



Capture the Cloud Webinar Series

August 9, 2018

Elevate Your Microsoft CSP Practice with Capture the Cloud 2.0



Agenda for today



Overview of CTC Program Updates

15 min.

Ashley Smith – Manager, Microsoft Cloud, SYNNEX T Flythe – *Marketing Program Manager, SYNNEX*



SYNNEX Cloud Support & Margins

15 min.

Brent Ayers - Microsoft Cloud Account Manager, SYNNEX



ContentMX Ready-to-Go Marketing 20 min.

Jeff Mesnik – President, ContentMX







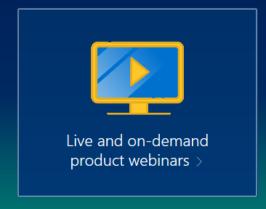




Capture the Cloud Program

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









Capture the Cloud – Program Overview



Program Qualifications, Benefits, and Rewards for each CTC partner level; determined based on CSP sales + customer activations

| <u>Ascend</u> Level (Stage-1) | Accelerate Level (Stage-2) | <u>Altitude</u> Level (Stage-3) | |
|--|--|--|--|
| CTC Qualifications: | | | |
| Currently authorized for reselling Microsoft CSP + registered for the CTC webinar series | Currently authorized for reselling Microsoft CSP + registered for the CTC webinar series | Currently authorized for reselling Microsoft CSP + registered for the CTC webinar series | |
| Minimum of <u>1-3</u> CSP customers activated in past 12-months | Minimum of <u>4-24</u> CSP customers activated in past 12-months | Minimum of <u>25+</u> CSP customers activated in past 12-months | |
| Minimum Microsoft CSP revenue requirements – <u>N/A</u> | Minimum of \$15k per month in Microsoft CSP all-up revenue | Minimum of \$50k per month in Microsoft CSP all-up revenue | |
| CTC Benefits: | | | |
| O365 CSP Ascend Margins: <u>6%</u> off MSRP for nonprofit SKUs* + <u>16%</u> off MSRP for gov., edu., & commercial SKUs* | O365 CSP Accelerate Margins: <u>8%</u> off MSRP for nonprofit SKUs* + <u>18%</u> off MSRP for gov., edu., & commercial SKUs* | O365 CSP Altitude Margins: 10% off MSRP for nonprofit SKUs* + 20% off MSRP for gov., edu., & commercial SKUs* | |
| Azure CSP <i>Ascend</i> Margins: <u>12%</u> off MSRP for all Azure CSP SKUs* + <u>2%</u> off MSRP for all Azure RI SKUs* | Azure CSP <i>Accelerate</i> Margins : <u>13%</u> off MSRP for all Azure CSP SKUs* + <u>2%</u> off MSRP for all Azure RI SKUs* | Azure CSP Altitude Margins: 15% off MSRP for all Azure CSP SKUs* + 4% off MSRP for all Azure RI SKUs* | |
| Ascend Partner Support: SYNNEX CLOUDSolv Partner Support options + access to monthly live webinars/on-demand Business Transformation resources | Accelerate Partner Support: SYNNEX CLOUDSolv Partner Support options + dedicated Cloud Development Rep in the SYNNEX office + quarterly QBR with dedicated account manager + discounted SYNNEX software services | Altitude Partner Support: SYNNEX CLOUD Solv Total Care Support + one-on-one consultation support for cloud business acceleration + semiannual in-person partner visits for strategic planning + increased end-user demand generation | |
| Marketing Development – Ascend (stage-1): ContentMX Ready- Made Marketing campaigns + CTC-exclusive discounted pricing for packages available from Nurture Marketing** | Marketing Development – Accelerate (stage-2): Content & Data Booster package to support your overall customer engagement, valued at <u>\$3k</u> (+ full access to ContentMX campaigns)** | Marketing Development – Altitude (stage-3): Modern Marketing offerings for partners to choose any 1-MDF package per half, valued at \$5k (+ full access to ContentMX campaigns)** | |

CTC Rewards:

Bimonthly CTC Rewards Program - 3-winners from each of the following categories, every other month (based on previous 2-months of CSP):

1. Top CSP Revenue | 2. Most End-User Adds | 3. Top Marketing Engagement (based on digital trainings participation + ContentMX engagement)

Winners*** to select their prize of choice from the following options: Microsoft Surface Pro, Xbox One X, Big Green Egg, Bose SoundTouch Outdoor Speaker Set, Yeti Cooler, SONOS PlayBar, Delta Airlines Gift Card, or \$1k in marketing support services

Semiannual Grand Prize Getaway - 7-winners from each of the following categories, every half (based on previous 6-months of CSP):

1. Top Growth –Azure | **2.** Top Growth –O365 | **3.** Top Growth –CSP | **4.** Top Revenue –Azure | **5.** Top Revenue –O365 | **6.** Top Revenue –CSP | **7.** Most Partner Referrals Winners*** can each bring +1 guest, for an exclusive 2-day weekend getaway – formal dates and locations to be announced in October 2018

* Some exclusions apply – contact your SYNNEX account manager for details

** Limited availability; first come, first served

*** Winners can qualify for one category per period; eligible pending completion of W9 tax form





SYNNEX CLOUDSolv.

Updated CTC Levels & Qualifications

| <u>Ascend</u> Level (Stage-1) | <u>Accelerate</u> Level (Stage-2) | <u>Altitude</u> Level (Stage-3) |
|---|---|---|
| CTC Qualifications: | | |
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| | | |





NEW Capture the Cloud Rewards

Ascend Level (Stage-1)

Accelerate Level (Stage-2)

Altitude Level (Stage-3)

CTC Rewards:

Bimonthly CTC Rewards Program — 3-winners from each of the following categories, every other month (based on previous 2-months of CSP):

1. Top CSP Revenue | 2. Most End-User Adds | 3. Top Marketing Engagement (based on digital trainings participation + ContentMX engagement)

Winners*** will be contacted to select their prize of choice from the following options:

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Semiannual Grand Prize Getaway – 7-winners from each of the following categories, every half (based on previous 6-months of CSP):

1. Top Growth –Azure | 2. Top Growth –O365 | 3. Top Growth –CSP | 4. Top Revenue –Azure | 5. Top Revenue –O365 | 6. Top Revenue –CSP | 7. Most Partner Referrals

Winners*** can each bring +1 guest, for an exclusive 2-day weekend getaway Formal dates and locations to be announced in October 2018

*** Winners can qualify for one category per period; eligible pending completion of W9 tax form







CTC Margins for O365 & Azure

Ascend Level (Stage-1)

Accelerate Level (Stage-2)

Altitude Level (Stage-3)

CTC Benefits:

O365 CSP Ascend Margins:

6% off MSRP for nonprofit SKUs* 16% off MSRP for gov., edu., & commercial SKUs*

Azure CSP Ascend Margins:

12% off MSRP for all Azure CSP SKUs* 2% off MSRP for all Azure RI SKUs*

O365 CSP Accelerate Margins:

8% off MSRP for nonprofit SKUs*
18% off MSRP for gov., edu., & commercial SKUs*

Azure CSP Accelerate Margins:

13% off MSRP for all Azure CSP SKUs* 2% off MSRP for all Azure RI SKUs*

O365 CSP Altitude Margins:

10% off MSRP for nonprofit SKUs* 20% off MSRP for gov., edu., & commercial SKUs*

Azure CSP Altitude Margins:

15% off MSRP for all Azure CSP SKUs*
4% off MSRP for all Azure RI SKUs*

* Some exclusions apply – contact your SYNNEX account manager for details







SYNNEX Cloud Partner Support

Ascend Level (Stage-1)

Accelerate Level (Stage-2)

Altitude Level (Stage-3)

CTC Benefits:

Ascend CTC Partner Support:

- SYNNEX CLOUDSolv Partner Support options
- Regular invites to live monthly webinars
- Access to on-demand Business Transformation resources

Accelerate CTC Partner Support:

In addition to all Ascend Stage-1 benefits...

- SYNNEX CLOUDSolv Partner Support options
- Dedicated Cloud Development Rep in the SYNNEX Greenville, SC office to enable you to grow your cloud practice at scale
- Quarterly QBR with your dedicated SYNNEX Microsoft account manager
- Discounted SYNNEX software services

Altitude CTC Partner Support:

In addition to all Accelerate Stage-2 benefits...

- SYNNEX CLOUDSolv Total Care Support
- Semiannual in-person partner visits for strategic planning with the SYNNEX Microsoft team
- One-on-one consultation support for cloud business acceleration to increase endcustomer demand generation and profitability



CLOUDSolv Partner Support



Why SYNNEX + Microsoft CSP? Our dedicated team provides simple complimentary cloud support included as part of your Indirect CSP package.

Choose to move your cloud business to SYNNEX for a seamless transition with no downtime, and let us do the heavy lifting 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 (with ability to set limitations) | Yes - you can grant the end user access to the End User management dashboard (with ability to set limitations) | |
| Who provides presales licensing, portal, and technical support? | We provide the Licensing Pre-Sales Support and take you through our portal for purchasing. | We provide the Licensing Pre-Sales Support and take you through our portal for purchasing. | |
| 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 option 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 Premier Support plan through Microsoft (when we escalate a support request to MSFT). | |
| Is technical support located in the United States? | YES! | No | |
| ls 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 | |





CTC Marketing Development

<u>Ascend</u> Level (Stage-1)

Accelerate Level (Stage-2)

Altitude Level (Stage-3)

CTC Benefits:

Marketing Development Stage-1 ~ Ascend:

ContentMX Ready-Made Marketing campaigns + CTC-exclusive discounted pricing for marketing dev. packages available from Nurture Marketing**

Marketing Development Stage-2 ~ Accelerate:

Content & Data Booster package to support your ContentMX campaigns' overall customer engagement, valued at <u>\$3k</u> (+ full access to ContentMX campaigns)**

Marketing Development Stage-3 ~ *Altitude*:

Modern Marketing offerings for partners to choose any 1-MDF package per half, valued at \$5k (+ full access to ContentMX campaigns)**

** Limited availability; first come, first served





Enhanced CTC Marketing Dev.

- **Stage-1: Ascend*** SYNNEX has partnered with strategic experts from ContentMX to offer customizable dynamic ready-made marketing campaigns for M365, O365, and Azure to help drive your customer engagement. <u>Learn more</u>
- **Stage-2:** *Accelerate** Exclusive to Accelerate-level CTC partners, we've put together a Content & Data Booster package to help make the most out of your ContentMX campaigns. <u>Learn more</u>
- **Stage-3:** *Altitude** Exclusive to *Altitude*-level CTC partners, choice of marketing development packages provided by Nurture Marketing & funded by the SYNNEX Microsoft team. <u>Learn more</u>

 Special discounted pricing available to all CTC partners (Ascend-, Accelerate-, & Altitude-Levels), for incremental marketing development offerings from Nurture Marketing. <u>Learn more</u>

*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



What if choosing marketing content, was as easy as picking a channel on Apple TV?

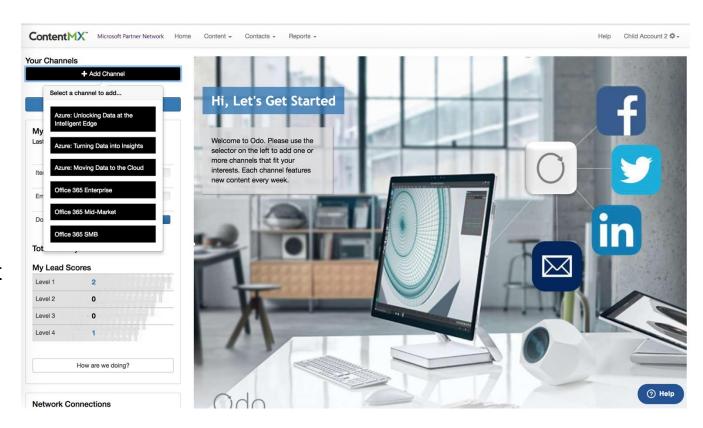


Introducing ContentMX Ready-to-Go Marketing

Episodic content that tells a story and drives opportunities

Choose the channels best for your business

Receive weekly episodes, with content to share and consume.



Episodes are delivered by weekly alerts - email and *phone



Content MX*

New Content is ready for you Office 365 can seamlessly modernize your workplace in a short period of time.

Earlier Today



26m ago

In case you missed it

Averetek's photo: What are the best practices for developing your Channel Strategy? Check out the Channel Scorecard to see how you mat...



26m ago

CNN

After a wedding that shook up tradition, Meghan's new bio on the royal family's website firmly emphasizes her activist credentials

ENLIATE PRINCIPALITATION



Hi [[fname]].

This week we have more exciting news for Project Odo – your Pro Tips now have two new features designed to help you accelerate engagement and impact with customers and prospects.

Project Odo still has its quick video training, made just for you, to learn more about what customers and prospects want to hear, no matter their business or industry. There's also still an infographic available for you to share on social media.

What's new, though, is that we've added an Office 365 Icebreaker Guide. It's a one-page document assembled to keep you up-to-date with more in-depth product tips and tricks to help guide your telephone and in-person conversations with customers and prospects. Be sure to check it out!

We also added a "Build Your List" function. In as few as three clicks, Project Odo now has a way for you to promote your website and email list on social media. Take advantage of this feature to build your email list and take your email marketing to the next level.

As always, please feel free to let us know how we're doing and how we can keep improving to help you achieve your desired business outcomes. Send a note to projectodo@contentmx.com. We'd love to

View Your Pro Tip Now

Do you need help getting started? Get your account name and password by signing up for a one-on-one training session with our client success manager. You can also watch our Getting Started video.

Here's What's Ready for You to Share

No Internet connection? No problem! #Office365 lets you access & edit documents from anywhereonline or offline

Inside Office 365

With Office 365, you can edit files from anywhere — even when you're offine No Internet connection? No problem! #Office365 lets you access and edit documents from anywhere, anytime-online or offline.

SHARE THIS

IT is revolutionizing the way small businesses get stuff done. Sign up to learn how IT can help your company grow.

Don't Miss Another Post from *[\$profile.organization]*

Dor't Hiss Another Post! Subscribe Now

IT is revolutionizing the way small businesses get stuff done. Sign up for emails that keep you posted on how IT can help your company grow.

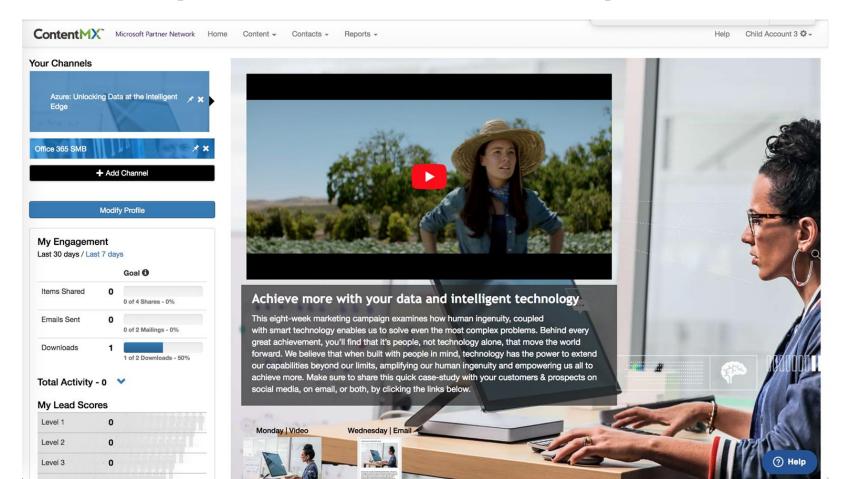
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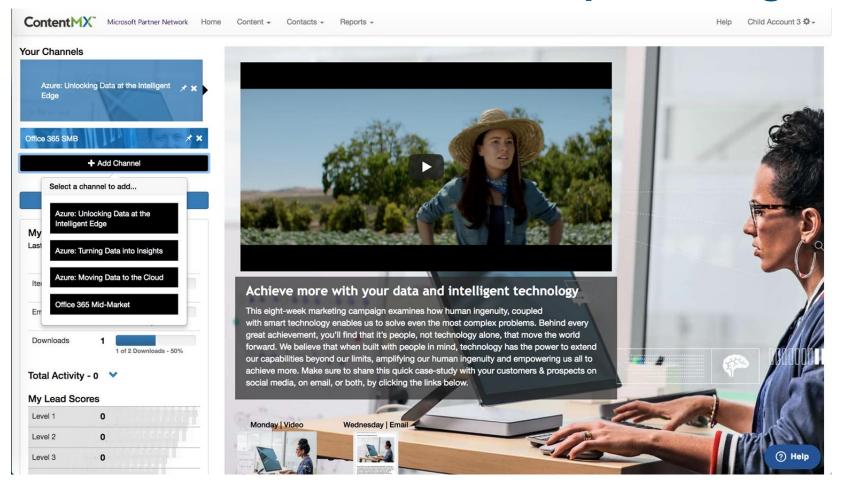
*July 1st



View and publish content at the push of button



Choose a different channel and publish again



Create/Edit Your Message

Short Message (280 characters - Optional)

157 characters

Do more than just scratch the surface, put the @Surface to work for you. All-day batteries and powerhouse

Alternate Status Message (700 characters - Optional)

Contoso Technology Solutions knows that the medium can be just as important as the message. With the right digital Leave this box empty if you do not want any status text posted to Facebook or LinkedIn.

https://vimeo.com/253504903



Video Title

The Surface family fosters functionality

Description



Microsoft software and tools enable powerful productivity and collaboration, and empower people everywhere to achieve more. When they are combined with Microsoft devices.

Upload Library... Clear

Publish to...

- O @lorienkh on Twitter
- ② @samplepartner on Twitter
- Superior Systems and Logistics
- Lorien Balayan on LinkedIn
- BlueHillsCoffee on Google+
- Generic Social Network
- Wordpress [Select category...]
- Generic Blog

Schedule automatical

It's all done in a few easy clicks - or we can do it all for you allowing you to regularly push quality campaigns to your marketing channels without skipping a beat.















Is this email not displaying correctly? View it in your browser



Office 365 Empowers a School to Take a Different Approach



Microsoft does it again-this time, at Broadclyst School, where giving children the very best education means hands-on experience with the latest technology. This midsize-business customer story focuses on how Office 365 and Microsoft tools are putting Broadclyst students on the leading edge of learning and preparing them for a technologybased future. ContentMX can help your business take the same forward-looking approach to deliver better results for your customers. and your bottom line. Contact us to find out how.

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Send regular email campaigns to nurture and drive new opportunities. Send through ContentMX or your favorite email system





















Microsoft Office 365 Helps Small Business Reach for the Wind

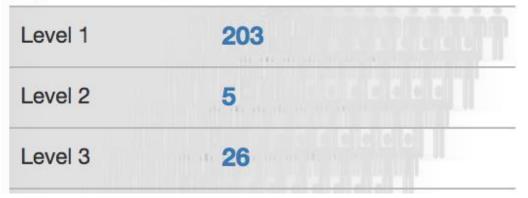


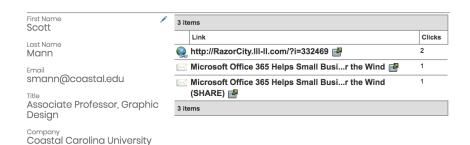
Check out the latest from Microsoft – a short video highlighting small business hero Scott Naucler. Scott owns Turbine Test Services, a professional services company with four employees who work remotely to maintain wind turbines along America's wind corridor. Scott relies on Office 365 not only to work flexibly and collaboratively with his employees, but also to keep him organized when he's pursuing his passion - building and flying Cessna planes.

Office 365 helps Scott get the most out of his work and his passion. Contact us to learn more about how we can help you do the same.

Driving Real Time Opportunities!

My Lead Scores





Processing Time: 0.009 seconds





Experience a New Level of Freedom with Office 365



Are you ready to experience a new level of freedom with Office 365 that just didn't exist for small business owners previously? Learn how with this new clip that we just received from Microsoft.

Before Office 365, Bryce McDonald, a solo entrepreneur who runs DAY 1 Wake, a wakesurf board making business, lugged his laptop around everywhere he went to make sure that he never missed a customer inquiry or an update to a design or order. Now, however, he can access, edit, and share documents from anywhere on any of his devices. Thanks to Office 365, Bryce now has a level of added flexibility, freedom, and an ability to work in real-time with others that just didn't exist previously.

CSPi Technology Solutions can help you get there, too. Get in touch with us today to get started. Call (866)641-1159 or cloudservices@cspi.com.

Share

My Engagement

Last 30 days / Last 7 days

| | | Goal 6 |
|--------------|----|-------------------------|
| Items Shared | 12 | 12 of 4 Shares - 300% |
| Emails Sent | 5 | 5 of 2 Mailings - 250% |
| Downloads | 3 | 3 of 2 Downloads - 150% |

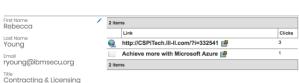
Total Activity - 27,874



My Lead Scores

| Level 1 | 698 |
|---------|-----|
| Level 2 | 16 |
| Level 3 | 22 |





Administrator

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I B M Southeast Employees

790 Park of Commerce Blvd

Federal Credit Union

The ContentMX solution is:

Prescribed: Content is delivered in sequence the right

content in the right order on the right day

Customized: Messaging around the content

automatically includes the partner name, and can be

customized even further

Right-sized: good fit for all partner's

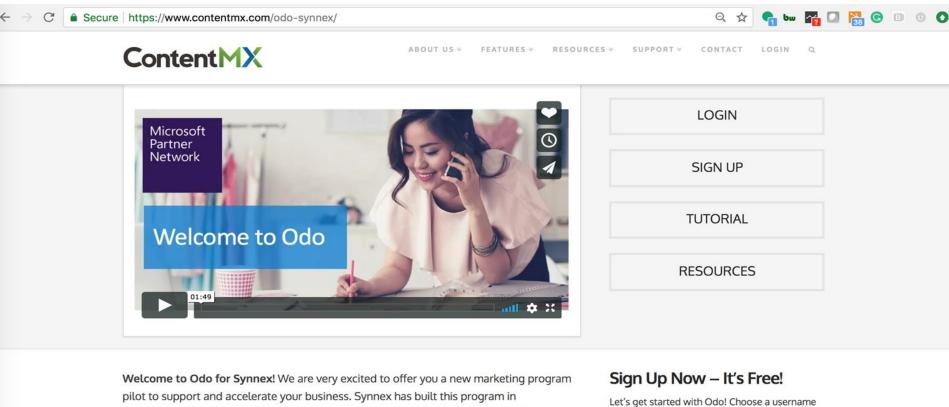
Great Results: Doubled Sales, 225% Increase in Lead

Flow, Over 40% of the partners engaged

Sign Up Now - It's Free!

https://contentmx.com/odo-synnex

"This new partner communication platform has given us a more disciplined approach to our marketing. The cadence of our interactions with customers is much better! We now have a better behavior which drives more leads. We never saw support like this in your the many PRM systems we have seen" -Quartet



collaboration with Microsoft and ContentMX. ContentMX is a team that has worked closely with partners in the channel for almost 20 years.

Odo for Synnex is free of charge, and we expect it to help increase your business influence - and revenue. Odo for Synnex gives you access to consistent, relevant, and customizable

Partners who have used similar programs have reported the following results:

content to share with your customers and prospects in as few as three clicks.

and we will email you a temporary password. Your account will be ready to go in just a few minutes.

Then, join one of our weekly webinars to learn how to make the most of your new Odo account.

Your Information (* Indicates required information)

Introducing Concierge services from Nurture Marketing

When you want to do more:

- Customized messaging
- > Targeting
- ➤ Lead follow-up

to see for yourself.

View the Video

The power of Surface is not limited to the education sector. We at SMS Tech Solutions have helped companies standardize on Surface in multiple industries.

Got questions about Surface? We've got the answers. Contact us for more details, including pricing.

SMS Tech Solutions

Sally Shorb, President

sally@smstechsolutions.com 800.656.7702

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er of Surface is not limited to the education sector. We Tech Solutions have helped companies standardize on

SMS Tech Solution

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it Surface? We've got the answers. Contact us for



This is particularly true, for example, in the healthcare and medica fields where Surface gives physicians and nutries secure mobile access to the information and resources they need to be product to collaborate in new ways, and to improve the quality of patient Surface also empowers sports medicine providers with a new technology called SportGait which uses data to identify, monitor treat at-risk youth athletes.

Take 60 seconds to look at this inspiring video about how one

No matter what your industry, your role, or your passion, there's Surface device that's just right for you – explore Surface 3, Surfa Book 2 and Surface Pro.

View the Video

Got questions about Surface? We've got the answers. Contact us for more details, including pricing.

ComputerLand of Silicon Valley

ComputerLand integrates these essential elements into every project we undertake: security, reliability, availability, scalability, and interoperability. With this in mind, we will work with you to choose the Surface tablets that are just right for everyone in your organization.

Visit us at www.cland.com.
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e that's just right for you – explore Surfacend Surface Pro.

View the Video

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Visit us at www.cland.com.

Your Microsoft Sales Representative

sales@cland.com 408-519-3200

Share

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Please complete this short partner feedback survey

SYNNEX & Microsoft appreciate your Capture the Cloud participation. Please check out the **skype meeting chat window** for the link to a **short survey** to help us prioritize continued additions to the CTC program.







Q&A







Thank you.

