Microsoft

SYNNEX CLOUDSolv

Capture the Cloud Webinar Series

November 9, 2017

Azure in CSP Updates, Announcements, & New Capabilities

Microsoft

SYNNEX INFORMATION TECHNOLOGIES, INC.

Capture the Cloud Program

Capture the Cloud is a SYNNEX exclusive program, designed to educate and support partners as they deepen their understanding of Microsoft cloud services and accelerate their cloud practices.

aka.ms/SYNNEXCTC

Live and on-demand product webinars >

Transformation workshops and office hours >

Marketing development packages >

Additional Upcoming SYNNEX Microsoft Events

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

11/09/17 12:00 pm - 1:00 pm	US StepUp Webinar - Proactively Securing your Customers with Microsoft Solutions
11/10/17 11:00 am - 11:30 am	CLOUDSolv's Introduction to Microsoft Azure for SMB Accounts
11/13/17 4:00 pm - 5:00 pm	Azure Cost Estimator Review and Quoting Assistance
11/14/17 12:00 pm - 1:00 pm	US StepUp Webinar – Leveraging Azure for Business Continuity
11/15/17 4:00 pm - 5:00 pm	Azure Cost Estimator Review and Quoting Assistance
11/16/17 9:00 am - 12:00 pm	Azure for SMB Virtual Boot Camp Part 1 - Proposing a Cloud Solution
11/16/17 1:00 pm - 5:00 pm	Azure for SMB Virtual Boot Camp Part 2 - Implementing a Cloud Solution
11/16/17 2:00 pm - 3:00 pm	CTC Office Hours & Topic Review: Upsell, cross sell and prebundled solutions
11/17/17 11:00 am - 11:30 am	CLOUDSolv's Introduction to Microsoft Azure for SMB Accounts

Learn more and register here!

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

Microsoft

Microsoft Azure CSP

Updates, Announcements, & New Capabilities

Woody Walton
Sr. Partner Technology Strategist
Microsoft Corporation | One Commercial Partner
woodyw@Microsoft.com

Agenda

- Azure Release Notes & Partner Center Announcements
- Azure Partner Shared Services ☹
- Visual Studio in CSP/ Relation to Azure
- Azure CSP Documentation
- Azure CSP Migration Assessment
- Azure Monitor
- Cloudyn

Where do I go to get the latest info on Azure in CSP?

- Azure Release Notes
  - Located under the “Pricing & Offers” node in Partner Center
- Partner Center Announcements
  - Located in the “Announcements” node in Partner Center

http://partnercenter.Microsoft.com

Azure Partner Shared Services in CSP

You may get questions on this…

Azure Partner Shared Services is a new offer type for partners in the CSP program enabling partners to purchase Azure subscriptions for their own use. It creates the opportunity for partners to use a uniform method for purchasing, tracking and managing Azure in addition to the ability to consolidate their Azure licensing and reselling agreements with Microsoft. With Azure Partner Shared Services partners now have the same flexibility to use Azure subscriptions in CSP as they do in the Microsoft Enterprise Agreement and Web Direct programs, unblocking scenarios such as: build development and test environments, deploy internal workloads, and host shared services or multi-tenant applications.
Resources:

•Azure Partner Shared Services Overview and FAQ in the Learn More link of this announcement.
•Partner Center Help article detailing the order process

Note: Azure Partner Shared Services was formerly referred to as Common Services Layer (CSL)

Inconsistencies in the FAQ

10/4/2017 - The FAQ indicates that Indirect Resellers are eligible:

Is the "Azure – Internal/Shared Services" offer available for all CSP partners types (Direct, Indirect Provider, Indirect Reseller)?
Yes

10/17/2017 – The FAQ is updated:

Do I need to be a CSP partner to purchase the "Azure – Internal/Shared Services" offer?
Yes

Which partners are eligible to purchase the "Azure – Internal/Shared Services" offer?
All Direct and Indirect Providers active in the CSP program.

Therefore: Indirect Reseller transacting through ANY Indirect CSP Provider (disti) are not eligible.

Visual Studio in CSP

- It is not in CloudSolv
- Requires an Azure subscription (for billing)
- Purchased through partner center & Visual Studio Marketplace – not from within Azure Portal

Visual Studio

Visual Studio Professional

A comprehensive collection of software, tools and services for building professional applications with individual and team productivity.

$539/year* **$45/month**

* Includes dev/test software, monthly Azure credits and additional subscriber benefits. Compare

Visual Studio Enterprise

An integrated, end-to-end enterprise-grade solution for teams of any size with demanding quality and scale needs.

$2,999/year* **$250/month**

* Includes dev/test software, monthly Azure credits and additional subscriber benefits. Compare

HockeyApp

HockeyApp Business Plans

Distribute your builds, collect live crash reports, get feedback from real users and analyze test coverage.

10 Apps **Free**	15 Apps **$30/month**	45 Apps **$60/month**
120 Apps **$120/month**	250 Apps **$250/month**	500 Apps **$500/month**

Xamarin University

Xamarin University

Go mobile and stay ahead of the competition with live, interactive mobile development on your schedule led by Xamarin experts.

$999/year
(billed monthly)

AZURE in CSP Documentation

Launched in Late September

Located at http://aka.ms/azurecsp

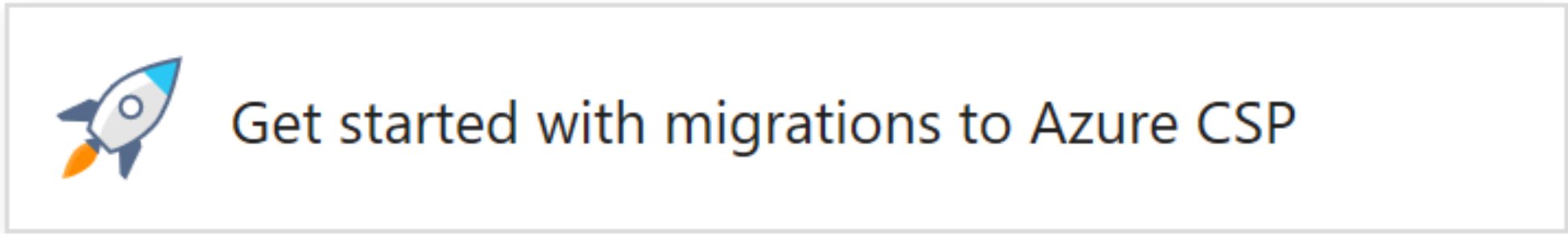
Very useful guidance on Migrating to Azure CSP

Also of note is:

https://docs.microsoft.com/en-us/azure/azure-resource-manager/resource-group-move-resources

Azure CSP Migration Assessment

Cornerstone of CSP migration documentation & guidance



https://azurecspassessment.azurewebsites.net/

Azure Monitor

- Landed in CSP in September
- You Should be using it!

- Easy to get started here:

- https://docs.microsoft.com/en-us/azure/monitoring-and-diagnostics/monitoring-get-started

Cloudyn

- Great Tool for Azure Cost management
- Acquired by Microsoft
- Not initially designed with a reseller/customer hierarchy in mind
- Can be accommodated for your use manually today by SYNNEX

Cost Management + Billing - Cost Management

SYNNEX Azure CSP - PREVIEW

Search (Ctrl+/)

- Overview
- Cost Management
- Diagnose and solve problems

BILLING ACCOUNT

- Subscriptions
- Invoices
- Contact info
- Billing address
- Payment methods

SUPPORT + TROUBLESHOOTING

- New support request

Go to Cost Management

Azure Cost Management

Optimize your cloud spend. Maximize your cloud potential.

Azure Cost Management by Cloudyn, a Microsoft service, helps you:

- Monitor cloud spend
- Drive organizational accountability
- Optimize cloud efficiency

The service is available for free to manage your Azure spend.

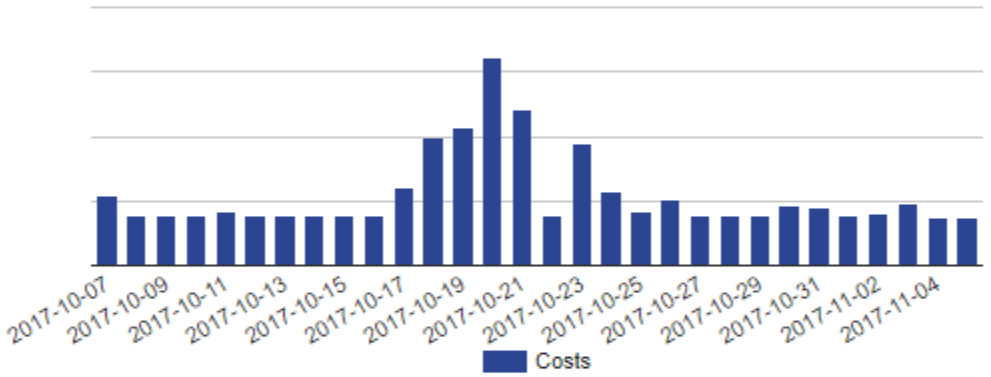
Learn More

Go to Cost Management

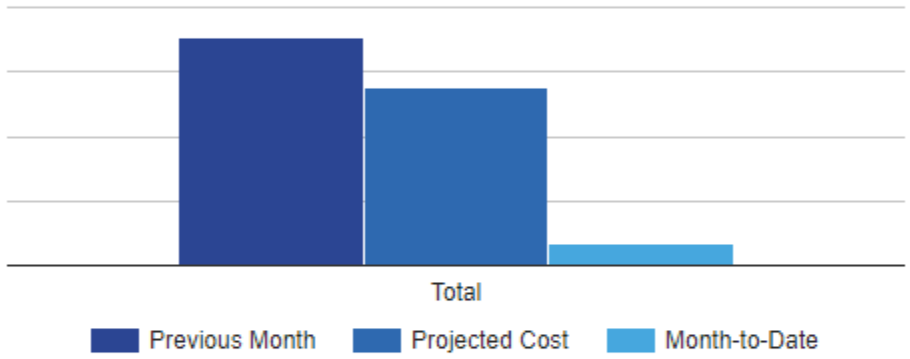
Dashboard

Default

Cost Trend By Day
Last 30 days



Monthly Projected Cost



Cost By Service
Last 30 days

Cost By Account
Last 30 days

Back to dashboard

Actual Cost Analysis

Actions

Date Range

Last 30 days: 2017-10-08 - 20...

Saved Filter Save

Groups Add +

- Service
- Provider

Filter Add +

Service: Show all

Provider: Show all

Extended Filters

Policy: Standalone

Show/Hide Fields

Visibility Threshold 1%

Default

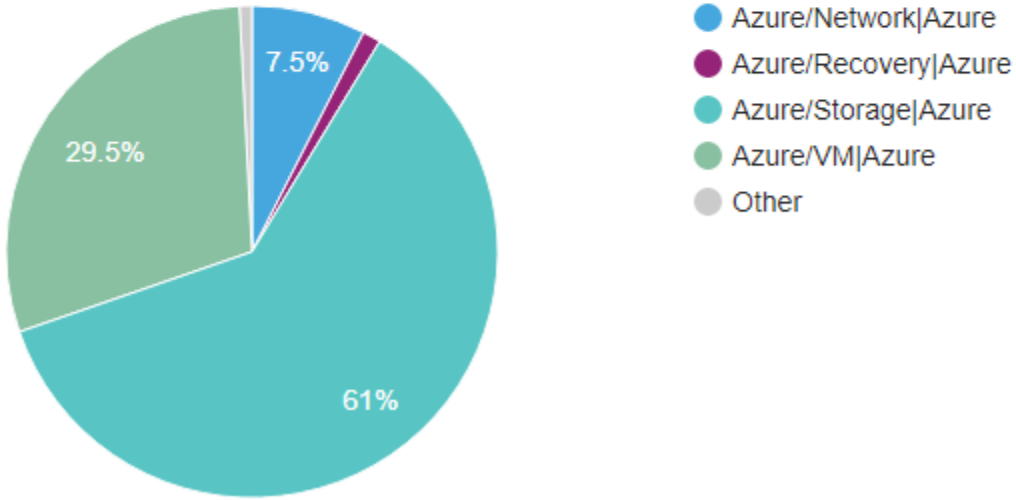
Cost by Services and Providers

Active Filters : Policy=Standalone

Click on columns or pie segments for granular view.

Total Cost:

Total Budget:



Microsoft

Thank you! …any Questions???

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

Appendix:

- **Microsoft Resellers Offers & Promotions:**
  - CSP Incentives
  - U.S. SMB Partner Insider Community
  - Microsoft 365 Enterprise
  - Free Azure Training & Discounted MCP Exams
- **SYNNEX Exclusive Resellers Offers & Promotions:**
  - Capture the Cloud Program Offerings
  - CLOUD*Solv* Support Levels

Microsoft Resellers Offers & Promotions – *Appendix*

CSP Indirect Reseller Incentive

Effective
July 1, 2017
through
June 30, 2018

1 Purpose

Reward and support CSP 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 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

Effective
July 1, 2017
through
June 30, 2018

New Competency Requirements in FY18

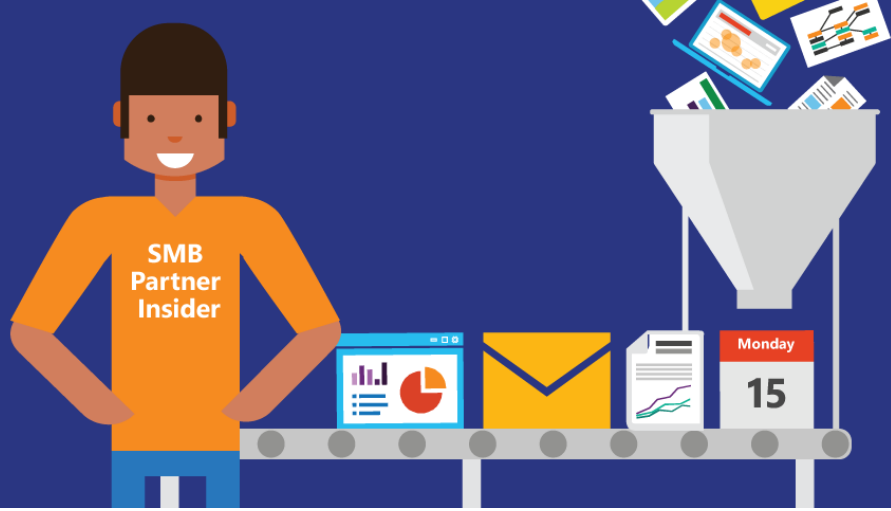
- To earn incentives for the first half of FY18, CSP Resellers must attain one of 8 MPN competencies at the Silver or Gold level.
- Competency status must be "active" on December 31, 2017 when FY18 H1 assessment occurs. Active status includes: Active Earned, Active Pre-Approved, Active Non-Compliant 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.**

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

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

GET ALL THE PARTNER RESOURCES YOU NEED, WITHOUT ALL THE "DIGGING AROUND"



Cut the clutter and join the US SMB Partner Insider Community today to get access to all the great resources needed to be successful in the Microsoft ecosystem, without all the digging around!

Get access to all of the following, and more:

- Your One Commercial Partner SMB Marketing team on a monthly call. Join us the first Wednesday of every month to learn more! https://aka.ms/InsiderCall
- Weekly Insider Newsletters
- Insider Partner Spotlight videos showcasing SMB partner insights and best practices
- Key sales, marketing, and technical resources
- Exclusive Insider Access content – including the DEBUNKED series where we bust common myths!

You can also stay connected wherever you are, whenever you need:

Chat with InsiderJoe on Twitter
Connect with InsiderJoe on LinkedIn
Join the SMB partner Insider community Yammer group
Bookmark the SMB Partner Insider Community website

Register today at aka.ms/SMBInsider and never miss a beat!

Hear what other Insider partners think

Love this newsletter and the content is consistently invaluable

Content [is] appropriate to all SMB partners regardless of product focus

Getting to understand what is available to us is very important

I want to express my sincere appreciation to Microsoft for making so many opportunities available and for assisting me with my business. No other vendor comes anywhere close to providing such outstanding support and training

I think it was great to learn about additional resources and events happening in the Microsoft SMB space

It's hard to find something to improve!

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

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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Capture the Cloud is a SYNNEX exclusive program, designed to educate and support partners as they deepen their understanding of Microsoft cloud services and accelerate their cloud practices.

aka.ms/SYNNEXCTC

Live and on-demand product webinars >

Transformation workshops and office hours >

Marketing development packages >

Capture the Cloud – *Tier Levels*

Tier 1:

Benefits:

In addition to all Tier-2 & Tier-3 benefits:

- 1 Modern Marketing Package per half (valued at $5k each)
- Exclusive discounted pricing on additional marketing development services provided by Nurture Marketing
- One-on-one consultation support for cloud business acceleration to increase end customer demand generation and profitability

Qualifications:

- Currently reselling through Microsoft CSP
- Minimum of $200K Microsoft Cloud Services (Open + CSP) or $12,500 per month in Microsoft CSP revenue in FY17
- Registered for CTC webinar series

Tier 2:

Benefits:

In addition to all Tier-3 benefits:

- Dedicated SYNNEX Cloud Development Rep to enable you to grow your cloud practice at scale

Qualifications:

- Currently reselling through Microsoft CSP
- Minimum of $50K Microsoft cloud services revenue in FY17
- Registered for CTC webinar series

Tier 3:

Benefits:

- Access to CTC monthly webinars
- Access to on-demand Business Transformation Workshops + Office Hours support
- CLOUD*Solv* Support options
- Access to exclusive pricing for marketing development packages, provided by Nurture Marketing

Qualifications:

- Currently reselling through Microsoft CSP
- No FY17 cloud services revenue requirement
- Registered for CTC webinar series

NEW CTC Program Elements:

CTC Topic Review & Office Hours – SYNNEX and the Alliance for Channel Success have partnered to offer regularly occurring office hours for all CTC partners' continued support. Learn more

Marketing Development Opportunities:

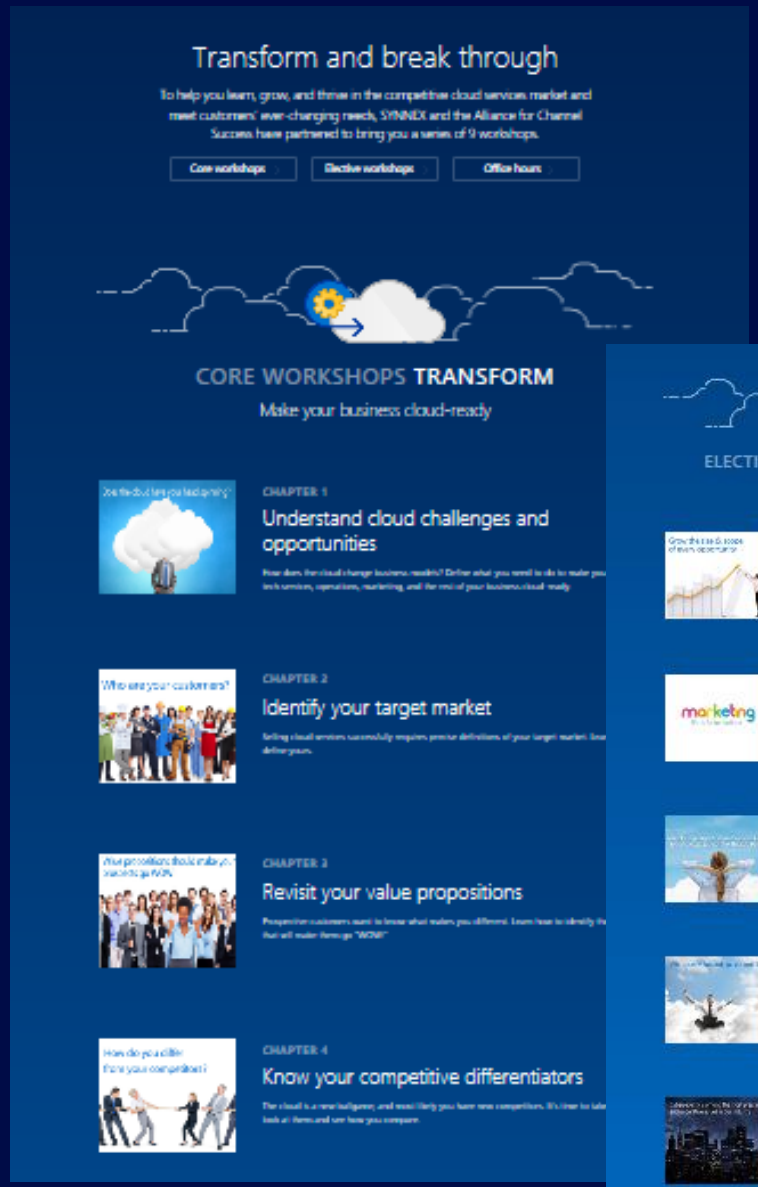
- **CTC Tier-1 Exclusive MDF Packages*** – marketing activity options funded by the SYNNEX Microsoft team (1-per half, valued at $5K each). Learn more
- **Additional Marketing Development Opportunities*** – available to all CTC partners (Tier-1, Tier-2, & Tier-3), discounted pricing for new incremental marketing development offerings from Nurture Marketing. Learn more

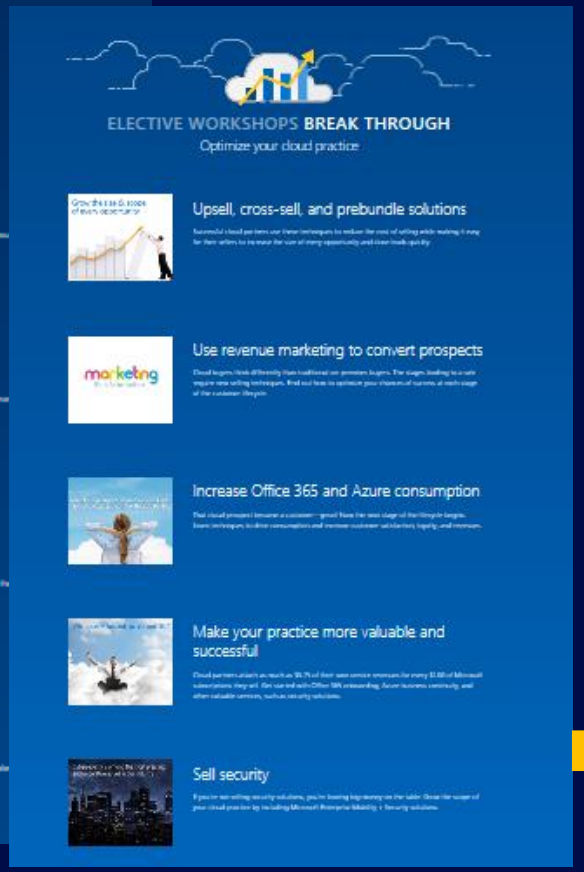
Be on the lookout for communication regarding continued CTC Program enhancements as we progress through Microsoft's FY18!

**Limited Availability on a first come, first served basis. Full T&C details can be found on the Capture the Cloud website – http://resources.synnexcorp.com/mdf.html*

Capture the Cloud

Business Transformation Workshops + Office Hours





Business Transformation Workshops – To help partners learn, grow, and thrive in the competitive cloud services market and meet customers' ever-changing needs, SYNNEX and the Alliance for Channel Success have partners to offer a series of 9 on-demand workshops (Core & Elective)

Office Hours & Topic Review – As a continuation of the business transformation workshops, office hours offer more regular, live continued support in a more relaxed environment, run by the Alliance for Channel Success and Nurture Marketing

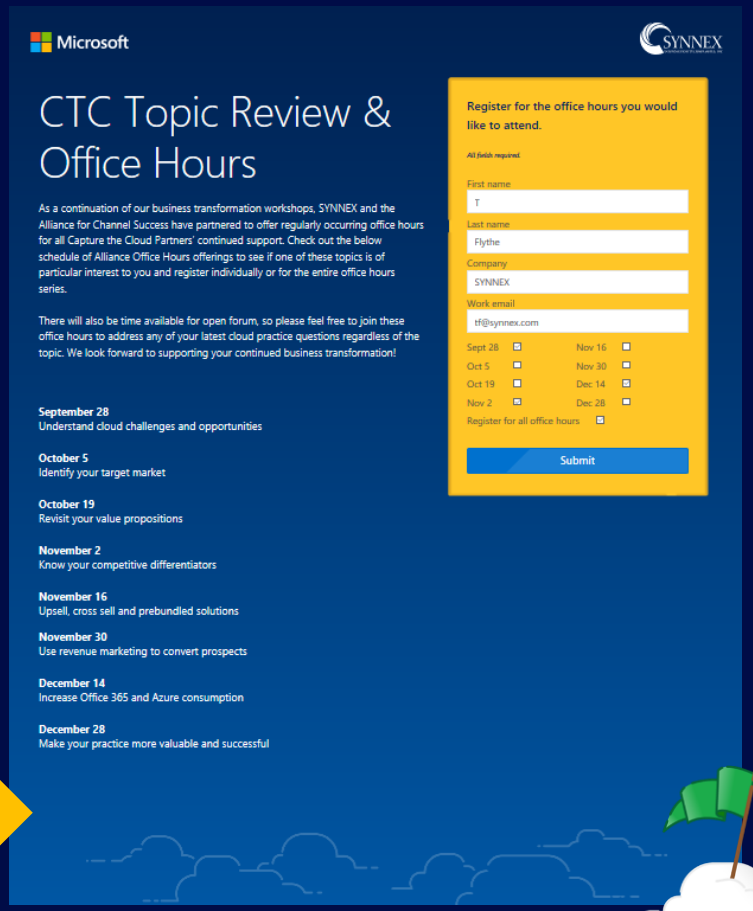
Exclusive Support Available for CTC Partners:

CTC **Tier-2** & **-3** Partners:

- Access to on-demand business transformation workshops + office hours support

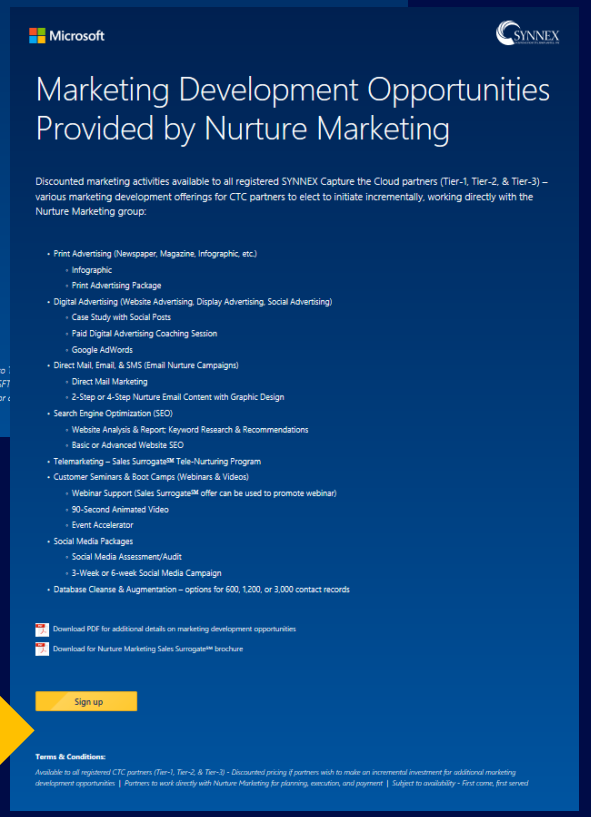
CTC **Tier-1** Partners (*In addition to all Tier-2 & Tier-3 benefits*):

- One-on-one Skype consultation support for cloud business acceleration to increase end customer demand generation and profitability



Capture the Cloud

Marketing Development Packages



SYNNEX has worked with Microsoft Supplier Nurture Marketing to develop demand generation and market development packages that align with the approved MDF activities. We believe that these packages will help to accelerate existing initiatives and launch new ones.

Newly launched marketing development offerings:

- **CTC Tier-1 Exclusive MDF Packages** – marketing activity options funded by the SYNNEX Microsoft team (1-per half, valued at $5K each).
- **Additional Marketing Development Opportunities** – available to all CTC partners (Tier-1, -2, & -3), discounted pricing for new incremental marketing development offerings from Nurture Marketing.

CLOUDSolv Total Care Support
Office 365 IT Admin Services

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:

	CLOUDSolv Total Care Support	CLOUDSolv Partner Supported
What is the discount?	6% off MSRP of 365/Support Bundle	16% off MSRP and 18% off for Capture the Cloud Tier 1 Partners
Who owns end user support?	CLOUDSolv supports your end user	You do!
When is support available?	24/7 Tier 1, 2, & 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	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
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
Who manages the escalation to Microsoft?	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	You can offer them yourself or purchase from SYNNEX
Who provides migration services?	You do, or we have migration options available upon request	You do, or we have migration options available upon request
What type of support is provided by Microsoft?	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
Is Technical support white labeled?	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	Your SLA's come first! Please refer to the CSP Terms & Conditions

*See CSP Terms & Conditions for full support details.

www.synnexcorp.com/us/cloudsolv

800-756-9888

CLOUD*Solv* Partner Supported

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

*See CSP Terms & Conditions for full support details.

www.synnexcorp.com/us/cloudsolv

800-756-9888

CLOUD*Solv* Total Care 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 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

*See CSP Terms & Conditions for full support details.

www.synnexcorp.com/us/cloudsolv

800-756-9888