

## **Why use Exeed for Microsoft CSP?**

At Exeed we are passionate about providing personalised and prompt service. We have dedicated cloud administrators to support your Microsoft CSP business as well as answer any questions or address any challenges you may be having. Most of you are already purchasing other products from Exeed so you understand that good service from really good people makes all the difference. We also have great complementary products available to enhance your CSP offerings including BitTitan, SkyKick, ControlC and more.

## **What is the Microsoft Cloud Solution Provider programme?**

The Microsoft CSP programme is the best way to sell the Microsoft licensing that you are already selling today. It is a very reseller friendly programme that financially rewards you to sell Microsoft's great range of cloud services. This document explains a lot more about the programme and hopefully answers many of the questions you may have.

## **What products are available in this programme?**

Most products are available including Azure, Dynamics 365, Exchange, Intune, Office 365, OneDrive, Project, SharePoint, Skype, Windows, Visio and Yammer. Microsoft has a very aggressive growth strategy for CSP so new products will be added regularly and we will keep you up to date with all the latest news. Pricing is available for corporate customers, government and education.

## **What is in it for you?**

CSP enables you to have a profitable Microsoft Cloud business with greater control of the services you choose to offer. As the reseller you will own the billing relationship with your customer and this is done via monthly or annual billing of their subscription services. You can also gain access to manage and support your customers' subscriptions using the Microsoft Partner Network, although please note this does require permission from your customer. Due to the billing flexibility of CSP this should allow you to create more successful and financially beneficial relationships with your customers. You can also wrap up Microsoft Cloud offers with your own managed services providing maximum efficiency and value for money for your business and your customers.

## **What is in it for your customers?**

There are great benefits, including the option of monthly or annual billing. This means it becomes an operational expense and the customer does not need to outlay large amounts of money upfront. The other big advantage is flexibility around their subscription quantities, they can adjust this anytime. For example, a company may bring on ten additional staff for a three month contract and all they do is request an additional ten seats, which can be added in minutes, and then request a decrease when they are done. And all they will pay is the prorated amount meaning it is a true pay as you go service. Also, as these are cloud-delivered services your customers will always have the current version of the software, with all of the latest features, for no additional cost. Also, you remove the hassle of having to manage the subscriptions on your credit card which can become a hassle with difficult invoices. The customer will also receive a higher quality level of support by having access to the Microsoft premium cloud support team.

## Can I move customers from Microsoft Open or the Advisor model?

With Microsoft Open Licensing it is only possible to move the subscription across to CSP when the term of the agreement is over. Customers that are currently using the Advisor model can have their subscriptions transferred across to the CSP programme by purchasing the equivalent CSP product and then cancelling the Advisor subscription in the customer's current tenant. Customers that are using either commit monthly pay monthly or commit yearly pay monthly can move across straight away but customers on prepay yearly will receive no credit, so we recommend they come across at the end of their current subscription. There are no early termination fees when cancelling the monthly services. You can also add new CSP subscriptions to any existing Advisor or Open tenant bringing with it all of the benefits of this new programme by Microsoft.

## How does the billing work?

Exeed will bill you on a monthly basis with a breakdown of what subscriptions you have with which customers and this will make it easier for you to on bill your clients. Our billing date with Microsoft is on the 12th of each month and we will bill you based on your standard account terms with Exeed. We will only send one invoice that will include customer name, subscription purchased, quantity, item cost, total cost and the subscription renewal date.

## How do I order CSP products from Exeed?

We use online forms, which you complete, that include your MPN number, your customer's details and the products they would like provisioned. The forms are available on our Exeed Online website under [services/cloud services/CSP](#) or you can save the links as favourites and access them from your preferred web browser. You are required by Microsoft to have a MPN membership to be able to attach yourself as the partner of record to a customer's tenant. If you don't have a MPN membership number please visit <https://mspartner.microsoft.com/en/nz/Pages/index.aspx> to sign up. Other important information on this form will be the domain name for the customer's tenant. The form will ask you to enter three options and we will go from the first preference to the last and select the first name available.

Once you have completed the form and hit 'send', the form will automatically be sent to our cloud administration team. Our aim is to get all orders provisioned in ten minutes or less. Upon completion we will send a confirmation email letting you know the relevant details. To make any changes including increasing or decreasing current subscriptions or adding new services you email [csp@exeed.co.nz](mailto:csp@exeed.co.nz) and we will process these changes as soon as possible. We just require the name of the customer, new product, or quantity change and your MPN number to make the change. We will then notify you once the products have been provisioned or changed.

## Exeed Contacts:

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