"	It's your support!
What are the SLA's?	Response times reduced by half! Please see T&C's for details	This will depend on severity level, please see CSP Terms & Conditions for details	Your SLA's come first! Please refer to the CSP Terms & Conditions