Microsoft

SYNNEX CLOUDSolv

Capture the Cloud Webinar Series

December 7, 2017

Reignite your digital transformation with Microsoft 365

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/

12/08/17 11:00 am - 11:30 am	CLOUDSolv's Introduction to Microsoft Azure for SMB Accounts
12/11/17 4:00 pm - 5:00 pm	Azure Cost Estimator Review and Quoting Assistance
12/13/17 4:00 pm - 5:00 pm	Azure Cost Estimator Review and Quoting Assistance
12/14/17 12:00 pm - 1:00 pm	US StepUp Webinar – Streamlining Database Migration to the Cloud with new Cloud-based Migration Services
12/14/17 2:00 pm - 3:00 pm	CTC Office Hours & Topic Review: Increase Office 365 and Azure consumption
12/15/17 11:00 am - 11:30 am	CLOUDSolv's Introduction to Microsoft Azure for SMB Accounts
12/18/17 4:00 pm - 5:00 pm	Azure Cost Estimator Review and Quoting Assistance
12/20/17 4:00 pm - 5:00 pm	Azure Cost Estimator Review and Quoting Assistance
12/21/17 9:00 am - 12:00 pm	Azure for SMB Virtual Boot Camp Part 1 - Proposing a Cloud Solution

Learn more and register here!

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

Introducing

Microsoft 365

A complete, intelligent solution to empower employees to be creative and work together, securely.

Office 365
Windows 10
Enterprise Mobility + Security

Mark McClure
Sr. Microsoft Practice Manager, SYNNEX
markmc@synnex.com

Digital transformation
“The biggest change seen in our lifetimes”

Digital transformation
is about the people

New culture of work

Multi-generational workforce

Sense of purpose

Expertise without boundaries

Increased transparency

Staying alert to the cyber threats

Modern IT

Multiple device platforms

User and business owned

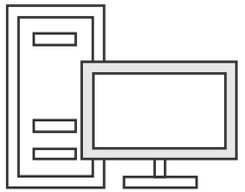
Cloud managed & SaaS apps

Automated

Proactive

Self-service

"The reality is there is real tension in IT"



Classic IT

Single Device

Business Owned

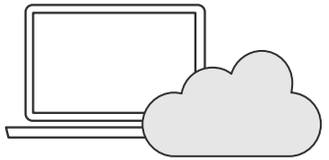
Corporate Network & Legacy Apps

Manual

Reactive

High-touch

VS.



Modern IT

Multiple Devices

User and Business Owned

Cloud Managed & SaaS Apps

Automated

Proactive

Self-Service

"Modernize at your pace, manage risk. Take advantage of the cloud."

Microsoft 365

Microsoft 365 **Enterprise**

Built on foundation of
"Secure Productive Enterprise"

Microsoft 365 **Business**

NEW
Designed for small and midsize businesses

Microsoft 365 - target companies of all sizes

Choose the Microsoft 365 offering that serves you customer's needs; each offering includes the essential components to drive the Microsoft 365 powered device opportunity

Microsoft 365 Business

For organizations with less than 300 people

Microsoft 365 Enterprise

For Firstline Workers

For large organizations or advanced requirements

Microsoft 365 Licensing

Indicates sold as Standalone
Indicates not sold Standalone

	M365 Business $20.00	M365 Firstline $10.00	M365 E3 $34.00	M365 E5 $57.00
Office 365	***Office 365 Business Premium*** *$12.50*	***Office 365 F1*** *$4.00*	***Office 365 E3*** *$20.00*	***Office 365 E5*** *$35.00*
Windows	***Windows Pro***	***Windows 10 Enterprise E3 (Local only)*** [3]	***Windows 10 Enterprise E3 per user (Including VDA)*** *$6.00*	***Windows 10 Enterprise E5 per user (Including VDA rights)*** *$11.00*
Enterprise Mobility & Security	***EMS SMB*** [1]	***EMS F1*** [2]	***EMS E3*** *$8.75*	***EMS E5*** *$14.80*

1. EMS SMB includes limited Intune (no MAM for LOB apps, no full wipe data protection) and limited AAD Premium features (no self service group management, no Cloud App discovery, no Connect Health)
2. EMS F1 includes AAD Premium P1, Intune, ATA, and Windows Server CAL (or EMS E3 minus AIP and SCCM ML)
3. Windows 10 Enterprise included in F1 is the full Windows 10 Enterprise E3 without reimaging rights, downgrade rights, Enterprise LTSB rights, virtualization rights & customer must use Azure AD-based activation

Pricing is No Level – Final pricing may vary due to rounding and geo location

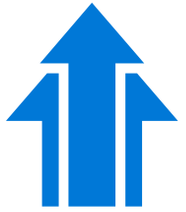
Plan comparison

		Business Plans		Enterprise Plans			
		Office 365 Business Premium	Microsoft 365 Business	Office 365 Enterprise E3	Microsoft 365 Enterprise E3	Office 365 Enterprise E5	Microsoft 365 Enterprise E5
	Estimated retail price per user per month $USD (with annual commitment)	$12.50	$20	$20	$32	$35	$57
	Maximum number of users	300	300	unlimited	unlimited	unlimited	unlimited
Standard services	Install Office on up to 5 PCs/Macs + 5 tablets + 5 smartphones per user	Business	Business	ProPlus	ProPlus	ProPlus	ProPlus
Standard services	Exchange, OneDrive, SharePoint, Skype, Microsoft Teams	●	●	●	●	●	●
Standard services	Business Apps – Outlook Customer Manager, Bookings, MileIQ[1] Business center[1], Listings[1], Connections[1], Invoicing[1]	●	●				
Advanced services	Legal compliance & archiving needs for email – archiving, eDiscovery, mailbox hold			●	●	●	●
Advanced services	Information protection – message encryption, rights management, data loss prevention			●	●	●	●
Advanced services	Advanced Threat Protection, Office 365 Cloud App Security, Threat Intelligence, Advanced Compliance	Add-on	Add-on	Add-on	Add-on	●	●
Advanced services	End User and Organizational Analytics (MyAnalytics), PowerBI Pro	Add-on	Add-on	Add-on	Add-on	●	●
Advanced services	Audio Conferencing	Add-on	Add-on	Add-on	Add-on	●	●
Advanced services	Phone System, Calling Plan[3]			Add-on	Add-on	●	●
Advanced services	**Windows:** Windows 10 Business (Windows Information Protection, Windows Defender, Store, Cortana Mgmt Controls, Auto-Install Office apps, Upgrade rights to Windows 10 Pro for 7/8.1 Pro licenses)		●				
Advanced services	**Windows:** Windows AutoPilot		●		●		●
Advanced services	**EMS:** Microsoft Intune, Azure Active Directory Premium P1		●[2]		●		
Advanced services	**Windows:** Microsoft Desktop Optimization Package, VDA				●		●
Advanced services	**Windows:** Windows Information Protection, Windows Hello, Credential Guard, Device Guard, App Locker				●		●
Advanced services	**EMS:** Microsoft Advanced Threat Analytics, Azure Information Protection P1				●		●
Advanced services	**Windows:** Windows Defender Advanced Threat Protection						●
Advanced services	**EMS**: Azure Active Directory Premium P2, Microsoft Cloud App Security, Azure Information Protection P2						●

[1] Available in US, UK, Canada
[2] Only selected features: App protection for Office mobile apps, MDM for Windows 10 PCs, Selective wipe of company data, AAD Auto-Enroll
[3] Phone System Required

Microsoft 365 Enterprise provides you with unique customer value-creating opportunities.

Grow your business with Microsoft 365.



Grow with Managed Services

Modernize your customer's environment, leading with security

- **Accelerate cloud migration** by using Microsoft security solutions such as EM+S, Office 365, and Windows 10 Enterprise.
- **Expand your business by modernizing customer desktops** and keeping them up to date on Windows 10 and Office 365 ProPlus.
- **Seize compelling events such as GDPR** and solve emerging cybersecurity threats.

Differentiate your offering

Offer advanced enterprise services based on the intelligence capabilities of Microsoft 365

- **Develop on the Microsoft Graph** to customize solutions like smart workflow.
- **Help customers interpret and respond to risks** surfaced from threat detection dashboards such as Cloud App Security and Threat Intelligence.
- **Empower your customers with data-driven insights** with tailored solutions build on analytical platforms such as Power BI and Excel.

Increase deal size

Elevate the customer conversation by leveraging the broad value of Microsoft 365

- **Expand your offering** to serve not just information workers but all employees, including firstline workers.
- **Enable teamwork and customer success** with collaboration tools such as Microsoft Teams and SharePoint
- **Leverage the Microsoft Intelligent Security Graph,** powered by billions of data points, to provide end-to-end security solutions for your customers.

The Partner Opportunity

with Microsoft 365 Enterprise

Revenue

nearly **$1,500**/user

50% more vs offering only Office 365

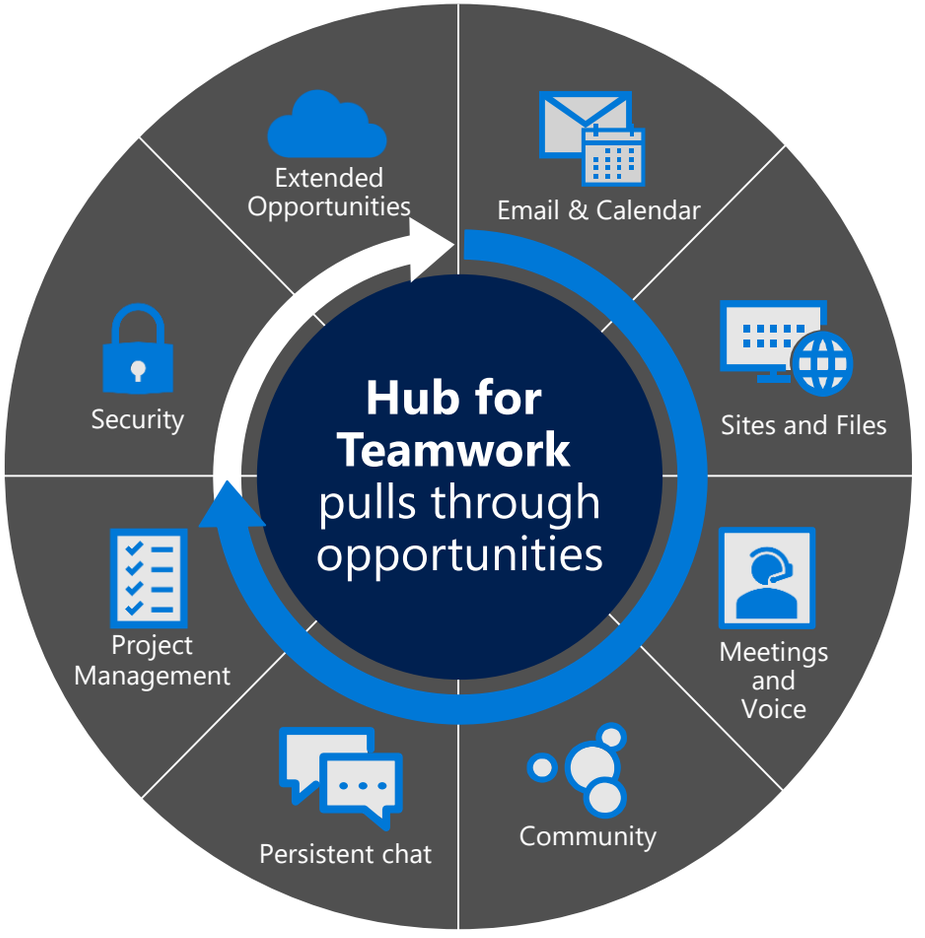
Margin

$700/user

Source: A commissioned study conducted by Forrester Consulting on behalf of Microsoft

Microsoft 365 customer value enables sales pipeline

Start the customer journey with *Microsoft Teams* as the hub for teamwork



Pull-through opportunities:

Deployment

Hub for Teamwork increases adoption

Adoption

Create opportunities for managed services and additional workloads

Managed services

Creates opportunities driving business transformation

Developer & Integration

Create contextual solutions based on Microsoft Graph and AI and integrate into LoB applications, Microsoft 365 Powered Devices and Azure.

Chat for today's teams

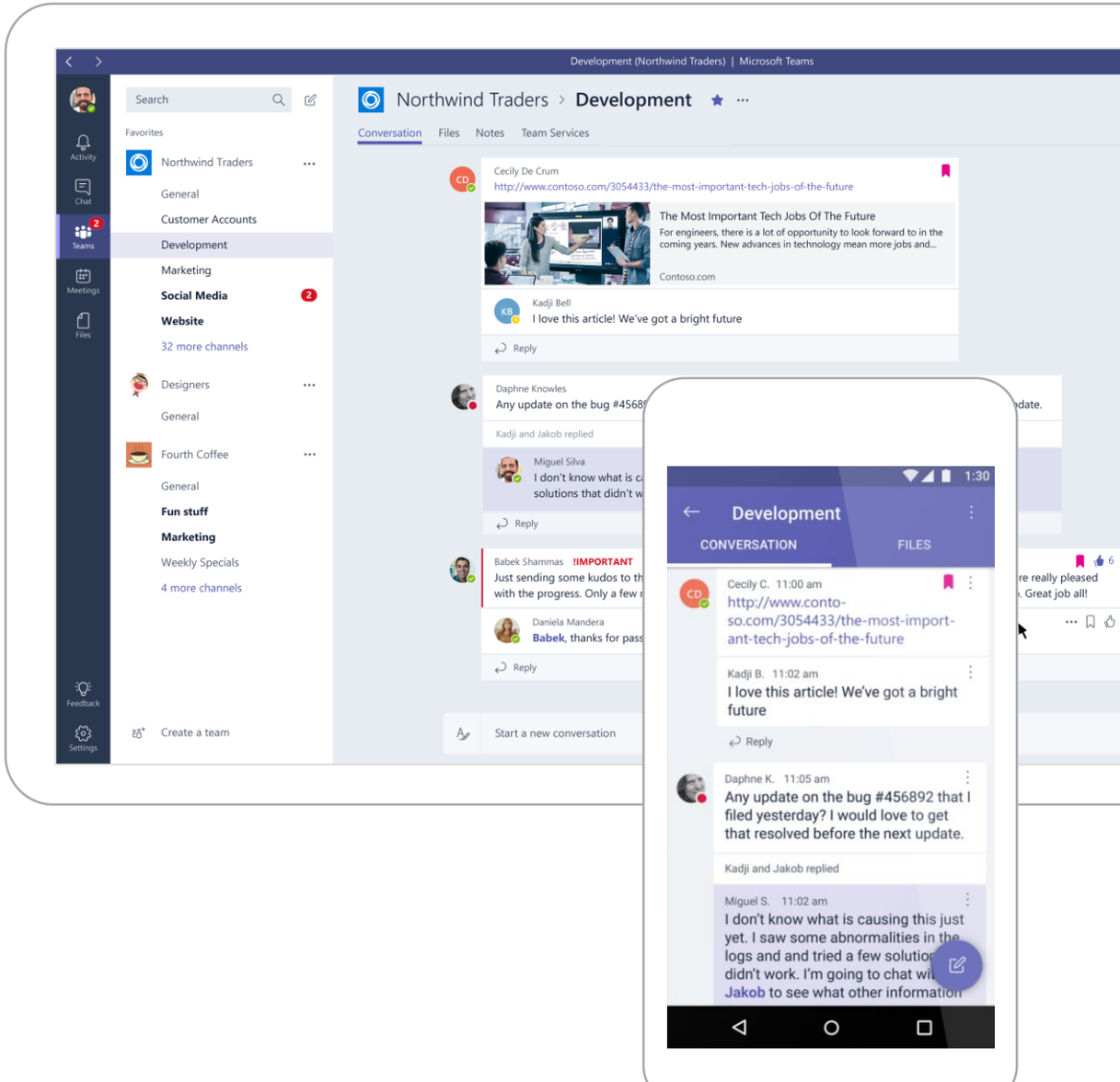
People can see content and chat history anytime.

Team chats and activities are visible to the entire team.

Use private chats for small group conversations.

Join a Skype video call to meet in real time.

Connect across multiple devices.



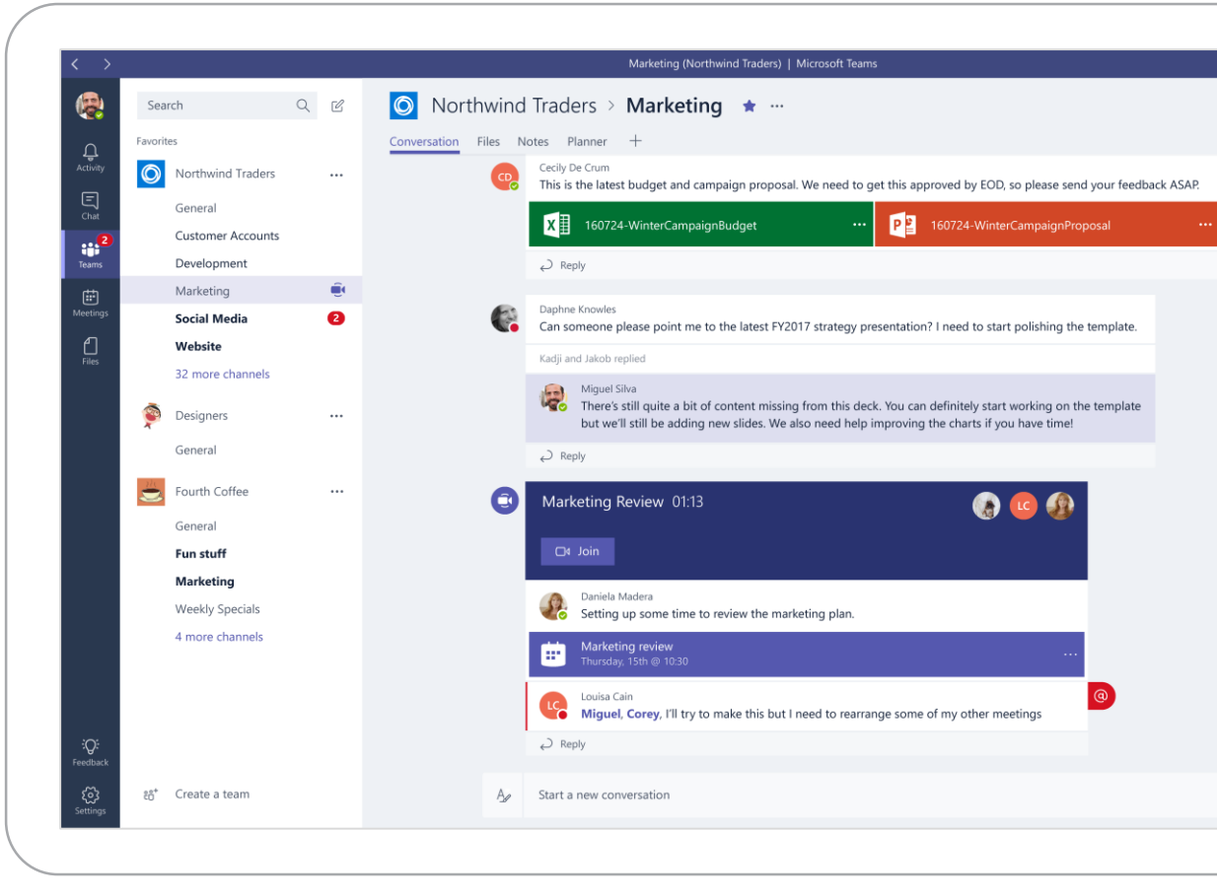
A hub for teamwork

Chat, content, people, and tools live in a team workspace.

Teams have quick access to information they need.

Integrated with SharePoint, OneNote, Skype for Business.

Work with Office and other documents right in the app.



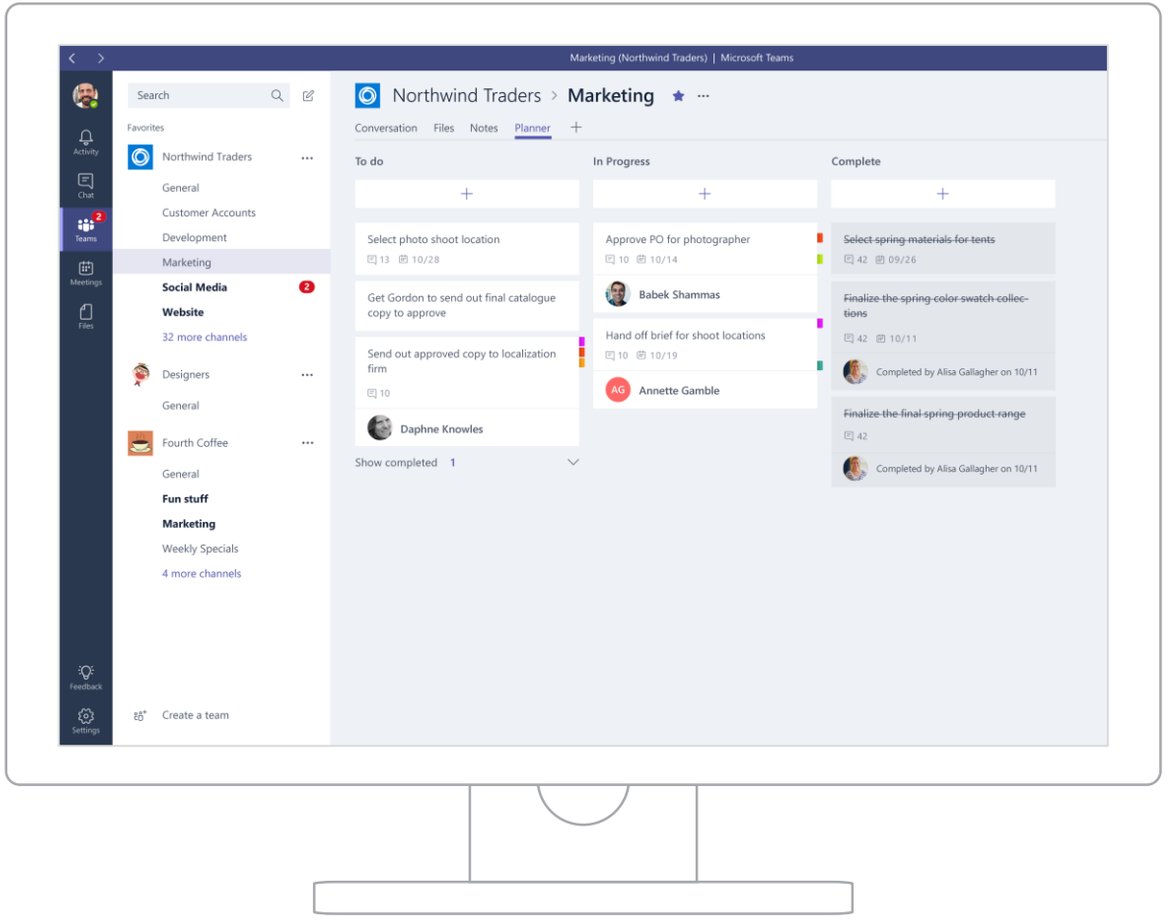
Customizable for each team

Add tabs to provide quick access to frequently used documents and cloud services.

Explore data and take quick actions with bots.

Pull in Office 365 Connectors for updates from 3rd party tools and services.

Access developer preview APIs to build integrations.



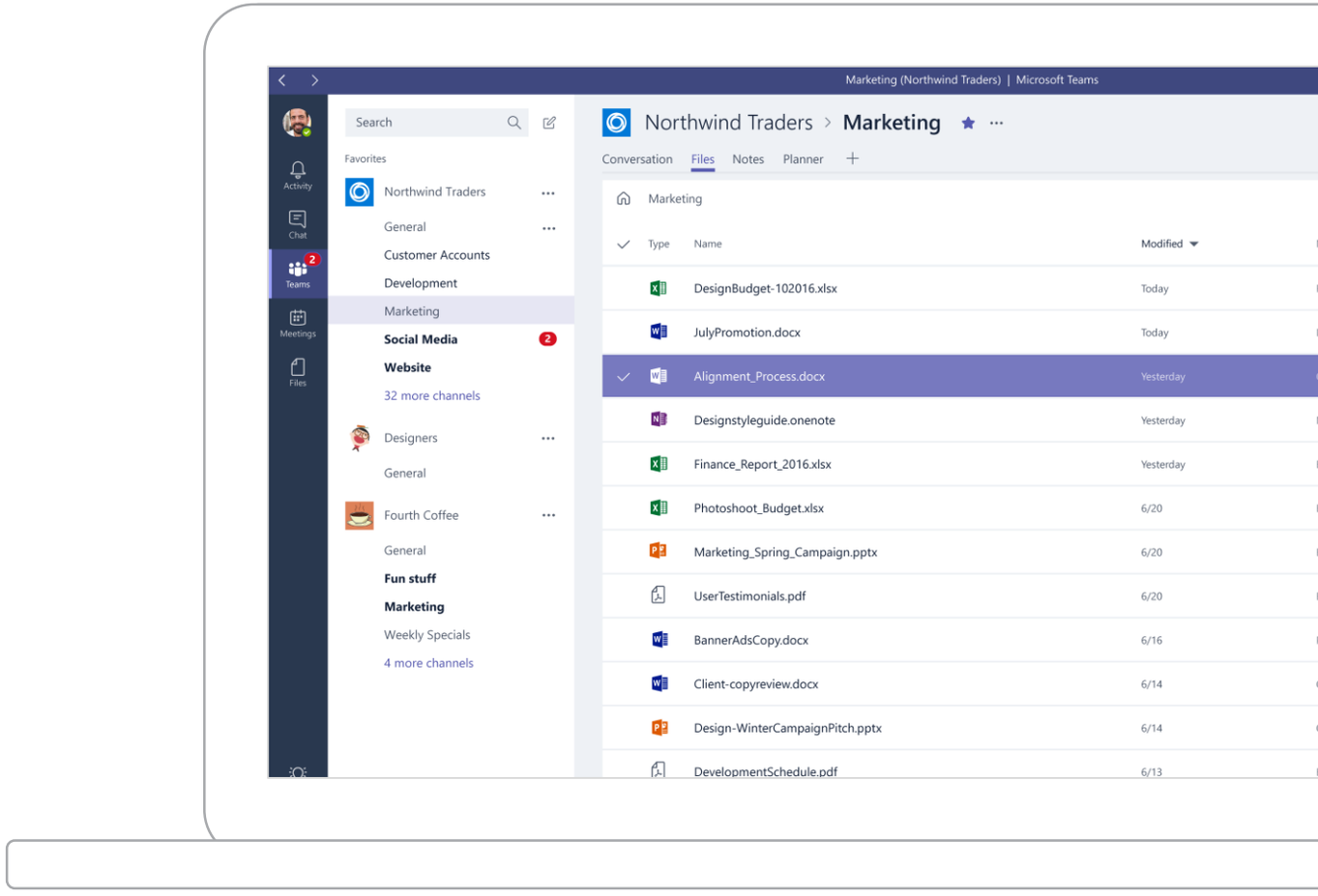
Security teams trust

Broad compliance standards support: ISO27018/01, SOC 1 and 2, HIPAA, EU Model Clauses & more

Data encryption at all times, at-rest and in-transit.

Multi-factor authentication for enhanced identity protection.

Strong customer privacy safeguards.



RESOURCE

The Microsoft 365 collaboration Partner Playbook helps partners understand the following:

Collaboration opportunities cover:

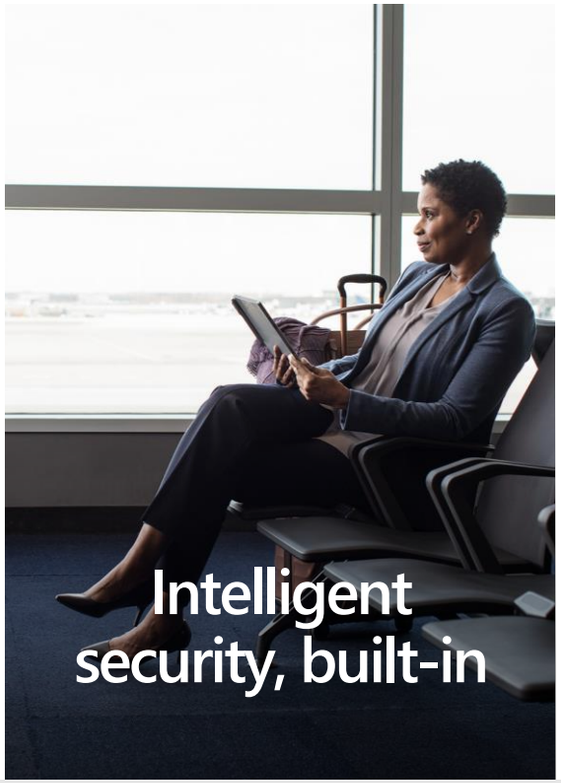
- Microsoft Teams is the hub for teamwork in Office 365
- Mobile and Intelligent Intranets in SharePoint in Office 365
- Business transformation opportunities with PowerApps, Flow and Office 365 API set

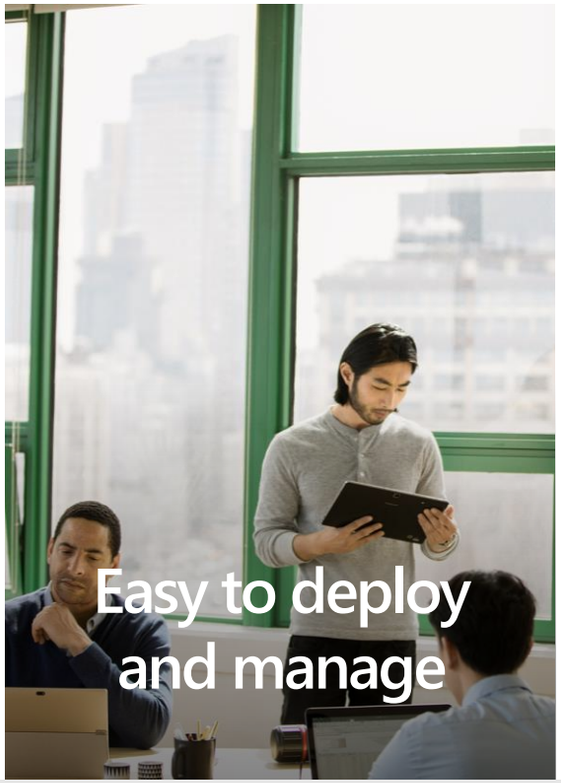
New Collaboration Scenarios:

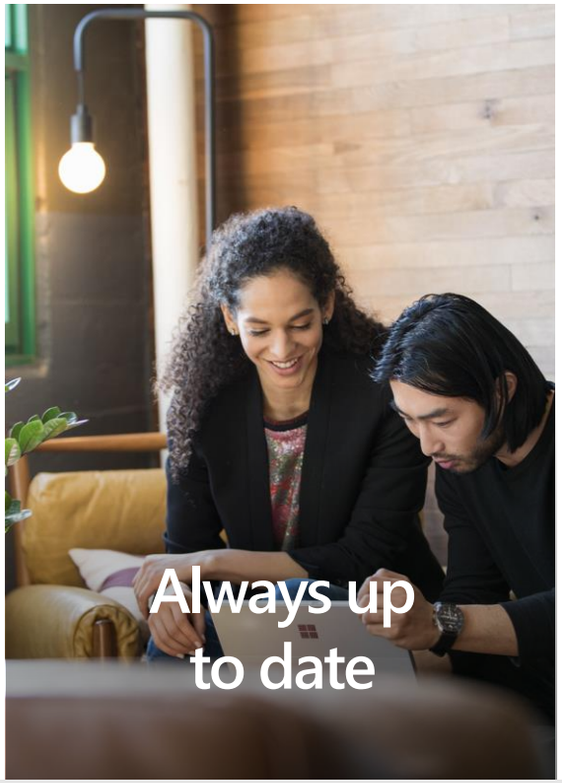
- Modern collaboration with effective teamwork
- Employee engagement and empowerment
- Business Transformation
- Firstline Workers and Industry solution opportunities

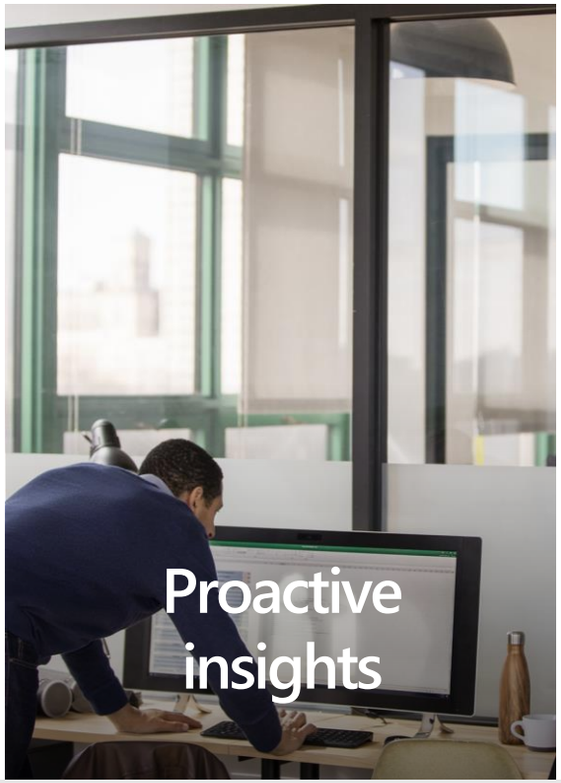
Download the latest playbook here

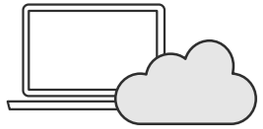
Microsoft 365 powered device









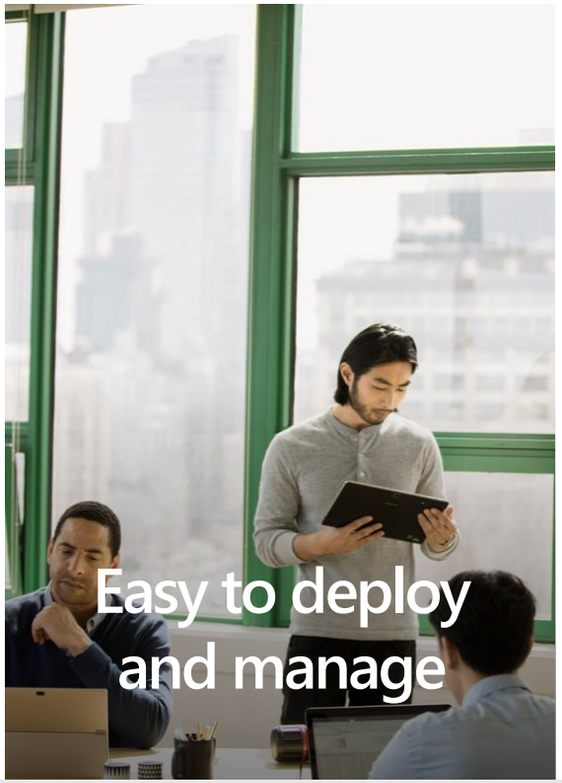


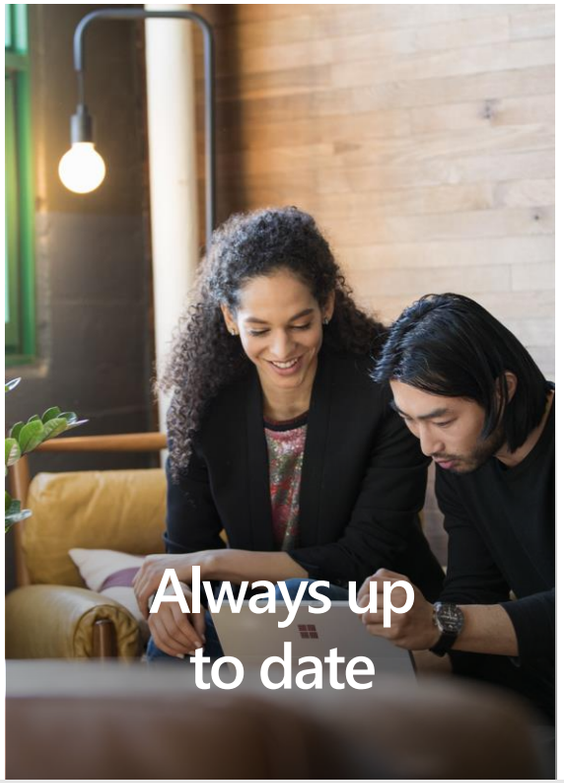
Microsoft 365 powered device

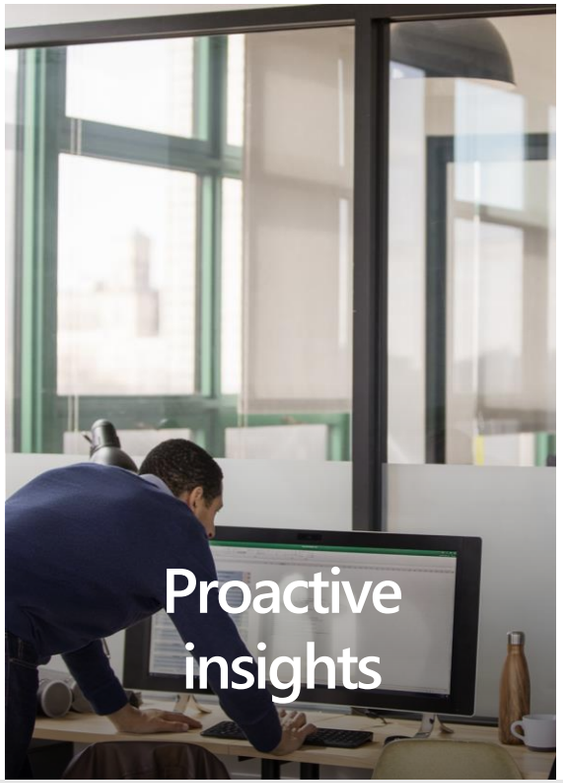
Windows Defender ATP for latest protection against threats

Azure AD + Conditional Access + Information Protection for policy options and hardening

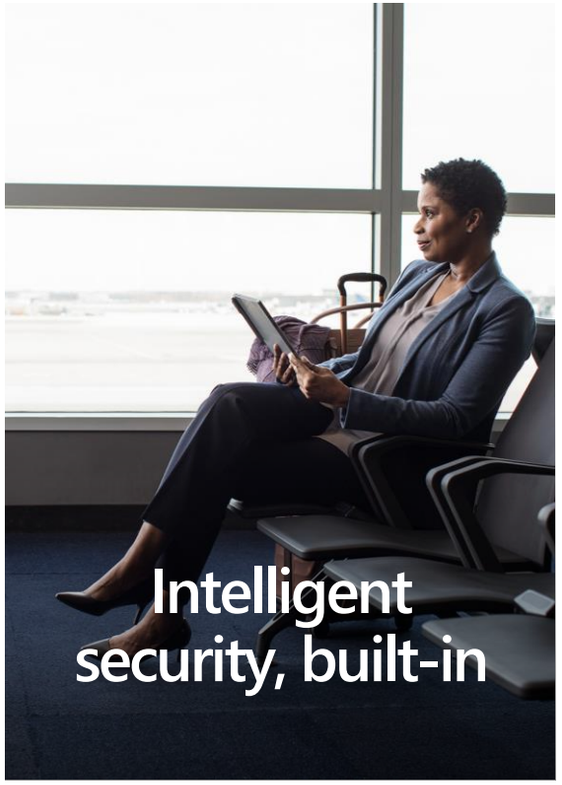
Microsoft Intelligent Security Graph for sharing security signals







Microsoft 365 powered device

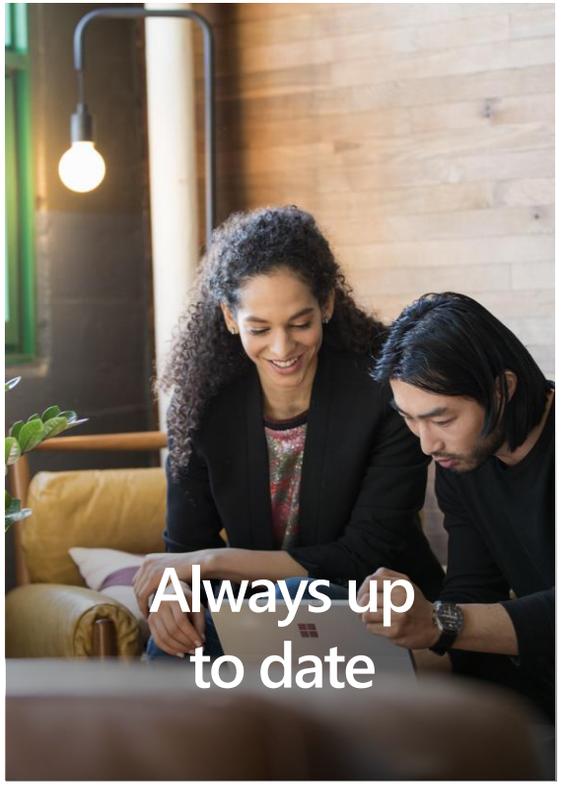


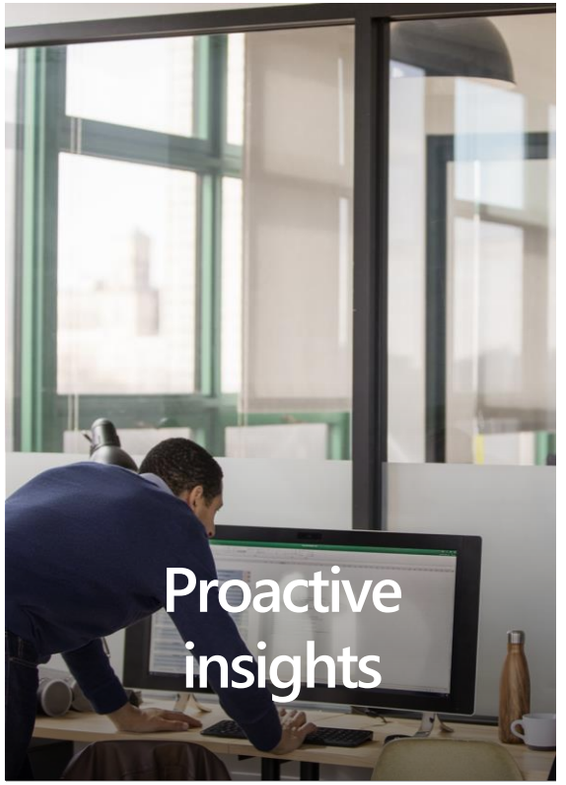
Easy to deploy and manage

Azure Active Directory **+ *Intune*** for easier cloud-based user and device management

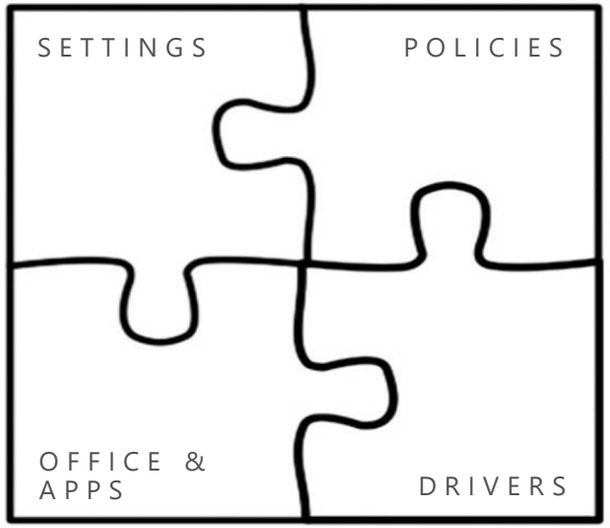
Windows AutoPilot for lowering costs via self-service

FastTrack for acceleration of adoption

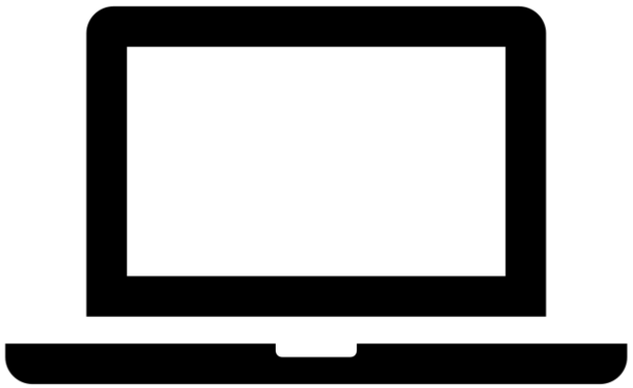




Traditional deployment: THE OLD WAY



1. Build a custom image, gathering everything else that's necessary to deploy



2. Deploy image to a new computer, overwriting what was originally on it

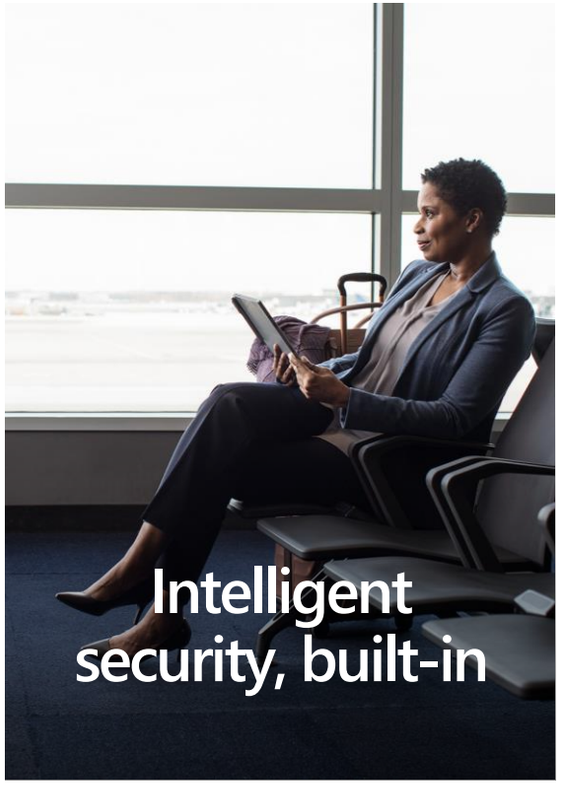
Modern deployment: THE NEW WAY

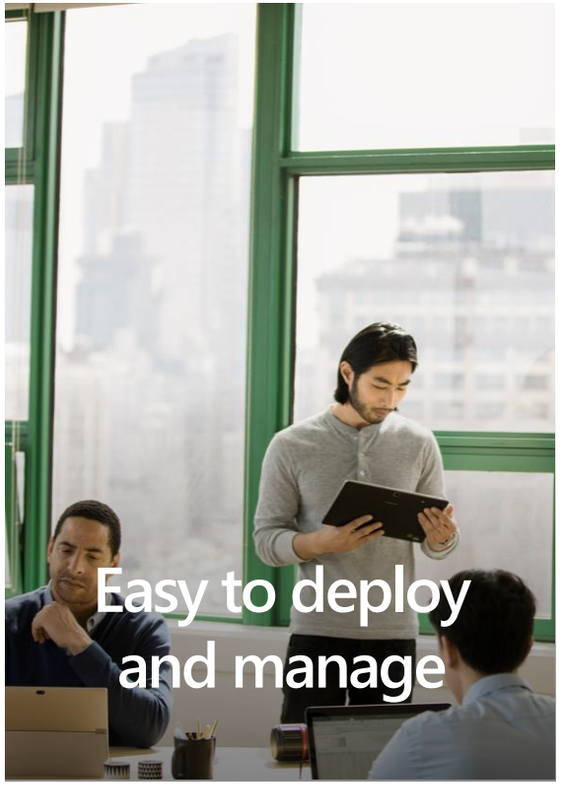
1. Un-box and turn on off-the-shelf Windows PC

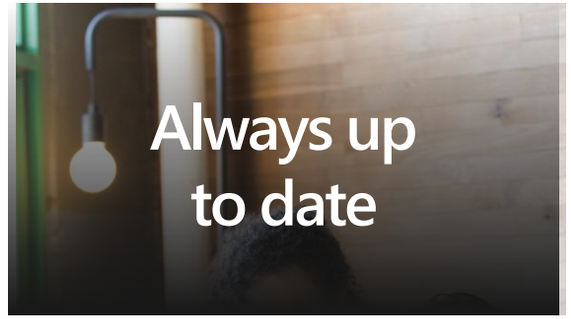
2. Transform with little or no user interaction

Device is ready for productive use

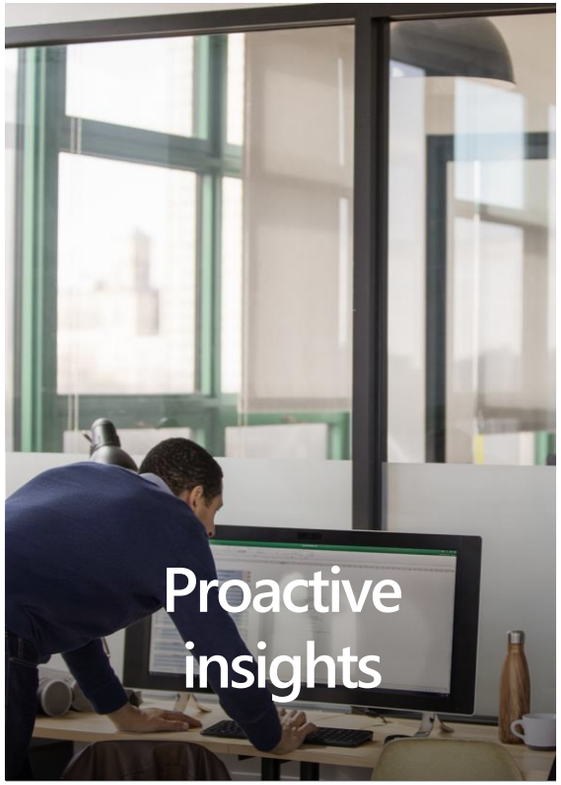
Microsoft 365 powered device



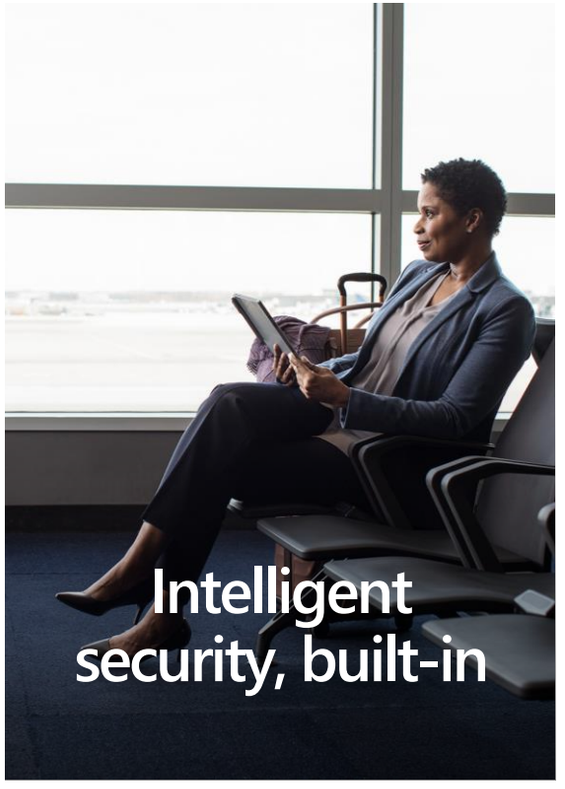


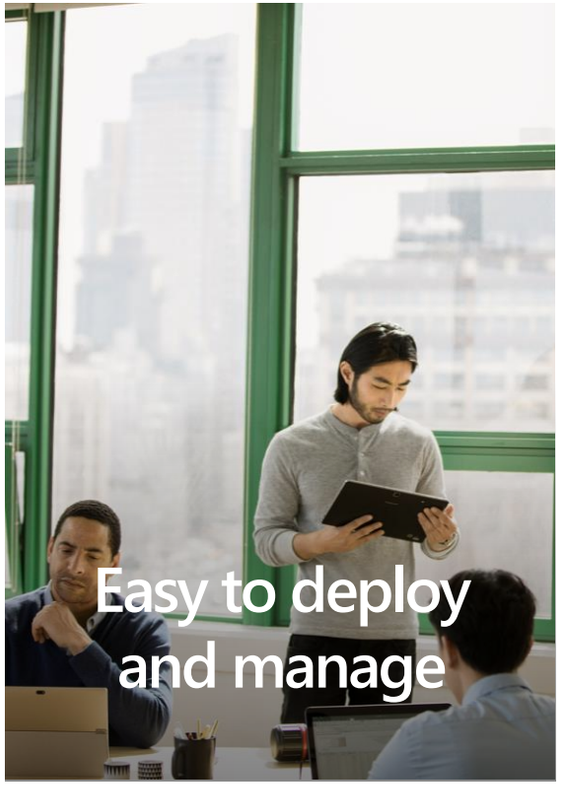


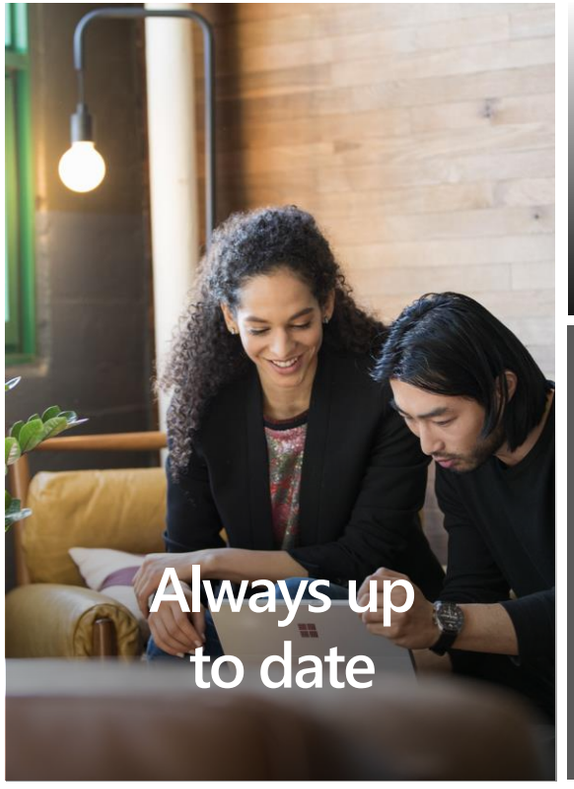
Windows 10
and
Office 365 ProPlus
aligned update cadence
(2 times per year)
&
managed through
"deployment rings"



Microsoft 365 powered device







Windows Analytics:

- ***Upgrade Readiness***
- ***Update Compliance****
- ***Device Health****

for insights into upgrades/updates/health to proactively diagnose and fix issues

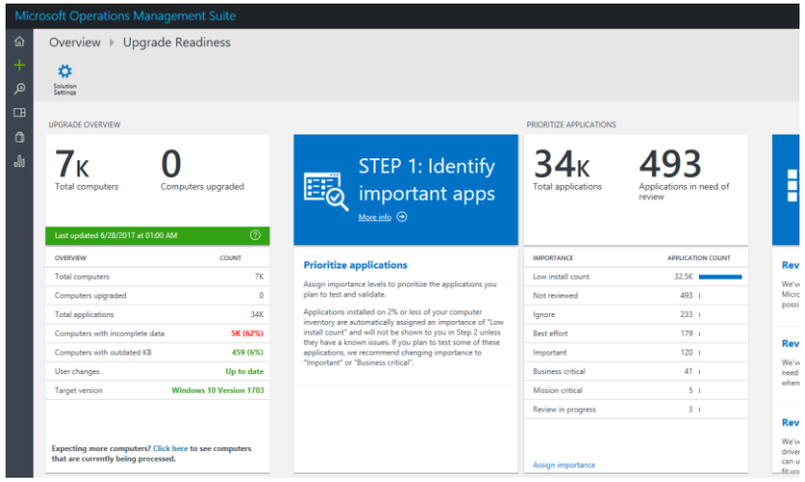
* In Preview

What is Windows Analytics?

A suite of cloud-based services, built on top of Microsoft OMS Log Analytics

Upgrade Readiness

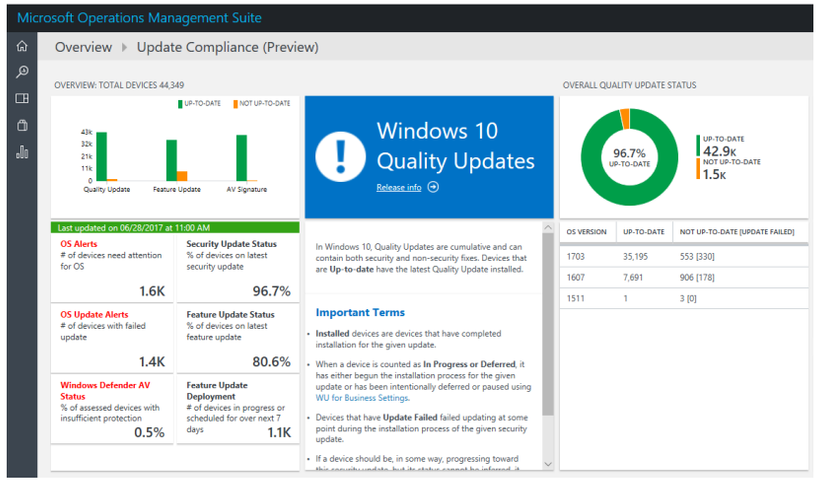
(Previously Upgrade Analytics)



Plan upgrades by identifying and resolving app and driver compatibility blockers, and quickly see devices that are ready to upgrade

Update Compliance

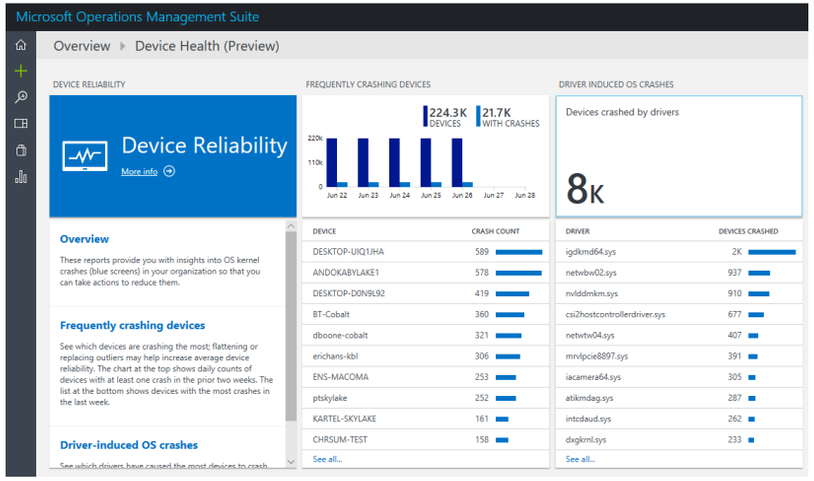
(In preview)



Ensure update and antimalware compliance with timely reports for all your devices—even those on the road

Device Health

(In preview)



Reduce support costs by proactively identifying and remediating top end-user impacting issues

Collaboration Partner Resources

Collaboration Practice Information

- Microsoft 365 Collaboration Partner Website
- Intro to the Collaboration Practice
- Digital Transformation
- Firstline Worker

Microsoft 365 Partner Playbooks

- Security and Compliance Playbook
- Powered Device Playbook

Sales and Marketing Materials

- Microsoft 365 Enterprise Partner Presentation
- Microsoft 365 Collaboration Sales Formula
- Microsoft 365 Partner Case Study Overview

TEI Studies

- The Business Opportunity For Microsoft 365 Collaboration Solutions For Microsoft Partners
  Available November 7, 2017

Collaboration Products

• Office 365	Customer Deck
• Microsoft Teams	Customer Deck
• SharePoint	Customer Deck
• Skype for Business	Customer Deck
• OneDrive	Customer Deck
• Yammer	Customer Deck
• Power Apps	Customer Deck
• Flow	Customer Deck
• StaffHub	Customer Deck
• Project	Customer Deck

Related Competencies

- Collaboration and Content Competency
- Communications Competency
- Cloud Productivity Competency

Training and Readiness

- Collaboration Course Catalog
- Ignite 2017 Session Recordings
- Partner University
- Microsoft Learning

Prepare for Competency Exams

- Collaboration and Content Learning Path
- Communications Learning Path
- Cloud Productivity Learning Path

Microsoft

Thank You

Q&A

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
- **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:

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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!

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

SYNNEX Exclusive Resellers Offers & Promotions – *Appendix*

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

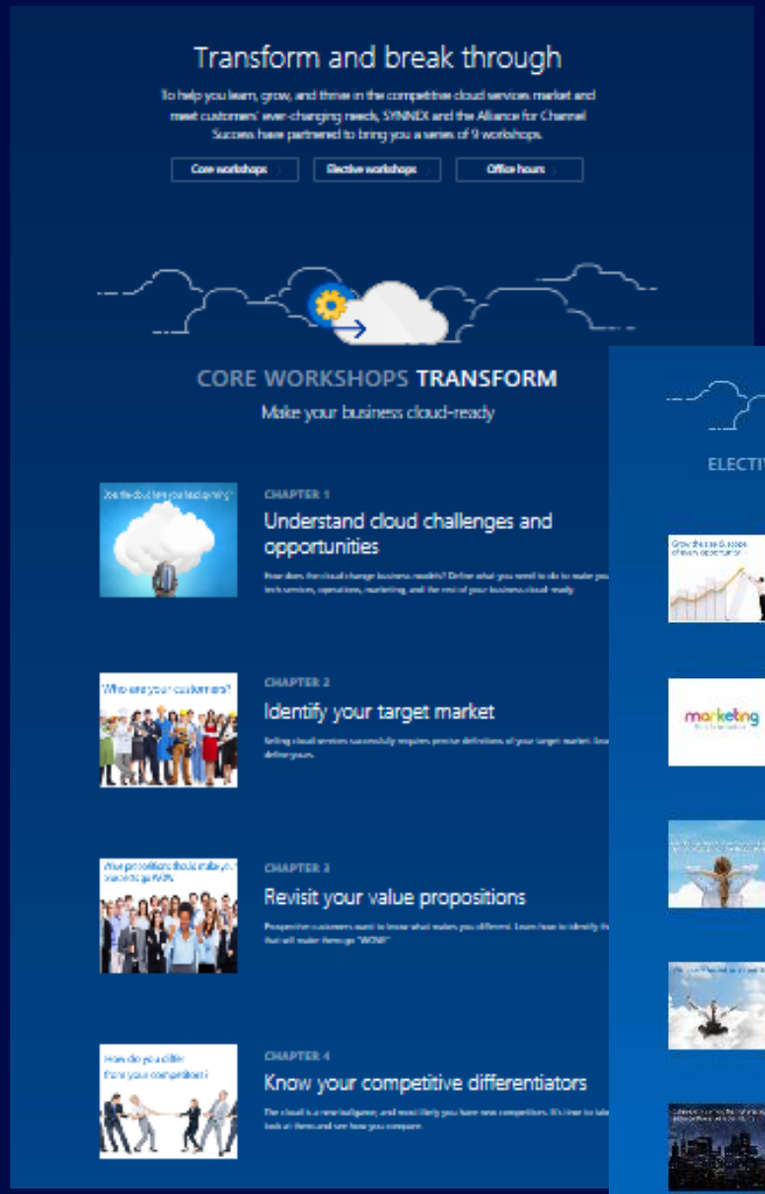
Live and on-demand product webinars >

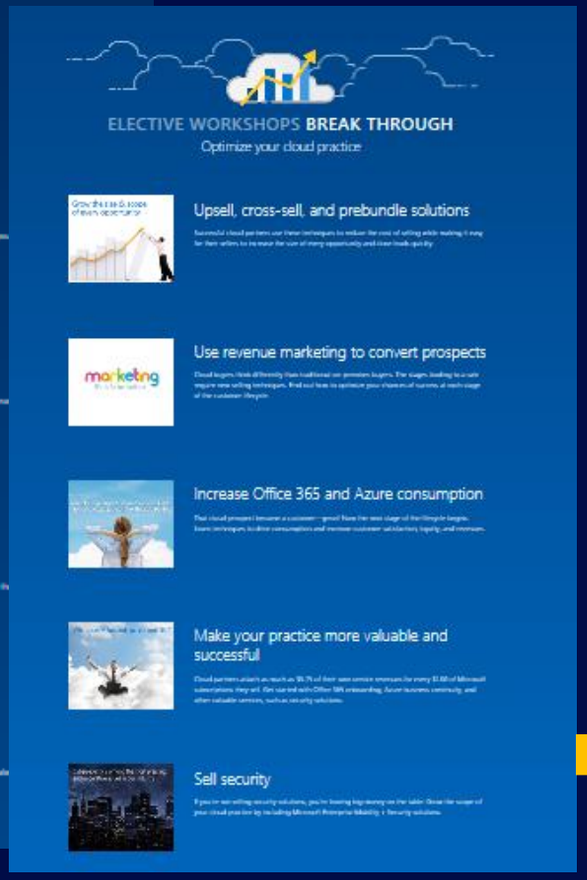
Transformation workshops and office hours >

Marketing development packages >

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

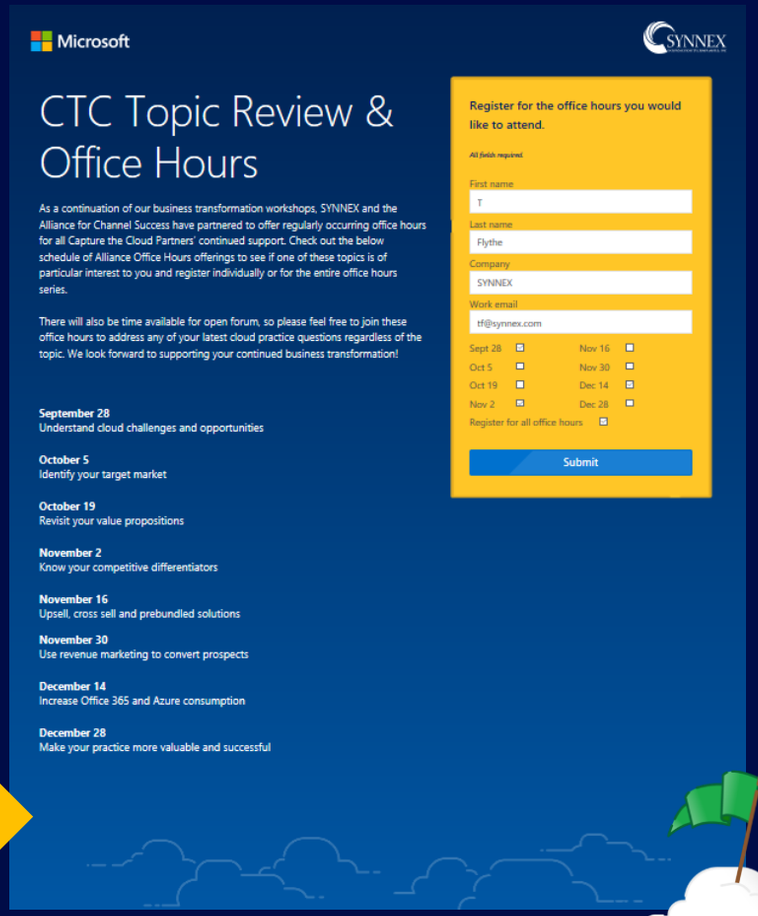
Exclusive Support Available for CTC Partners:

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

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

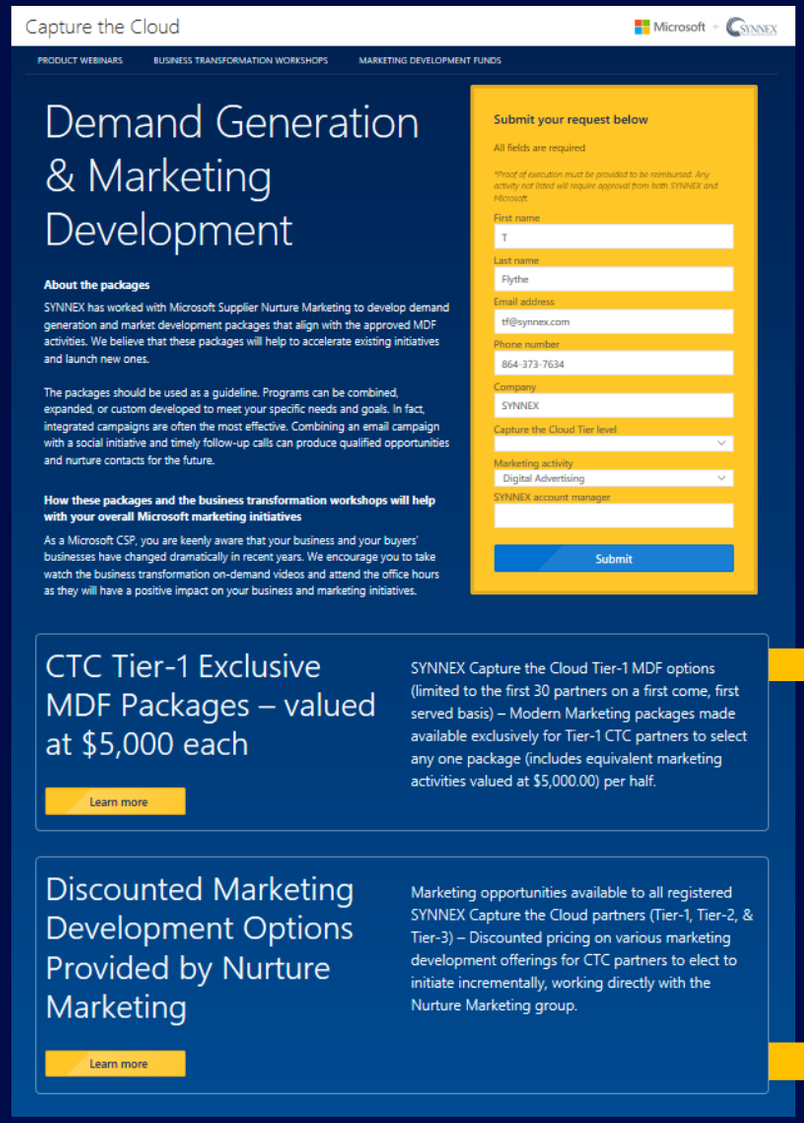
CTC **Tier-1** Partners (*In addition to all Tier-2 & Tier-3 benefits*):

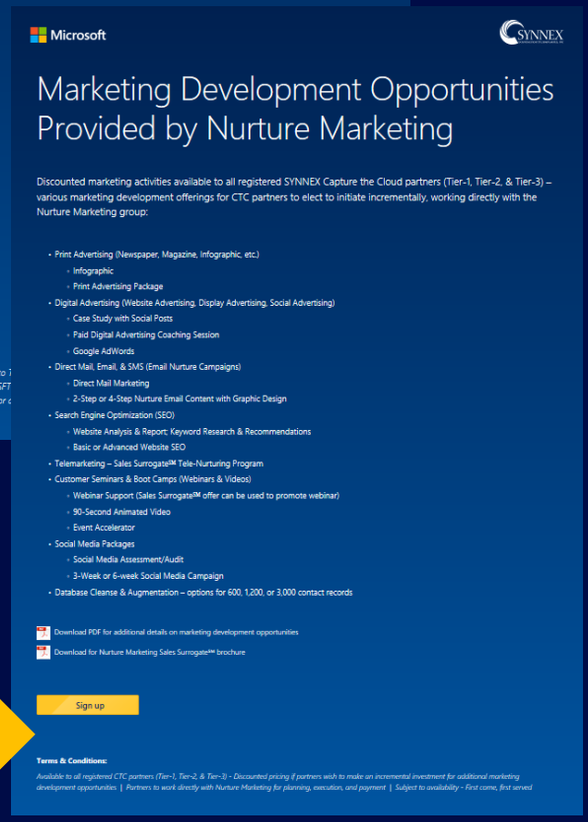
- One-on-one Skype consultation support for cloud business acceleration to increase end customer demand generation and profitability



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.

CLOUD*Solv* 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:

	CLOUD*Solv* Total Care Support	CLOUD*Solv* 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