



# CONTENTS

#### **NCE** fundamentals

- Subscription Management
- Commercial Terms and Billing
- New Commerce Experience: Next Important Milestone on July 11, 2022
- A proactive way to renew your subscriptions
- Design a migration that fits your organizational needs
- Ingram Micro Cloud's Migrations and Value-Added Services
- NCE Incentives
- Resources
- NCE Business Growth Opportunity
- Next steps





We are delivering a consistent, simplified, and flexible purchase experience for customers and partners with Microsoft's New Commerce Experience. We want to provide a full catalog of offers so partners don't miss a beat.

**VICTOR BAEZ** 

SENIOR VICE PRESIDENT AT INGRAM MICRO CLOUD

#### OUR DEDICATED APPROACH TO NCE





# Today



# OC Beyond

# Spend just one day with us – one deal

#### Build your transition plan

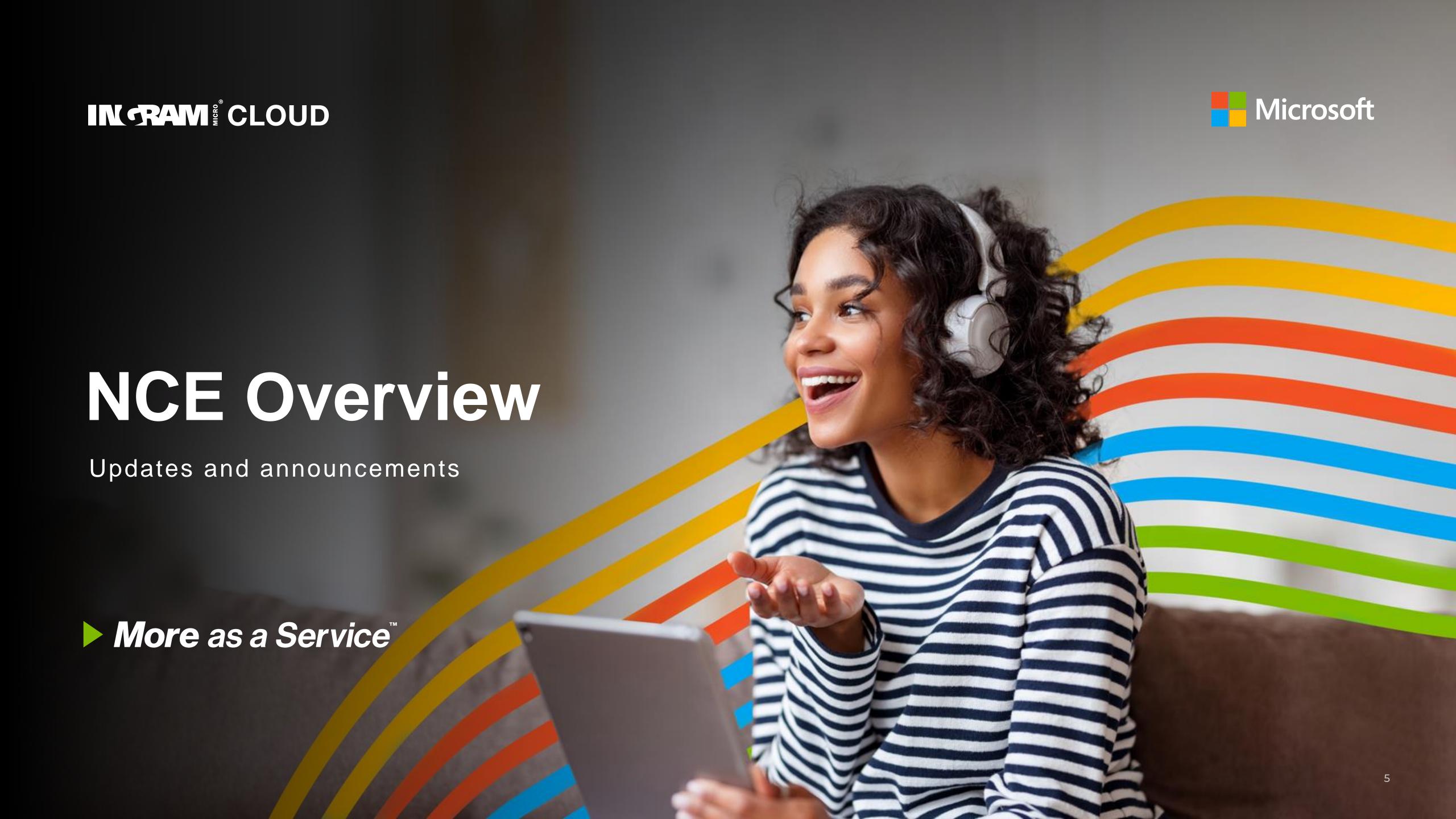
#### Innovate at scale

- Clean billing with Automation
- PSA billing integration (NCE)
- NCE Legal Advisory Services
- Dedicated NCE Experts

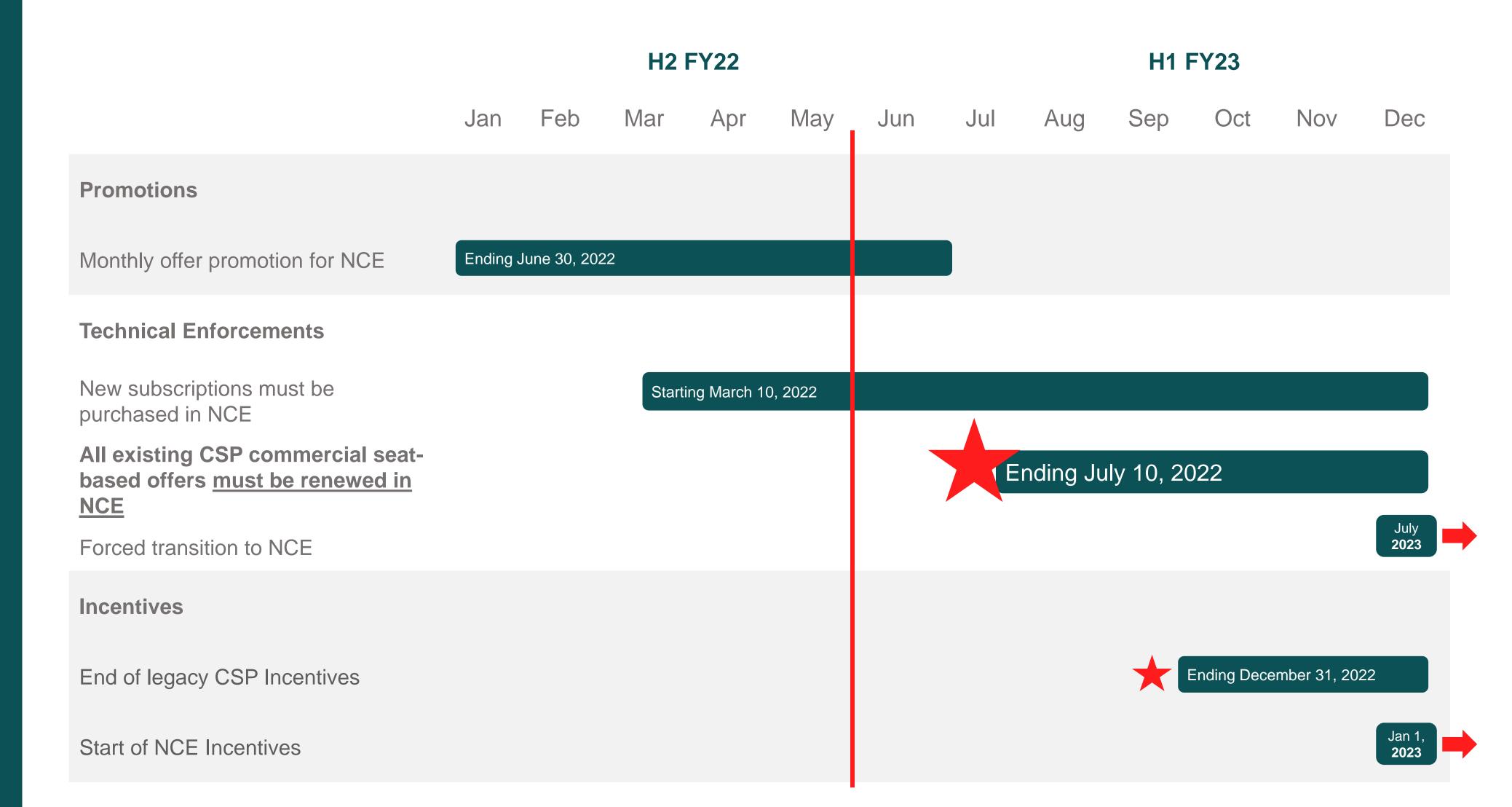
- White Glove Migration Service
- End-User Demand Gen
- Technical Training & Enablement
- Pre-Sales Technical Support
- Modern Support
- MCPP Support Team

- End-User Demand Gen, MDF
- Platform and Billing Automation
- Dedicated Customer Success Team
- Business & Financial Support
- MOREaaS offers





#### NEW COMMERCE EXPERIENCE TIMELINE





# **Key Dates**





# **SUBSCRIPTION MANAGEMENT**

	1-month subscription	12-month subscription	36-month subscription
Billing Terms	Monthly	Monthly, Upfront	Monthly, Annual, Upfront
Pricing	+20% price premium	Same as CSP	Same as CSP
Commitment	Flexible	Firm	Firm
Cancellation	Cancellation after 7 days (168 hours) will be billed for the full month	Cancellation after 7 days (168 hours) will be billed for the full 12-month term	Cancellation after 7 days (168 hours) will be billed for the full 36-month term
Price Lock	1 month	1 year	3 years
Mid-term Upgrades	Allowed	Allowed	Allowed
Mid-term Downgrades	Allowed	Not Allowed	Not Allowed
Availability	All Per-User SKUs	All Per-User SKUs	Dynamics 365 – Available Microsoft 365 (select) – H2 2022

# INGRAM SE CLOUD



# **COMMERCIAL TERMS AND BILLING**

New Feature/Change	CSP Legacy	New Commerce Experience	Partner Impact
Multi-year billing plans	Annual (monthly, upfront billing)	Monthly, Annual, 36-Month	Partners have the option to blend short- and long-term offers to ensure customers are getting the flexibility they need.
Mid-term change in billing frequency	Yes	Yes, from Monthly to Annual/36-Mo. Annual to 36-Mo.	Monthly subscriptions can be adjusted to Annual or 36-Month, however, only at month end.
Cancellation Policy	30 days	7 calendar days (168 hours)	Encourages long-term commitment from customers and reduces churn. Adds revenue-forecasting predictability for partners.
Full Refund	Within 30 days	Within the first 24 hours	N/A
<b>Prorated Refund</b>	Yes, anytime during term	7 calendar days (168 hours)	Partners will now have 7 days (including weekends and bank holidays) to adjust.
Billing pause upon suspend	Yes	No	Billing will continue after suspension in NCE.
Billing pause upon cancel	Yes	Yes	N/A
Add-Ons	Add-ons are sold as attachments to a base subscription and not displayed in catalogue.	Add-ons are listed as separate products and can be purchased separate from base offers	Add-ons need to be tracked to align to the end date of the base subscription. Add-ons with no active base subscription will not function.

#### **ANNOUNCEMENT:**

# 72-hour cancellation and seat reduction policy

Now 168 hours (7 calendar days)

This change is intended to provide partners with additional time to make post-purchase corrections to orders.

## Adjusted for:

NCE Per-User Commercial Subscriptions (M/D365)



Source: Microsoft Partner Announcement

## **ANNOUNCEMENT:**

The end date for renewals of legacy CSP subscriptions has been moved from July 1, 2022

# To July 11, 2022

July 10, 2022, is now the last day you can renew existing legacy CSP Commercial subscriptions.



Source: Microsoft Partner Announcement

# Preparing for the upcoming technical enforcement on July 11, 2022

#### WHAT IS HAPPENING ON THE MICROSOFT SIDE?

All legacy CSP Commercial subscriptions that reach their renewal date after July 10, 2022, will not renew.

Microsoft will not notify the partner or the end-customer when a legacy subscription approaches or reach its term.

• Legacy CSP subscriptions for education, government, and non-profit will still be available for purchase and renewal.

# HOW INGRAM MICRO CLOUD MARKETPLACE WILL ALIGN

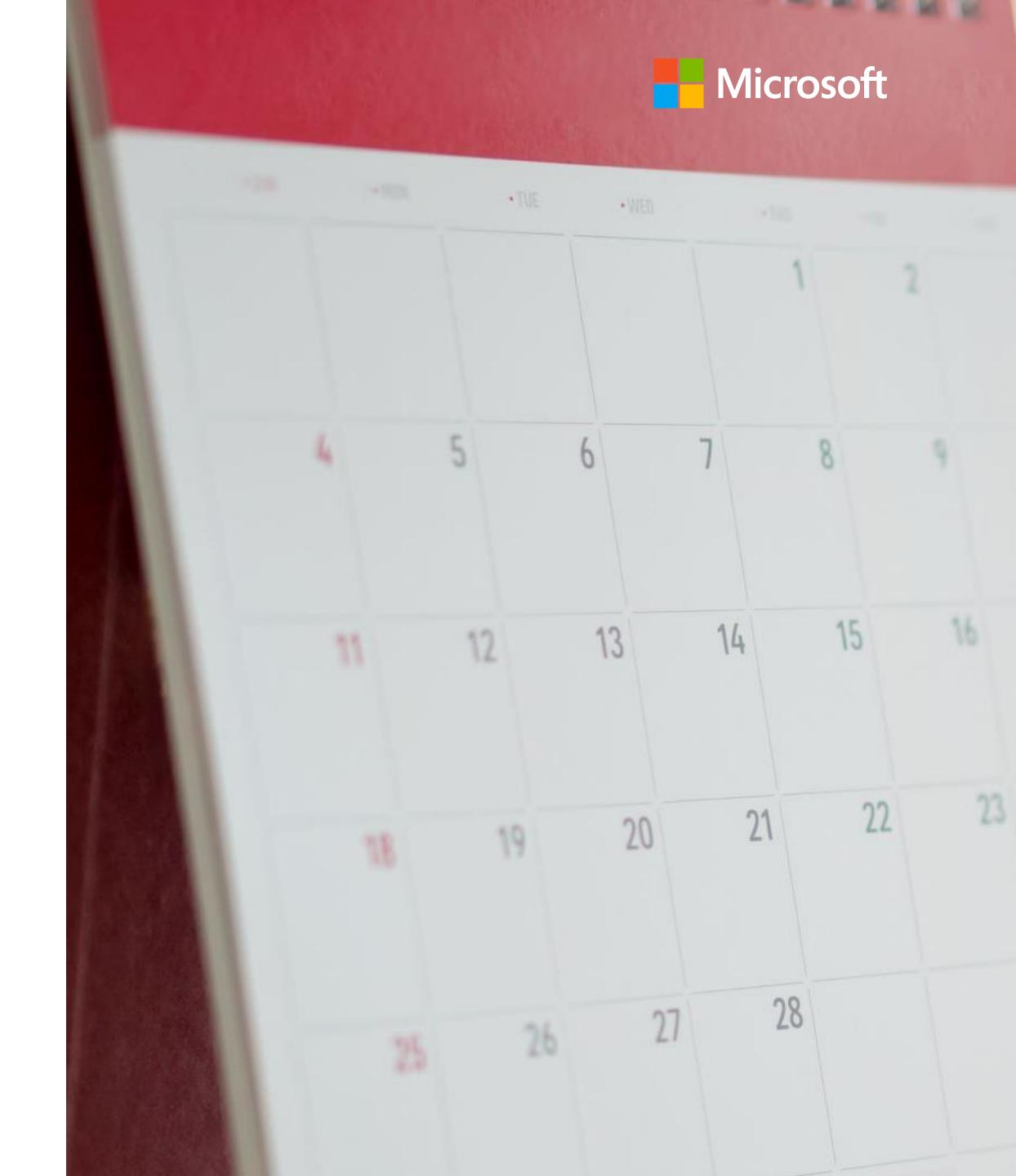
For a legacy CSP subscription ending before July 11, 2022:

the commercial seat-based offer <u>will automatically renew in the legacy commerce</u> experience.

• For a legacy CSP subscription ending after July 11, 2022: Ingram Micro Cloud will enroll you in New Commerce Experience ("NCE") to facilitate the continuity of Microsoft licensing to your customers, no action required on your end.

If you do not require Ingram Micro's assistance, please complete and submit the opt-out form before May 31, 2022.

Source: Microsoft Partner Announcement



# NEXT STEPS

To ease the transition process to NCE, partners are required to fulfill the following criteria below:

1	Confirm that you have signed your Microsoft Partner Agreement (MPA)
2	Confirm that you have associated Ingram Micro Cloud as your Indirect Provider
3	Identify and establish your <u>local MPN ID on Cloud Marketplace</u>
4	Ensure that all your end customers have accepted their Microsoft  Customer Agreement (MCA)
5	Optional: Opt-out of Ingram Micro CSP to NCE Transition

**Evaluate my options** 



INGRAME CLOUD

# Demo

Reviewing your upcoming renewals and planning ahead

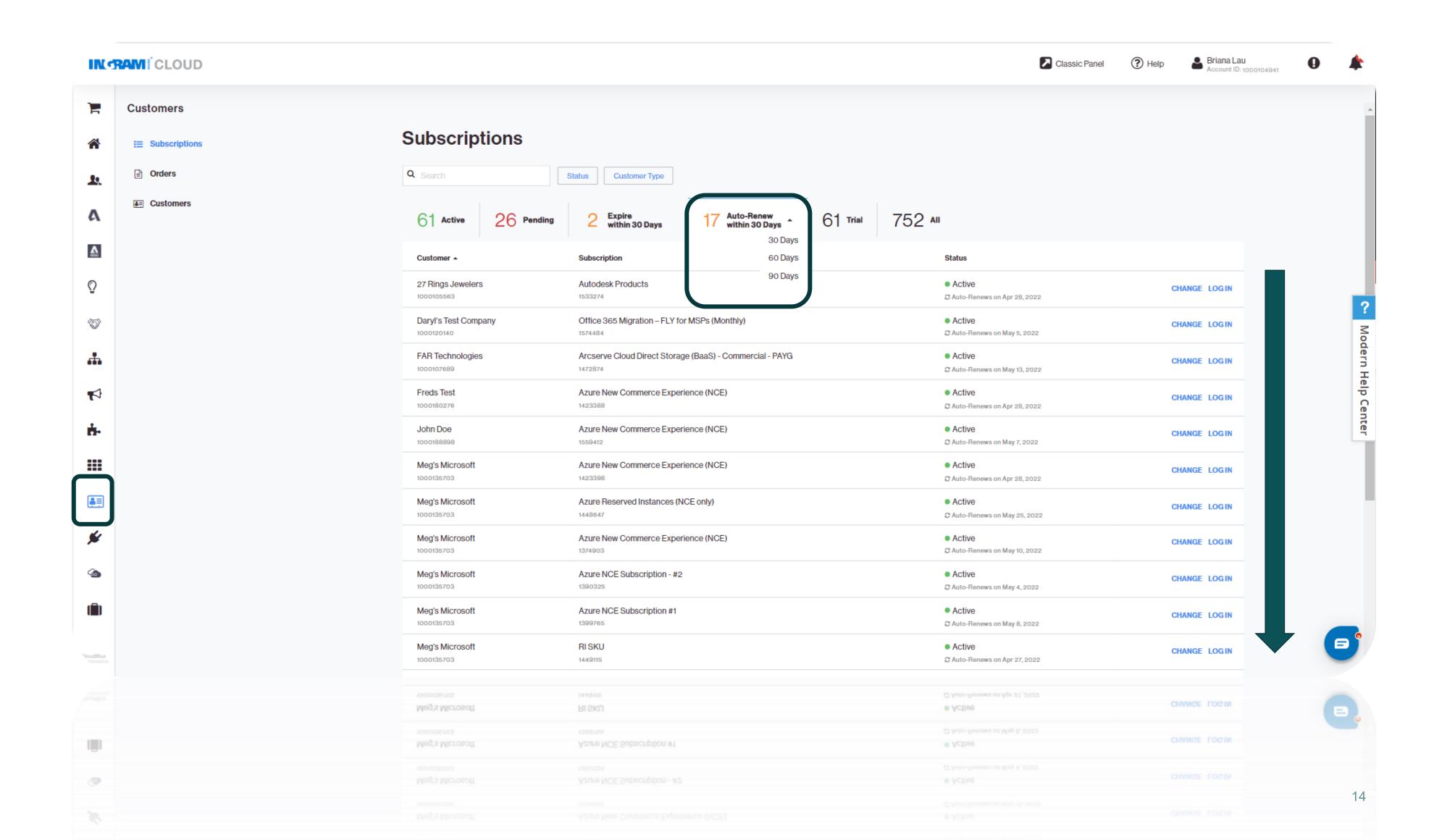
More as a Service<sup>™</sup>





#### STEPS:

- 1) Log into Ingram Micro Cloud Marketplace
- 2) Click on the "Customer" widget to review you existing subscriptions
- 3) Toggle down to review Commercial CSP subscriptions and their expiration date
  - If they're before July 10, they will auto-renew in CSP
  - If they're on July 11 or later, planning will need to be done





# 3 ROUTES OF ACTION FOR SUBSCRIPTIONS

Ideal for partners with under 10 customers or needing a customized approach

#### **Do-it-yourself**

#### **Self-Service Migration**

 Create a new subscription and cancel your CSP legacy within the same day

Ability to customize transition:

- Moving from Annual to Monthly
- Downsizing/upsizing subscriptions
- Choosing subscription start date)

**Guidance KB article** 

Ideal for partners with over 10 customers looking to bulk migrate as like-for-like to NCE

## **White-Glove Migrations**

# **Complimentary Services** to Migrate in Bulk to NCE

- Schedule a bulk migration to NCE either as full or partial migrations
- Ability to schedule a date in advance

Ability to ease transition process for:

- Like-for-like Migrations
- Cancellations done on a partners' behalf
- Partner is required to review
- Scheduled by request of the partner

Ideal for partners who wish to stay on CSP and migrate when renewal comes without manual intervention

# Auto-Migrations to NCE after July 11, 2022

#### Migration Services for End-of-Term CSP

- Auto-migration on behalf of customers <u>before CSP end</u> date
- Authorization is required in order to move ahead

Ability to ease transition process for:

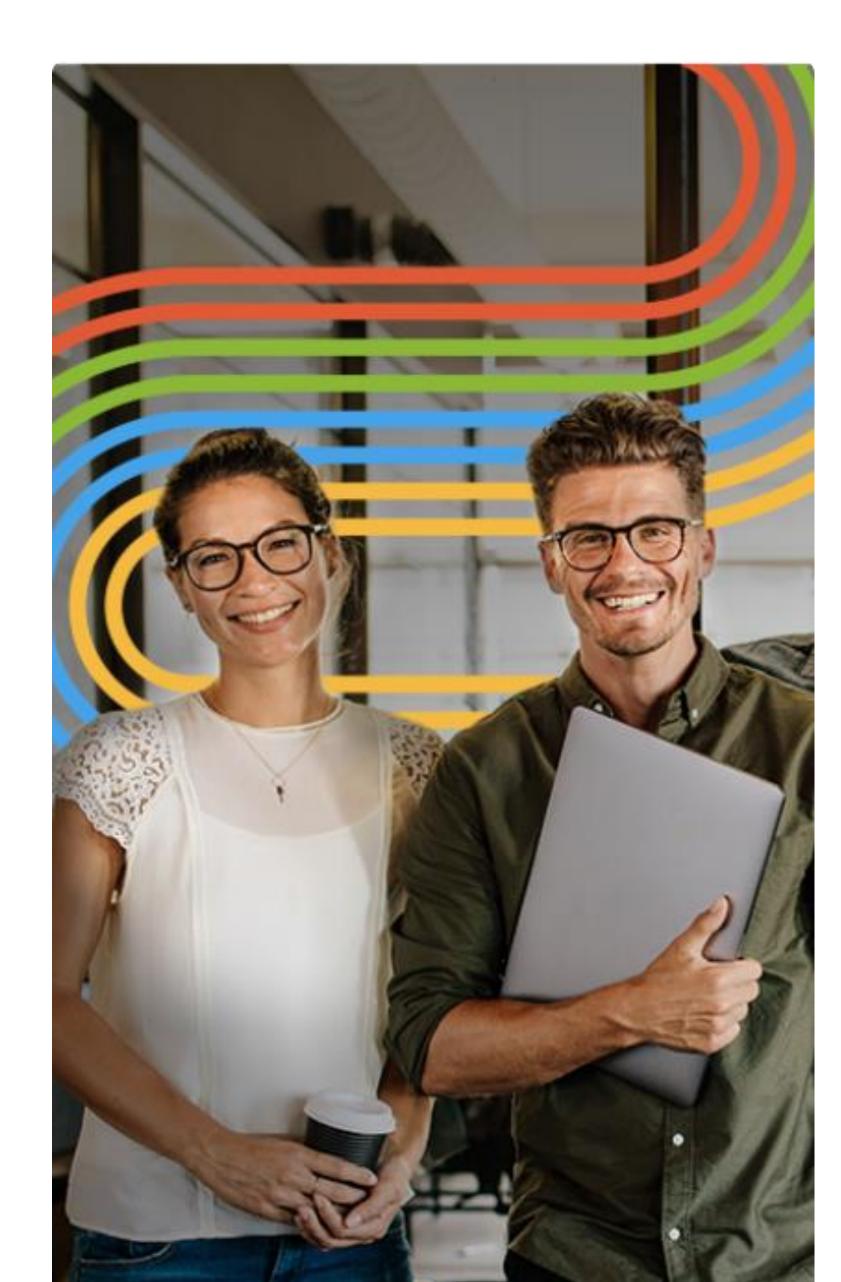
- Like-for-like migrations
- Cancellations done on a partners' behalf
- Partner is required to review
- Subscription migrations are triggered by CSP end dates

Self-Guided

Available today globally

Ready for July 11





# WHITE GLOVE MIGRATION SERVICES

Our migration services are available for partners who wish to migrate in bulk to New Commerce Experience with a scheduled time in mind. Not limited to existing resellers.

Best suited for partners with large customer based with a need to migrate as like-for-like to equivalent NCE subscriptions.

#### **Full Migration**

Migrates all customers and subscriptions to the equivalent NCE offers and associated addons.

## **Partial Migration**

Partner will provide a partial list of their customers and subscriptions moving from legacy CSP to the equivalent NCE subscriptions and associated add-on's.

#### **Book You Migration**

https://now.ingrammicrocloud.com/nce



## **VALUE-ADDED SERVICES**



Take advantage of the **simplified marketplace journey** to transact cloud services in a **consistent and standardized purchase motion to accelerate** your Microsoft New Commerce Experience (NCE) business, and earn more revenue, more profit for yourself.

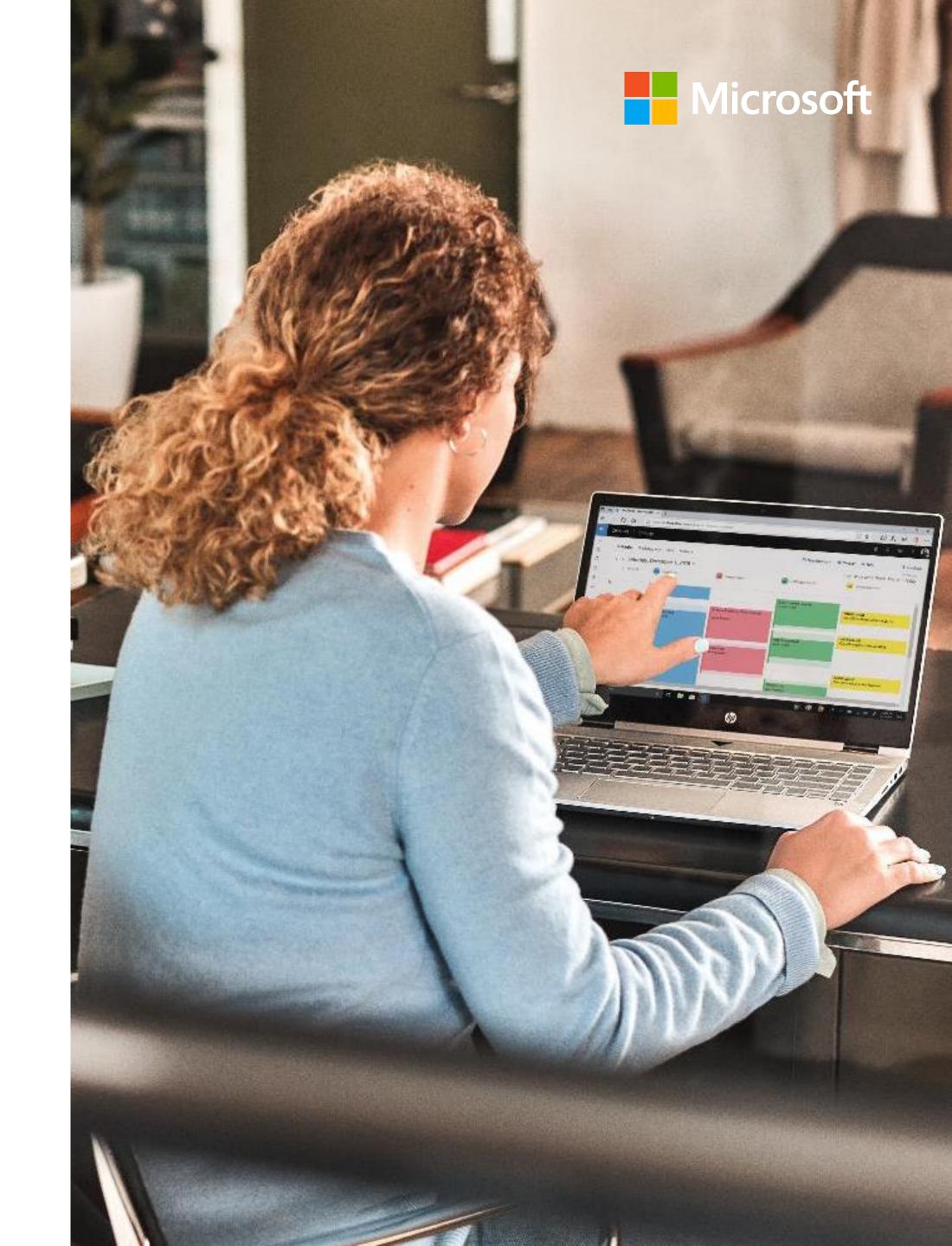


# Mitigate End Customer Risk

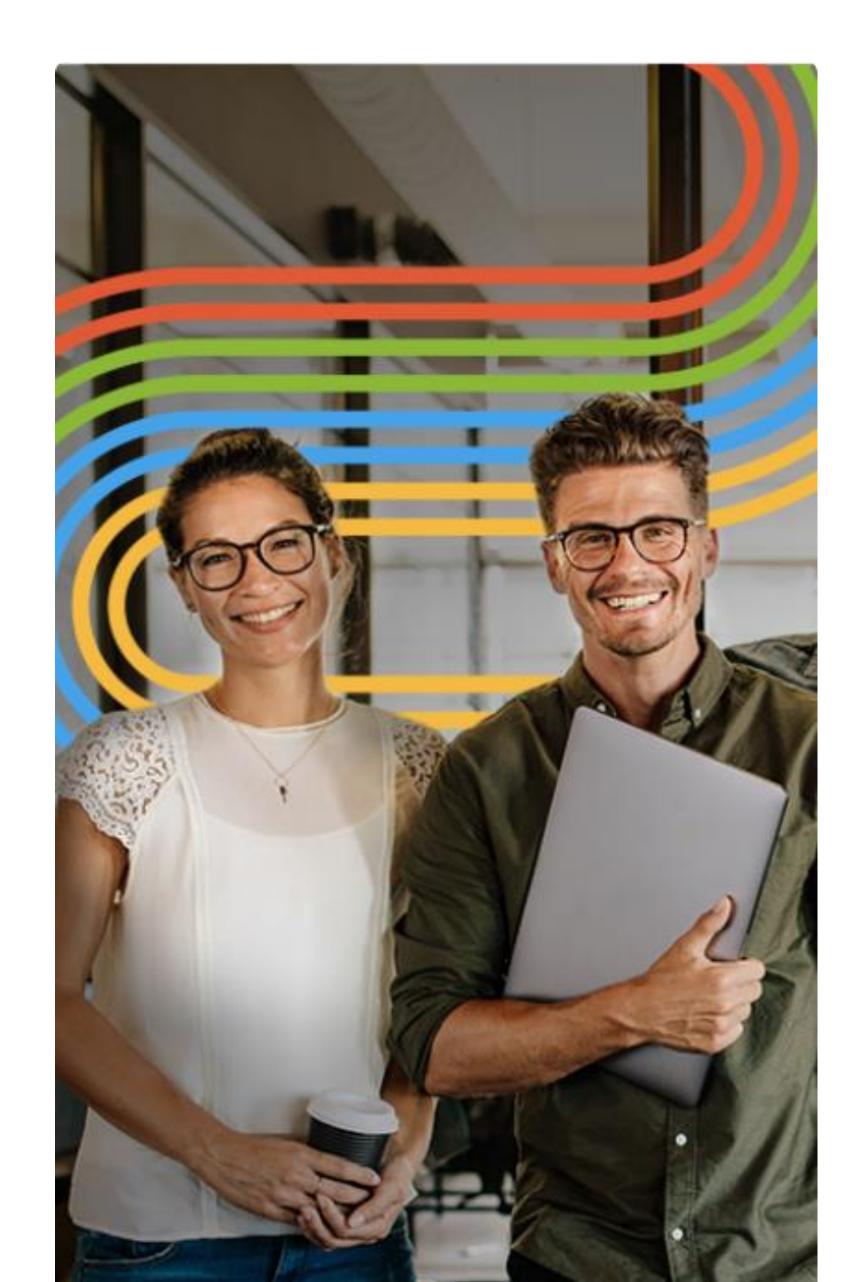
ITagree—the Agreement Lifeguard

Legal Documentation for End Users:

- ✓ Comprehensive, easy to read legal agreements that suit partners' businesses terms
- ✓ Partners can modify and make the agreements their own
- ✓ Monthly plans, agreements updates included







# White Glove Migration Services

NCE Champions can assist you every step of the way.

#### **Full Migration**

migrates all customers and subscriptions to the equivalent NCE offers and associated addons.

#### **Phased Migration**

partner will provide partial lists of their customers and subscriptions on an as-going basis when moving from legacy CSP to the equivalent NCE subscriptions and associated addons.

## **Partial Migration**

partner will provide a partial list of their customers and subscriptions moving from legacy CSP to the equivalent NCE subscriptions and associated add-ons.

# Migrations w/ Changes

partner is required to run a
Subscription Report from the
Classic Panel (see instructions)
within the Market Place and
indicate changes to subscription
type, quantity, and/or billing term.





# NCE: Get the Most Out of It

Partner Care—your personal Microsoft guide

Navigate the ins and outs of NCE

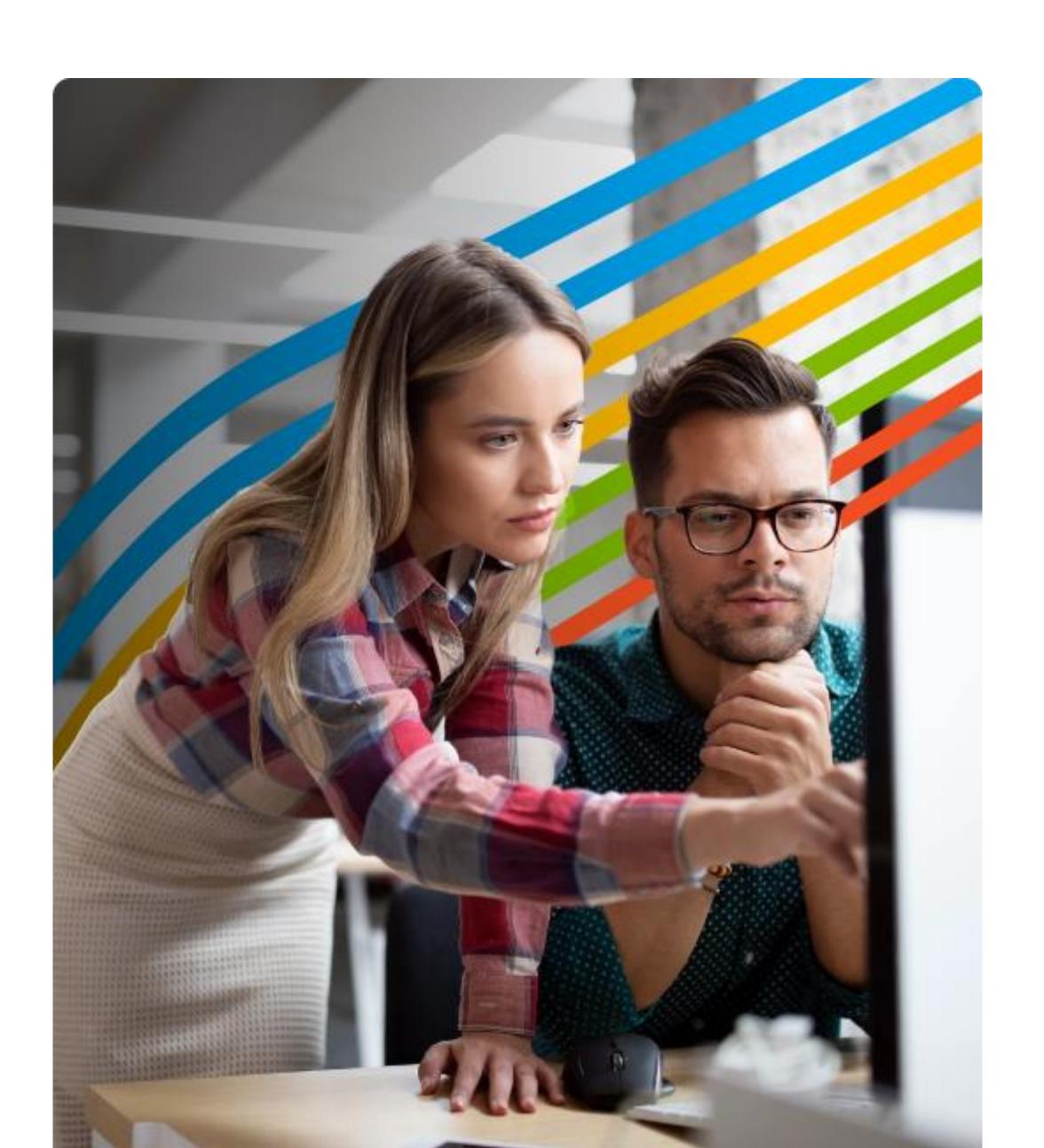
- ✓ Partner Center Optimization and Microsoft Administration Guidance
- ✓ Incentives recommendations, and tailored learning paths
- ✓ Support including answers on complex licensing questions



# NCE RESOURCES

# End-Customers Assets Available on Go-To-Market Hub:

- √ 5 Emails customizable with your logo
- ✓ Landing Page customizable with your logo
- ✓ Social Media Kit of 5 Banners for LinkedIn and Twitter
- √ Sales Playbook
- √ Sales Sheet
- ✓ And more





Partner Eligibility Change of Channel Partner Additional Resources **Program Structure and Rates** 

# Cloud Solution Provider – Indirect Reseller

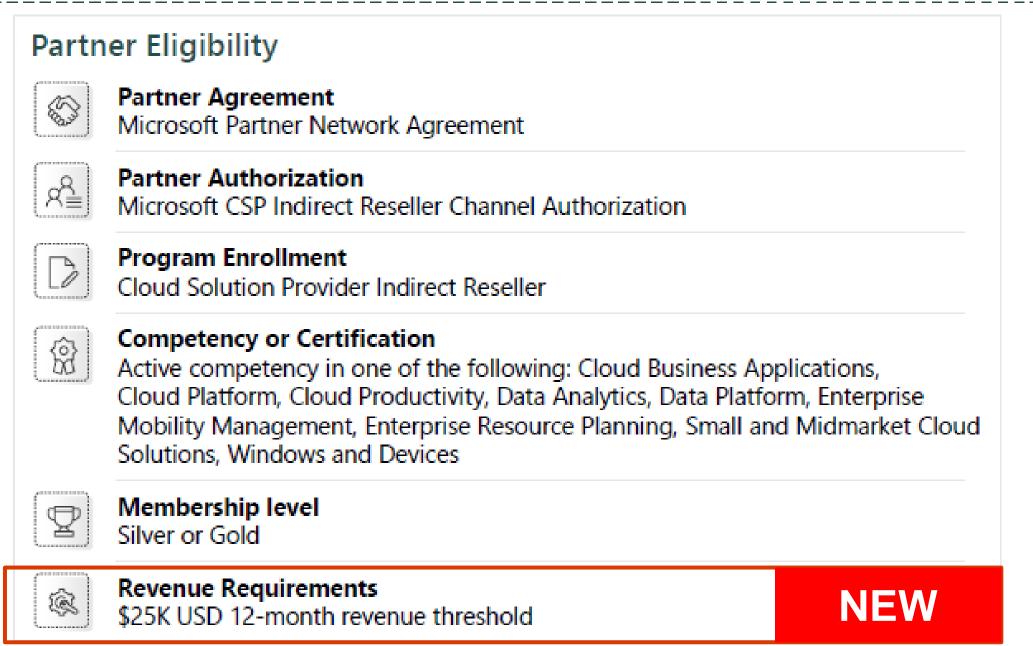
#### PROGRAM SUMMARY

The Microsoft Cloud Solution Provider (CSP) program enables partners to directly manage the entire lifecycle for their Microsoft cloud customers including billing and support. Partners can easily package their own tools, products and services with Microsoft cloud offerings, and combine them into one monthly or annual customer bill.

The Microsoft CSP Indirect Reseller incentive program rewards those Indirect Resellers for their activation and enablement of a resale channel and the sale of Microsoft-based online services.

#### PROGRAM TERM

October 1, 2021 – September 30, 2022



#### Measure and Reward

#### Core incentives

- \*Azure billed revenue, 4%
- Modern Work & Security billed revenue, 4%
- Business Applications billed revenue, 4.75%

#### Strategic Accelerators

- Global Strategic Product Accelerator - Tier 1, 5%
- Global Strategic Product Accelerator – Tier 2, 10%
- Conf Accelerator, 20%
- Nonprofit (TSI) Product Accelerator, 12%

#### **Customer Adds**

 Customer Add erat

Applications, 20%

Business

Global PSTN Calling and

 \*Azure Reservation consumption, 10%

Reservation &

Subscription

- Subscription Software:
  - Core: 1.25%
  - Strategic: 6%

100% Rebate

#### Earning split 60% Rebate/40% Co-Op

\*Beginning February 1, 2022, the partner margin and incentive opportunity will be removed from the previous Azure offer. The partner earned credit and incentive opportunity will be available for purchases of the new Azure offer (Azure plan)

#### Partner Association

Transacting Partner of Record

#### Earning Type Varies by earning lever

#### Maximum earning opportunity Based upon purchasing motion

# Product Eligibility

See Product Addendum

Build Intent (coming soon!)

Transact and Consume

FAQs

# Microsoft 365 breadth motion incentive

#### **ENGAGEMENT SUMMARY**

The Microsoft 365 breadth motion incentive, rewards Cloud Solution Provider partners who drive customer adoption and consumption of Modern Work & Security products and services through the new commerce experience.

#### **ENGAGEMENT TERM**

October 1, 2021 – September 30, 2022

#### **Partner Eligibility**



#### Partner Agreement

Microsoft Partner Network Agreement



#### **Partner Authorization**

One of the following Microsoft CSP Channel Authorizations

- Microsoft CSP Direct Bill Partner Channel Authorization
- Microsoft CSP Indirect Provider Channel Authorization
- Microsoft CSP Indirect Reseller Channel Authorization



#### **Program Enrollment**

Microsoft Commerce Incentives



#### **Competency or Certification**

Cloud Business Applications, Cloud Platform, Cloud Productivity, Data Analytics, Data Platform, Enterprise Mobility Management, Enterprise Resource Planning, Small and Midmarket Cloud Solutions, Windows and Devices



#### Membership level

Silver or Gold

**NO REV THRESHOLD** 

#### Measure and Reward

Incentives are calculated based on billed reve

#### Core incentives

 Core – Modern Work & Security billed revenue, 5%

#### **Key Differences:**

- No minimum NCE spend of \$25K TTM to earn.
- Core rebates are +1% higher than CSP.
- Partners earn no Co-Op with NCE.
- Customer Add Accelerator for MW transitioned for NCE only

#### Strategic Accelerators

- Global Strategic Product Accelerator Tier 1, 5%
- Global Calling and Conference PSTN Accelerator, 20%

#### **Partner Association**

Transacting Partner of Record

Earning Type Indirect Rebate

Maximum earning opportunity
Based upon purchasing motion

Product Eligibility
See Product Addendum

Dynamics 365 breadth motion incentive

#### ENGAGEMENT SUMMARY

The Dynamics 365 breadth motion incentive, rewards Cloud Solution Provider partners who drive customer adoption and consumption of Business Applications products and services through the new commerce experience.

#### **ENGAGEMENT TERM**

October 1, 2021 – September 30, 2022



#### Partner Agreement

Microsoft Partner Network Agreement



#### **Partner Authorization**

One of the following Microsoft CSP Channel Authorizations

- Microsoft CSP Direct Bill Partner Channel Authorization
- Microsoft CSP Indirect Provider Channel Authorization
- Microsoft CSP Indirect Reseller Channel Authorization



#### **Program Enrollment**

Microsoft Commerce Incentives



#### **Competency or Certification**

Cloud Business Applications, Cloud Platform, Cloud Productivity, Data Analytics, Data Platform, Enterprise Mobility Management, Enterprise Resource Planning, Small and Midmarket Cloud Solutions, Windows and Devices



#### Membership level

Silver or Gold

**NO REV THRESHOLD** 

#### Measure and Reward

Incentives are calculated based on billed r

Core incentives

 Core – Business Applications billed revenue, 5%

#### **Key Differences:**

- No minimum NCE spend of \$25K TTM to earn.
- Core rebates are +0.25 1% higher than CSP.
- Partners earn no COOP with NCE.
- Customer Add Accelerator for D365 transitioned for NCE only

#### Strategic Accelerators

- Global Strategic Product Accelerator Tier 1, 5%
- Global Strategic Product Accelerator Tier 2, 10%

#### **Partner Association**

Transacting Partner of Record

Earning Type Indirect Rebate Maximum earning opportunity
Based upon purchasing motion

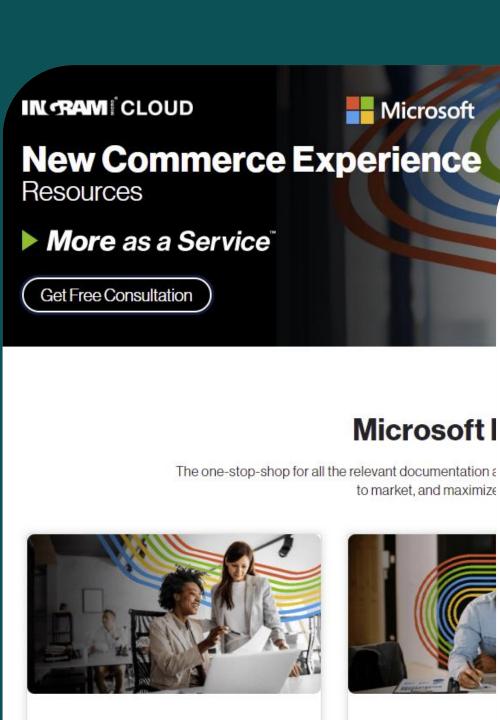
Product Eligibility
See Product Addendum



# MORE RESOURCES

- Operations Readiness Gallery Seat-Based Offers in NCE
- Readiness Map Seat-Based Offers in NCE
- Operating Guide Seat-Based Offers in NCE
- API documentation Seat-Based Offers in NCE

Get me there



**CSP New Commerce Experience** 

Handbook

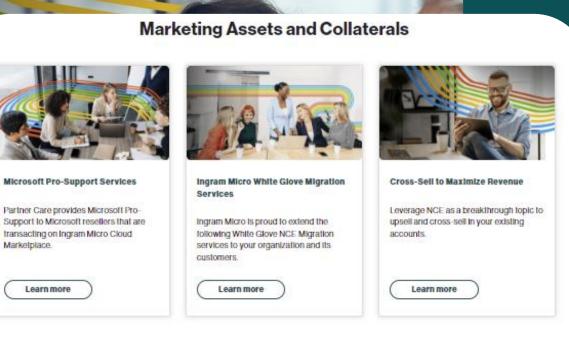


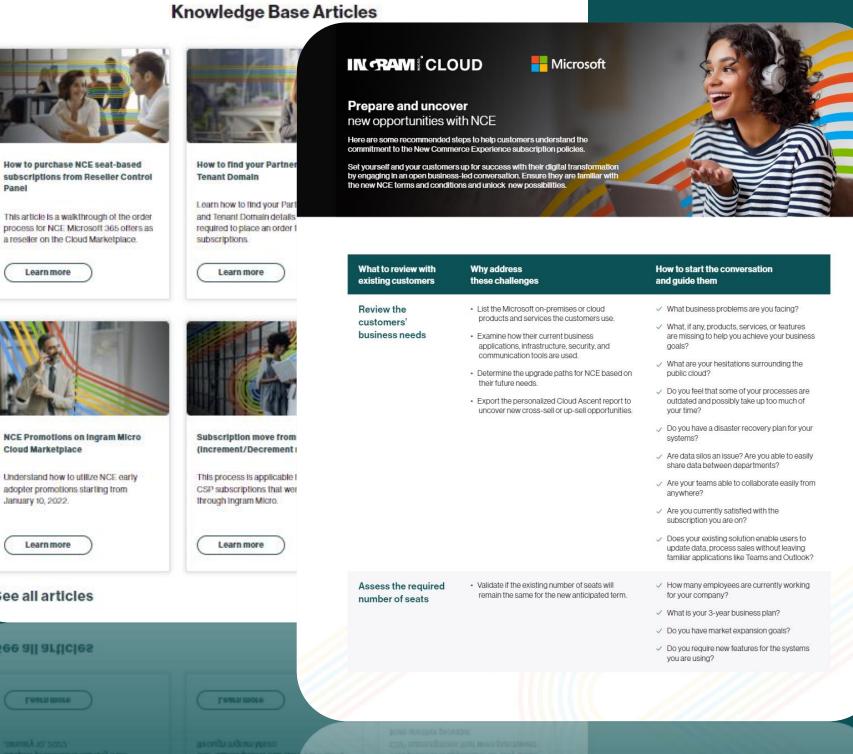
#### **Operating Guide: N Experience for CSF** Offers

This handbook serves as a learning tool for partners in adapting to the CSP seat-This guide is designe Solution Provider (CS based offers in new commerce release. learn and understand

Microsoft 365, Dyn

Microsoft 365, Dynan





Learn more

Cloud Marketplace

Understand how to utilize NCE early January 10, 2022.

How to purchase NCE seat-based

a reseller on the Cloud Marketplace.

Learn more

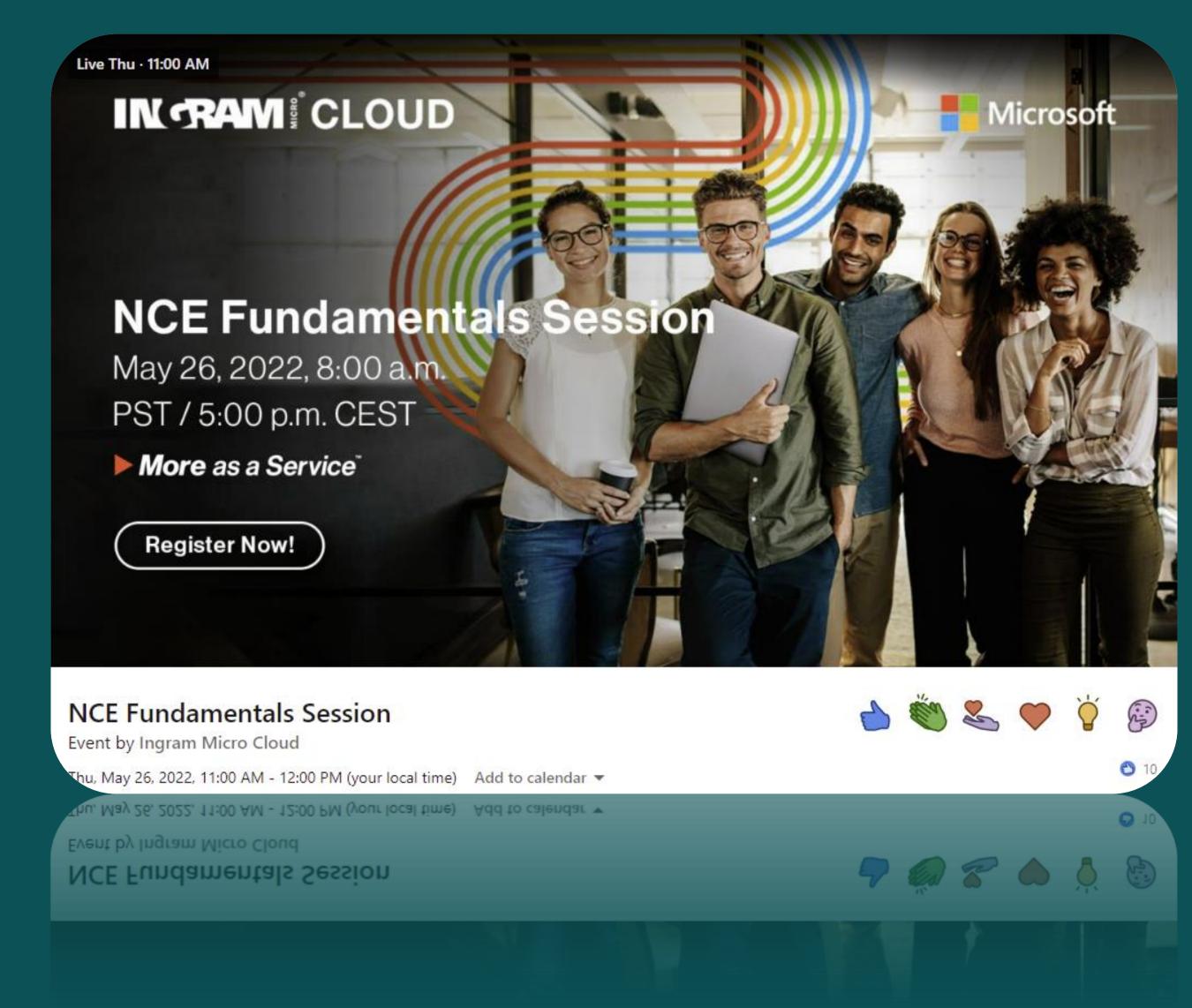
Learn more



# NCE Fundamentals Session

May 26

Register here



# IN RAME CLOUD





Robert Pope
Chief Commercial Officer

"Luckily, we've had Ingram Micro Cloud Cloud to help us navigate Microsoft's New Commerce Experience successfully. From our monthly calls where they've advised us on the best approaches to keep us ahead of the market, to extremely informative webinars, we were able to migrate our business faster and more seamlessly with Ingram Micro Cloud.

"[When] we've had over £50k in orders waiting to be processed with a fast-approaching deadline, it didn't matter whether it was past 10 p.m. or the weekend; The Ingram Micro Cloud Cloud team was always happy to jump on a call to support us."



Bam Boom Cloud United Kingdom



Carl Fransen CEO

"I found that using Ingram Micro Cloud's White Glove service was essential to our move from CSP to NCE. This would have taken my staff days of painstaking work, manually adding a new NCE product, verifying the client and removing the old CSP license on every single subscription, per client.

All CTECH had to do was provide a simple Excel sheet of which subscriptions we wanted to be transferred. After we submitted it to the Ingram Micro Cloud Team, it was completed by the next business day."



CTech Group Canada



# BAMS

Build

Advise

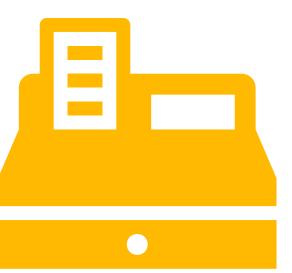
Manage

Sell









Cross-sell / Upsell



# EXPAND YOUR OFFERING, GROW YOUR VALUE



- Build an Azure Practice
- Azure Accelerate Program
- Azure for ISVs
- Azure Marketplace

# Microsoft 365

- Build an Modern Work Practice
- Modern Work AccelerateProgram
- Microsoft Teams Opportunity
- Microsoft 365 Services



- Expand your SMB Practice
- ISV Connect
- Catalyst
- Migration
- Dynamics 365 Accelerate



- Build a Power Apps Practice
- Become a Power Apps Partner
- ISV Connect
- FastTrack
- Power Platform Accelerate



# WHAT IS CLOUD ASCENT?

# WHAT YOU GET

A single dashboard with a downloadable file that...

- Lists all of your customers ready for renewal
- Prioritizes customers based on the relevance of a given workload to their current environment and their likelihood to buy at this time
- Provides insights into cross-sell and upsell opportunities
- Identifies specific recommended actions based on a specific customer rating
- Calculates the likelihood of customer renewal

# **HOW IT WORKS**

Aggregates data from hundreds of internal/external sources and signals

Applies predictive modelling to determine customer fit and intent

- Fit How frequently is a given product sold within similar customer environments?
- Intent Is there a set of activities that indicates a customer is looking to buy a given solution?

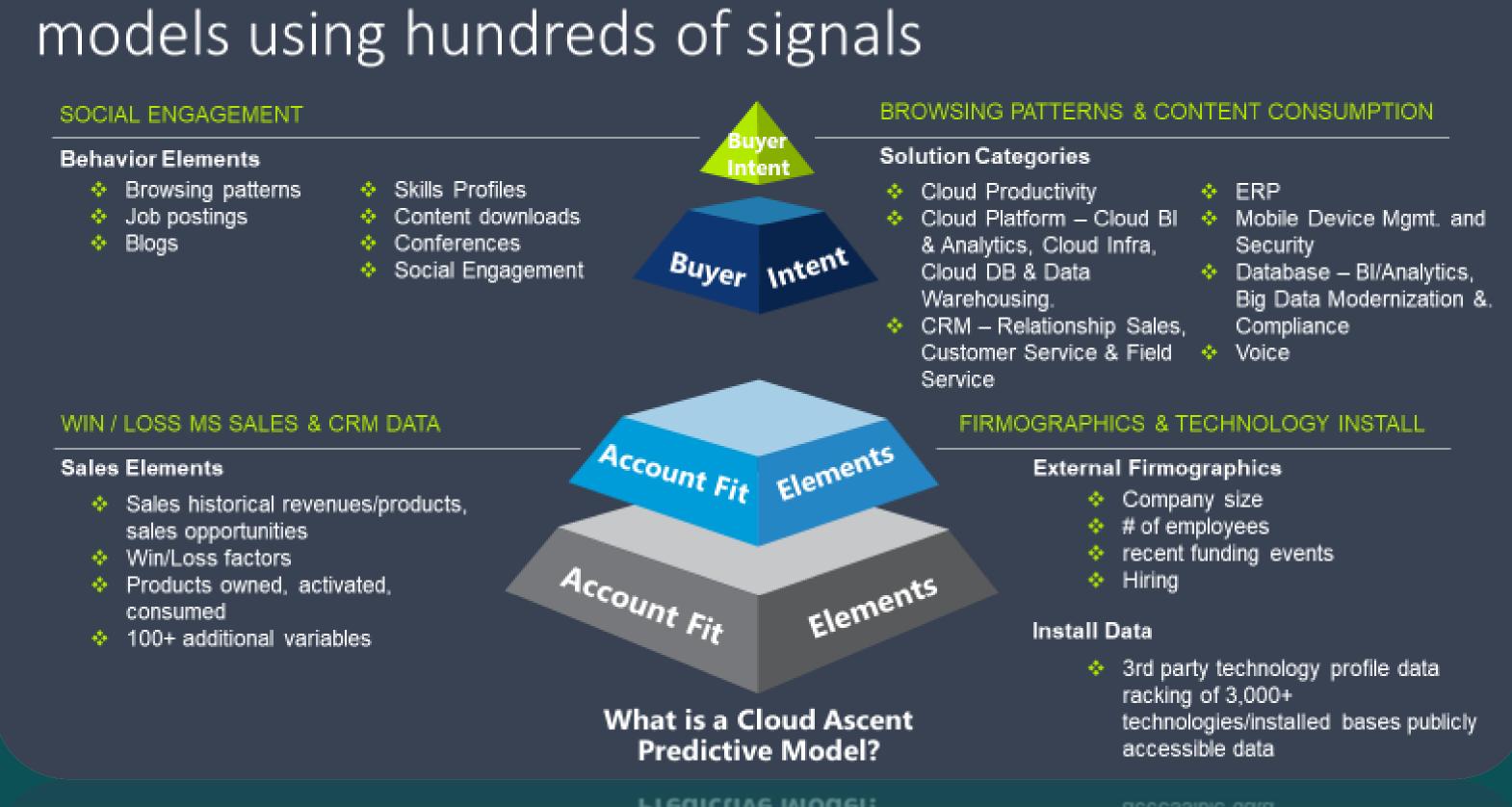
Determines customers propensity to buy a given product by mapping fit against intent

IN RAME CLOUD



# HOW DOES CLOUD ASCENT KNOW WHAT IS AN "ACT NOW"?

CloudAscent SMB Predictive Models, Al and ML driven models using hundreds of signals











Healthcare



**Automotive** 



Government



Retail



**Manufacturing** 



**Energy** 



Financial Services



Professional Services



# HOW ARE THE MICROSOFT PARTNER NETWORK PROGRAMS CHANGING?







**New Partner Designations /** Adding six solution areas

**New Partner Qualifying** levels

**Evolution of Partner** Levels / Changing with two Competencies and Badges



# INTRODUCING SOLUTIONS PARTNER DESIGNATIONS

**Designations** aligned to the Microsoft solution areas that recognize your broad technical capabilities and demonstrated success delivering technology solutions.

**Demonstrate** your breadth of skills and knowledge and set yourself apart from the competition. Once you attain a solutions partner designation, you can further validate deep technical expertise and experience by earning a specialization (currently called advanced specializations).

**Benefits** aligned to your solutions partner designation including product benefits, go-to-market services, co-sell eligibility, skilling and sales enablement resources, and customer-facing badges to help you market your expertise.





# SIX SOLUTIONS AREAS

- 1. Data & Al (Azure)
- 2. Infrastructure (Azure)
- 3. Digital & App Innovation (Azure)

- 4. Business Applications
- 5. Modern Work
- 6. Security

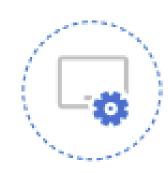














Solutions partner for Infrastructure (Azure)



Solutions partner for Data & Al (Azure)



Solutions partner for Digital & App Innovation (Azure)



Solutions partner for Modern Work



Solutions partner for Security



Solutions partner for Business Applications



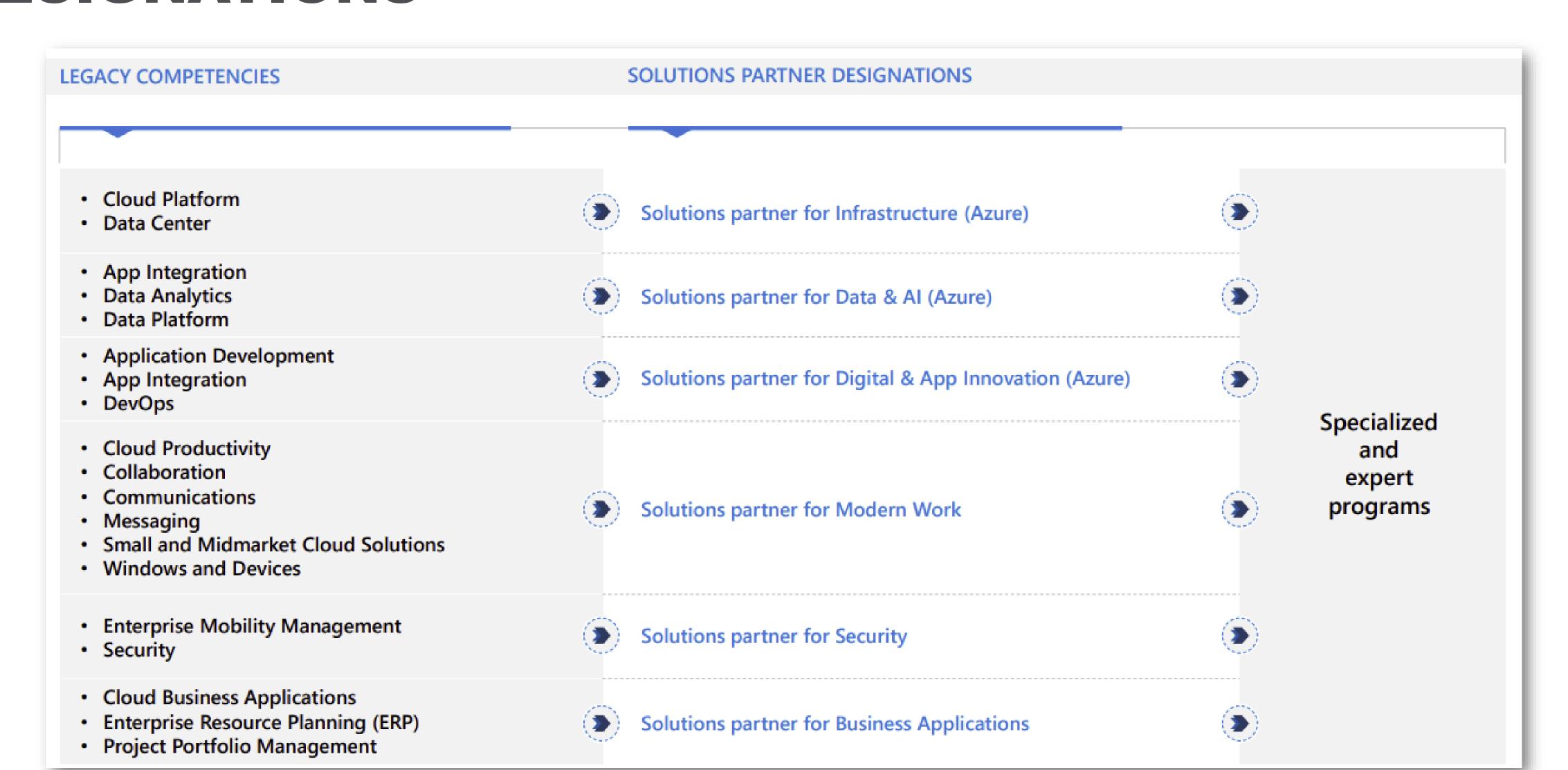
\*Solutions partner for Microsoft Cloud







# HOW COMPETENCIES MAP TO SOLUTIONS PARTNER DESIGNATIONS





# KEY DATES: MICROSOFT PARTNER NETWORK PROGRAMS EVOLUTION

March 16, 2022\*

Public announcement introducing solutions partner designations. Notification that after September 30, 2022, legacy competencies will no longer be valid.

- Partners will be able to check their progress towards attaining a designation through Partner Center.
- Partners will have six months' notice before designations are available and existing competencies are no longer available.

**September 30, 2022\*** 

Last day partners can renew legacy competencies. Associated badging will no longer be valid from October, but partners can retain their benefits.

October 3, 2022\*

# Solutions partner designations are available to attain.

- Partners will need to meet the required partner capability score to attain solutions partner designations.
- No further competency renewals will be processed.
- Benefits associated with legacy competencies continue through the partners' next anniversary date.

<sup>\*</sup>All dates and requirements are subject to change



# IN RAME CLOUD



# KNOW WHERE TO GO

- ✓ Ingram Micro Cloud NCE Website
- ✓ Microsoft NCE Assets
- ✓ Microsoft Partner Center Announcements Websites
- ✓ Microsoft NCE Blog
- ✓ Partner Opportunity Blog

Showing 1-12 of 20 assets



New features and key dates in CSP new commerce seat-based offers

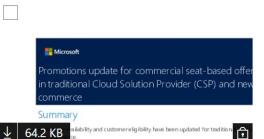
New additions to Cloud Solution Provider (CSP) seat-based offers in new commerce are available now.

2022-03-11



Update: Monthly term option and new products available from February 1 for most remaining commercial...

Additional commercial seat-based offers in the new commerce experience in the CSP program will be...



Promotions update for commercial seat-based offers in traditional Cloud Solution Provider (CSP) and new..

Promotion availability and customer eligibility have been updated for traditional CSP and new commerce. 2022-02-28



New features and milestones coming to CSP new commerce

The seat-based offers in CSP new commerce release continues in the coming weeks, with testing and...

2022-02-24



Corrections to March Cloud Solution Provider (CSP) price list preview for both legacy and new commerce...

On February 2, 2022, at 5:00 PM Pacific Time, Microsoft corrected the pricing for both legacy and new commerce... 2022-02-08



**业** 77.0 KB Product SKUs removal and promotions

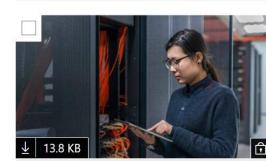
offers in the Cloud Solution Provider.. Some commercial seat-based offer SKUs in the new commerce experience in CSP will be removed by...

update for commercial seat-based



Monthly term option and new products for CSP new commerce seatbased offers

Monthly term for most commercial seat-based SKUs in CSP 2022-01-31



Product SKU removal and promotions update for CSP new commerce offers Commercial seat-based SKUs removal and promotions

2022-01-31

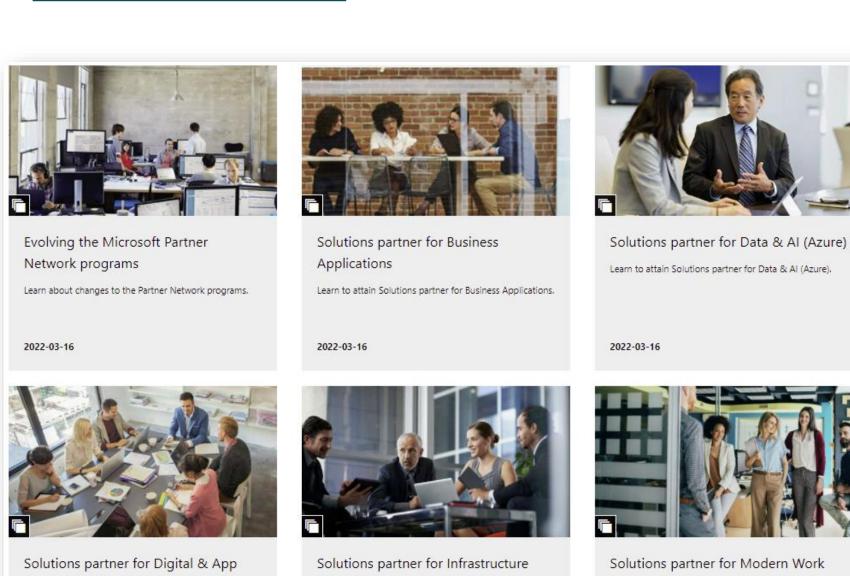
- ✓ Read Microsoft Blog Post
- ✓ Consult the Microsoft Partner Network assets
- ✓ <u>Visit the new Microsoft Partner Network</u> **Programs website**
- ✓ Download the Overview Deck
- ✓ Download the FAQ

Innovation (Azure)

Innovation (Azure).

2022-03-16

Learn to attain Solutions partner for Digital & App



(Azure)

2022-03-16

Learn to attain Solutions partner for Infrastructure (Azure).

Learn to attain Solutions partner for Modern Work.

2022-03-16

Microsoft INGRAM® CLOUD Thank you! Q&A/Quiz More as a Service<sup>™</sup>

