Microsoft Cloud Solution Provider (CSP) new direct bill requirements

Frequently Asked Questions

Overview

Q: What are the new CSP direct bill enrolment requirements?
A: The following CSP direct bill enrolment requirements will go into effect after August 31, 2018, at the anniversary date of the partner's original on boarding to the CSP program.

1) Purchase a Microsoft support plan
Expand your support capabilities by choosing from two options, based on your needs:
- <u>Microsoft Advanced Support for Partners</u> helps you grow your cloud business at an economical, fixed price point.
- <u>Microsoft Premier Support for Partners</u> provides the most comprehensive support across the entire Microsoft platform.

2) Demonstrate key capabilities

- Provide at least one managed service, IP service, or customer solution application.
- Enable customer billing and provisioning infrastructure.
There are no specific performance goals in place at this time, but Microsoft may implement a performance bar in the future.

Q: What does "CSP direct-bill" mean?
A: Direct bill is an enrolment option in the CSP Program that has new enrolment requirements starting August 31, 2018. Microsoft formerly referred to this enrolment as "Tier 1" or "direct reseller." The indirect provider nomenclature will remain, and an indirect reseller will be called a "CSP reseller."

Q: How long do I have after August 31, 2018 to meet these new requirements?
A: You will have to meet the new requirements on the anniversary date of your original onboarding enrolment to the CSP program. To find your anniversary date, go to Partner Centre, click on Account Settings and then click on Partner Profile to find the anniversary date of your original onboarding under 'Program info'. As an example, if your anniversary date is in March, you will need to meet the new requirements on your anniversary date after August 31, 2018. In this case, you will need to meet the requirements on your anniversary date in March 2019.

Transitioning

Q: What is the guidance for those exiting direct CSP partners status?
A: If these requirements do not align with your business strategy, please consider continuing to work through Microsoft's indirect providers as an indirect reseller. Partners will work with an indirect provider who offers infrastructure, support, and services.

Q: How can I be sure that the indirect provider that I choose to work with can support me and my customers better than what I have in place today?
A: Microsoft has built a global network of qualified indirect providers who have invested heavily in their business to help partners be successful in the CSP Program. We recommend you interview those in your market and find the best partner for your business success. Indirect providers can support you with a variety of solutions:

- **Support** – many offer helpdesk support to your customers using your name.
- **Commerce Portal** - Some enable you to use their commerce portal so you can take customer orders with minimal involvement by the indirect provider.
- **Bring together ISV solutions –** many indirect providers' often aggregate hardware and software to enable you to create a complete solution.
- **Business services & guidance** –some indirect providers will help their resellers to transform their business by offering complementary services and guidance on how to grow revenue.
- **Flexible credit terms** - The credit terms offered may be more flexible than partners would find through traditional financing channels.

Q: I am currently participating in the CSP program in the direct bill option. Do I have to wait until my re-enrolment period to enrol in the CSP reseller option?
A: You have until the anniversary date of your original on boarding to the CSP program after August 31, 2018, to meet the new requirements. If you decide that being a CSP reseller is better for your business model, you can find an indirect provider at any time before the anniversary date.

Q: If I move enrolment options, do I have to migrate my customer subscriptions?
A: The customer subscriptions will need to be transferred for billing ownership. There is no impact to customers in this transfer other than their accepting a new reseller relationship request from the indirect provider.

Q: What is the customer experience (billing and support) if I move from being a CSP direct bill partner to a CSP reseller?
A: You will need to transition your customer subscriptions to the indirect provider with whom you establish a reseller partnership. The instructions for moving license-based and usage based subscriptions are contained in the Partner Centre Help content.

Q: If I work with an indirect provider and migrate my customers, does the indirect provider take over my billing, causing customer confusion?
A: The indirect provider does not have to take over the billing to your customers. Many providers provide discounts for resellers to bill clients.

Finding an indirect provider

Q: How will I determine which indirect provider has the best options for me?
A: Tech Data is an Indirect Provider with Microsoft Premier Support. Our technical engineers and operations staff within our Cloud Team will take you through and oversee the process to transfer your subscriptions under our model. We have CSP program advisors who can explain all aspects of the indirect model to prospective resellers. Contact us through our cloud website: http://techdatacloud.com.au/contact-us/.

Q: How do I continue to support my customers while working with an indirect provider?
A: Microsoft has invested significantly into enhancing functionality for indirect resellers in Partner Centre, and the various tools the indirect providers offer for managing your customers should be a key consideration in selecting the right indirect provider to work with.

Considerations might include

a) Admin access to customer tenants – note that by default a CSP relationship request as indirect reseller creates delegated admin privileges (DAP) for O365, but the indirect provider still needs to manually add resellers for Azure.
b) Ability to create trials and quotes for customers is supported by many indirect providers through their online provisioning tools.
c) Leveraging "designated support contact" so that the reseller is displayed in the customer's O365 portal as a contact.

Let us help you grow your business with our Hybrid Cloud Experts.

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Indirect Provider Award

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