# BPOS Partner tréning

| Időtartam | Időpont | Téma |
|---|---|---|
| | 9:30 – 10:00 | *Érkezés, regisztráció* |
| 60 perc | **10:00 – 11:00** | **Napirend/BPOS bevezető előadás** |
| 30 perc | **11:00 - 11:30** | **Microsoft online szolgáltatásai** |
| 30 perc | **11:30 - 12:00** | **Infrastruktúra a háttérben** |
| *45 perc* | *12:00 – 12:45* | *Ebédszünet* |
| 15 perc | **12:45 - 13:00** | **Partner támogatás az értékesítésben** |
| 30 perc | **13:00 - 13:30** | **Felhasználói élmény** |
| 30 perc | **13:30 - 14:00** | **Adminisztrációs felület** |
| 30 perc | **14:00 - 14:30** | **Egyszerű migráció** |
| *15 perc* | *14:30 - 14:45* | *Kávészünet* |
| 30 perc | **14:45 - 15:15** | **Címtár szinkronizáció címszavakban** |
| 45 perc | **15:15 - 16:00** | **E-mail migráció** |

# Table of Contents

- Software-plus-Services
- Microsoft Online Services
- Business Value of Microsoft Online Services
- International Availability & Datacenters
- Customer Targeting Guidance
- Licensing and Ordering
- Pricing
- Partner Opportunity – BPOS business modell
- Partner Program, Sales Tools, and Benefits
- Call to Action

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# Transformational Era

Mainframe

PC

Client Server

Web Services

Cloud

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# Software

Best of both worlds

- User in control
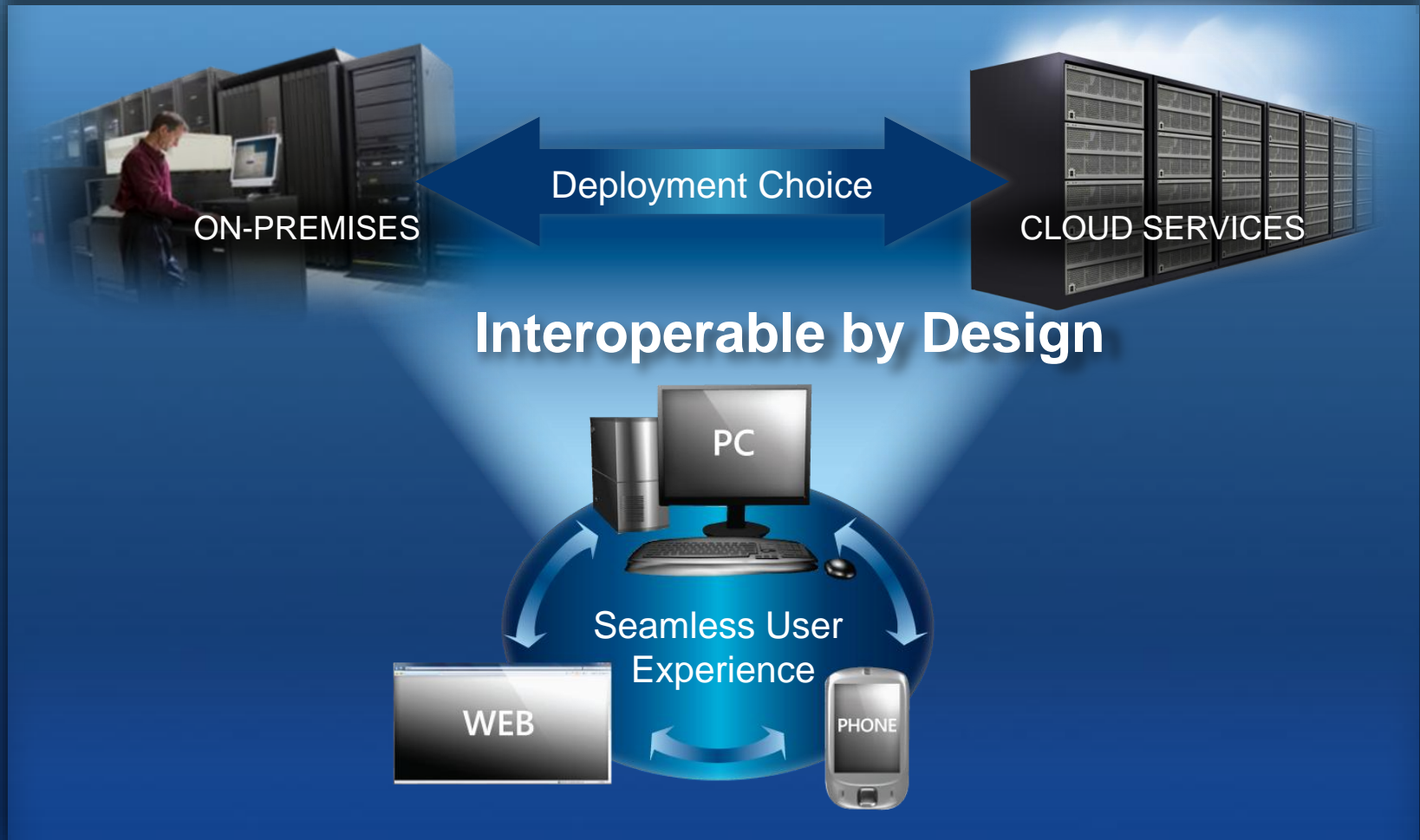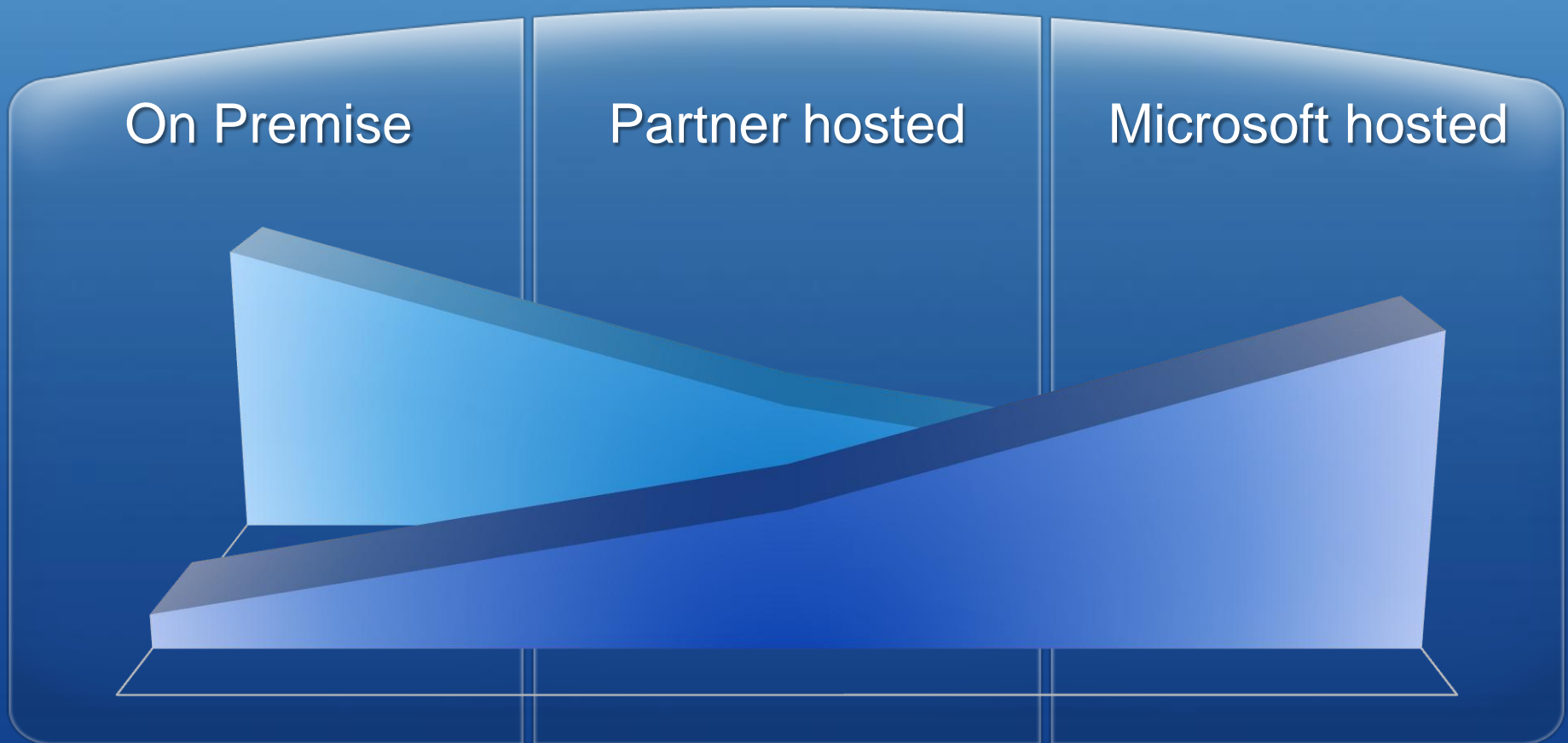  - Deployment choices for IT



# Services

- Extending tools and platform to cloud
  - Experience across multiple devices
    - Best-in-class SLAs and IT governance

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# Power of Choice

ON-PREMISES

Deployment Choice

CLOUD SERVICES

**Interoperable by Design**

PC

Seamless User Experience

WEB

PHONE

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# Power of choice



| On Premise | Partner hosted | Microsoft hosted |

■ Economy of Scale ■ Flexibility of control

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# Hogyan lesz jó üzlet a Software+Services megközelítésből?

- Miért jó az ügyfélnek
  - Alacsony, előre látható költségek
  - Nagy rendelkezésre állás
  - Beruházási költségektől mentes
  - Az alaptevékenységre koncentrálhat
  - Egy lépésben vehet meg mindent, ami az irodai informatikához kell
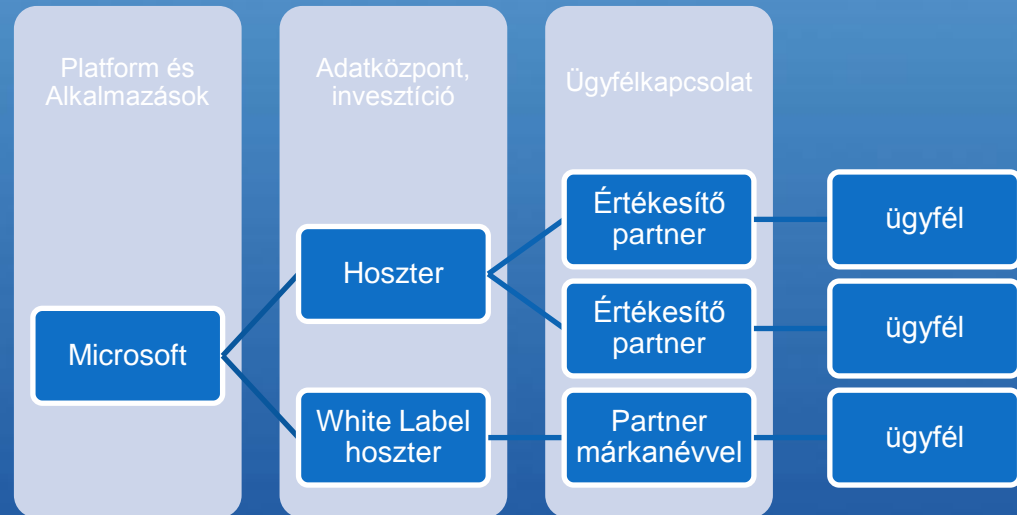
- Miért jó az iparágnak
  - Újabb vállalatok lépnek be az informatika piac vásárlói oldalára
  - Partnerhálózatra ugyanúgy szükség van, mint a hagyományos modellben

Platform és Alkalmazások

Adatközpont, invesztíció

Ügyfélkapcsolat

Microsoft

Hoszter

White Label hoszter

Értékesítő partner

Értékesítő partner

Partner márkanévvel

ügyfél

ügyfél

ügyfél

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# Microsoft Online Services

Enterprise class software delivered via subscription services hosted by Microsoft and sold with partners



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# Value of Business Productivity Online Suite

## Finance

- Makes your costs even and predictable
- Reduces both capex and opex
- Priced simply: includes both software and hardware

## Process

- Business class availability backed by SLAs
- Highly secure operations
- Assurance of world class operational standards

## Technology

- Faster deployment
- Better productivity through 'anywhere access'
- Simplified management

## People

- Enables IT staff to focus on adding business value
- Helps meet the challenges of workforce reduction
- Helps IT adapt to mergers and acquisitions quickly

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# Data Center Locations

# International Roadmap (Standard)

| | April 2009 | April 2010 | FY11 (date tbd) |
|---|---|---|---|
| **Sales** | Sales in 22 markets<br><br>1. Australia<br>2. Austria<br>3. Belgium<br>4. Canada<br>5. Denmark<br>6. Finland<br>7. France<br>8. Germany<br>9. Ireland<br>10. Italy<br>11. Japan<br>12. Netherlands<br>13. New Zealand<br>14. Norway<br>15. Portugal<br>16. Spain<br>17. Sweden<br>18. Switzerland<br>19. UK<br>20. United States<br>21. India ⎤ Nov 9th<br>22. Singapore ⎦ | Sales in 15 new markets (trials launch in all markets except Korea on 11/9)<br><br>23. Brazil<br>24. Chile<br>25. Colombia<br>26. Czech Rep<br>27. Greece<br>28. Hong Kong<br>**29. Hungary**<br>30. Israel<br>31. S. Korea (Sales in July)+<br>32. Malaysia<br>33. Mexico<br>34. Poland<br>35. Puerto Rico<br>36. Romania<br>37. Taiwan (Sales in July) | Sales in additional ~30 markets (pending legal approvals) |
| **Languages** | BPOS Portals (sing-in client, MOAC, etc.):<br>1. Chinese Simp.<br>2. Chinese Trad.<br>3. Danish<br>4. Dutch<br>5. English<br>6. Finnish<br>7. French<br>8. German<br>9. Italian<br>10. Japanese<br>11. Norwegian<br>12. Spanish<br>13. Swedish<br>14. Br Port.<br>15. Czech<br>16. Greek<br>17. Hungarian<br>18. Korean<br>19. Polish<br>20. Hungarian — Nov 20th<br><br>MOCP<br>1. English<br>2. French<br>3. German<br>4. Japanese<br>5. Spanish | +14 languages for MOCP<br>(parity with BPOS Portals)<br><br>6. Br. Portuguese<br>7. Chinese Simp.*<br>8. Chinese Trad.<br>9. Czech<br>10. Danish<br>11. Dutch<br>12. Greek<br>14. Hungarian<br>15. Italian<br>16. Korean<br>17. Norwegian<br>18. Polish<br>19. Romanian<br>20. Swedish | We will add ~14 languages to support these countries |
| **Compliance** | • EU Safe Harbor (platform and service)<br>• Cyber Trust Certification<br>• FISMA Accreditation on 11/30 | • ISO27001 Certification | • SAS70 Type II<br>• GxP Pharma (SharePoint) |

# Target Customer

Microsoft Online Services are for small business and large enterprise organizations.

| Small Business Customers | Mid-Market Breadth Customers | Mid-Market Depth Customers | Enterprise Customers |
|---|---|---|---|
| Businesses with between 25 and 50 PCs | Businesses with between 50 and 250 PCs | Businesses with between 250 and 500 PCs | Business with over 500 PCs |
| ↓ | ↓ | ↓ | ↓ |
| **Standard Service** | **Standard Service** | **Standard Service** | **Dedicated Service** |

Marketing communications are recommended are recommended as follows:
- Mid-market businesses – IT decision makers (ITDMs) and business decision makers (BDMs)
- Large enterprise companies – IT decision makers (ITDMs)

# HU Hosting Survey High Level Summary

- Overall knowledge of Hosted Solutions in Hungary is still low, however once the concept was explained, a significant number (37%) of Information Worker (IW) SMBs indicated that the benefits of Hosted Exchange would be of value. However about 13% of companies would actually pay for Hosted Exchange on a monthly basis.

 *Considering, all Industries, start-ups, non-profits and Government, **there are potentially about 70k** organizations and roughly **250k** POTENTIAL SMB seats over several years time based on a 6€ or lower Price Point.*

- Best candidates tend to have ~ 4-20 employees, however some larger companies are potential customers. Not all employees will need full MAPI.

- Best Candidate companies are: younger than others, have employees who formally use mobile devices, have POP email or Web Mail today, and expect to have more employees and email boxes in the next two years however, some who have their own email servers are also good candidates.

- Reasons for potentially adopting vary based on various circumstances – primarily the customers existing email solution. Overall, interest is based on desire to work more effectively and serve customers better, with more predictable and lower IT costs.

  - However those with "sunk" costs in existing IT ( email servers) unlikely to move until upgrade is required

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# HU Hosting Survey High Level Summary

- **34%** of SMBs, see a value in a VOIP/UC service
- **23%** indicated that the Computer Leasing model would be valuable
- **25%** indicated that Web Conferencing would be valuable
- **19%** indicated that a Hosted CRM solution would be valuable
- **38%** of HE customers are also interested in Web Conferencing, and 38% are interested in the Subscription Computing/Leasing Model
- There is substantial overlap in interest for these services. The strongest is between VOIP/UC and Hosted Exchange. 60% of Potential VOIP customers are interested in the Hosted Exchange offer, and 56% of CRM customers are interested in the Hosted VOIP/UC offer.
- Companies indicated a strong preference for having the email bundled with their Broadband connection. This suggests that a Broadband / Email offer package could potentially attract new customers.
- Companies gave no clear preference for a provider type. but most would prefer to work with one of their current service providers.

**Conclusion: There is currently a set of about 20% of SMB organizations who are moving toward a hosted IT model, and who are currently interested in several hosted services. These companies have little or no IT internal capability or infrastructure, and have no interest in building their own infrastructure in the future. It is likely that this group will grow over time.**

Customer Momentum

Microsoft Online Services
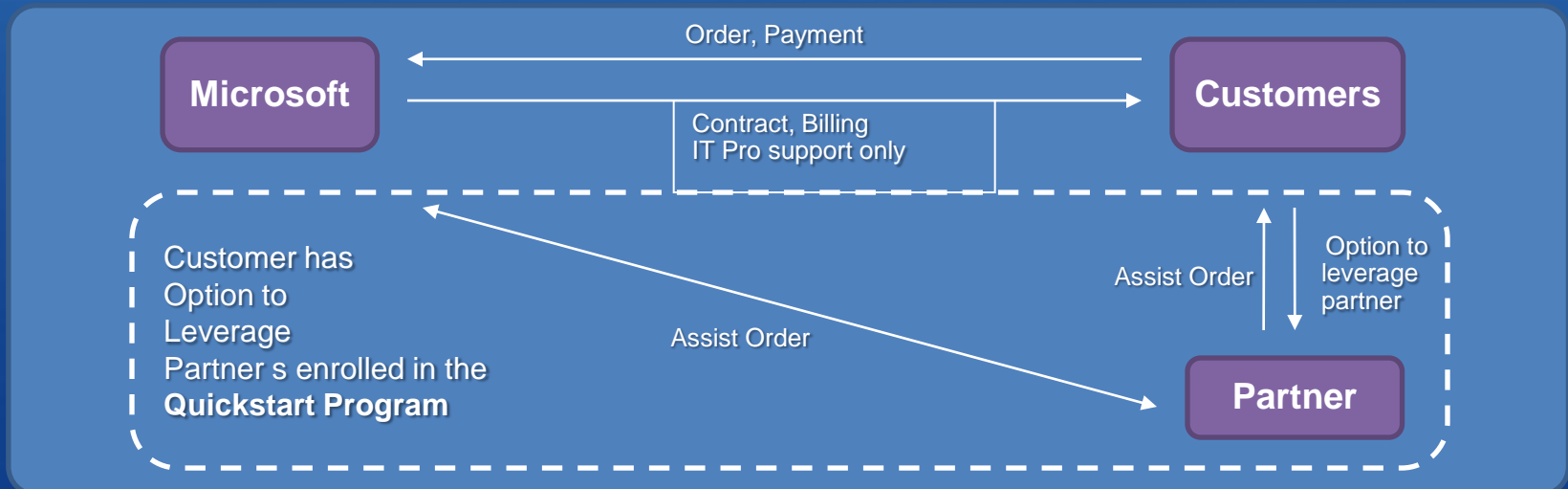
# Microsoft Online Subscription Program
## New Purchase Model

## How does it work?

- Online Services are marketed on through a three step process: Learn, Try, Buy.  When the customer is ready to 'Buy' Online Services following an optional trial, they are linked to the Microsoft Online Customer Portal (https://mocp.microsoftonline.com).

- Customers can place orders directly or ask partners for assistance in order placement

- Partners will also be able to assist customers with post-sale activation and/or deployment as needed

- Authorized Partners are enrolled through the Quickstart program.  For more information about Quickstart, please see https://partners.microsoft.com/online  or www.quickstartonlineservices.com/discover.

Order, Payment

Microsoft  →  Customers

Contract, Billing
IT Pro support only

Customer has Option to Leverage Partner s enrolled in the **Quickstart Program**

Assist Order

Assist Order

Option to leverage partner

Partner

Microsoft

# Microsoft Online Subscription Program Business Policy Rules

| | |
|---|---|
| **Minimum Order** | • 5 user minimum on initial order of online service (no minimum thereafter for additional orders of same service) |
| **Price Discounts** | • Price volume discounts available<br>• Price promotions may be available<br>• Prices are non-negotiable |
| **Billing and Payment** | • Billing will occur monthly over the subscription term (Annual payment option available shortly after launch)<br>• Credit Card payment is available.  Invoices only for > $500 per month |
| **Annual Subscription** | • Subscription term is 12 months |
| **30 Day Cancellation** | • First Subscription Term:  Customers have 30 days to cancel, but must pay for the first 30 day period<br>• Subsequent Terms: Customers can cancel with a 30 day notice |
| **Auto-Renewal** | • Subscriptions will automatically renew at end of term, unless opted out on https://mocp.microsoftonline.com |
| **Partner Fee** | • Partner designation on the Customer Order triggers fee payments to Partners (must be enrolled through Quickstart) For more information see https://partner.microsoft.com/online |

# Enabling Transition to Online

**New or Existing
SA Agreement**

**Additional Step-Up USL
Agreement**

**USL
Agreement**

Software Assurance → *Credit for
Software Assurance*

**WITH**

Perpetual
Client Access License

Step-Up User
Subscription License

User
Subscription
License
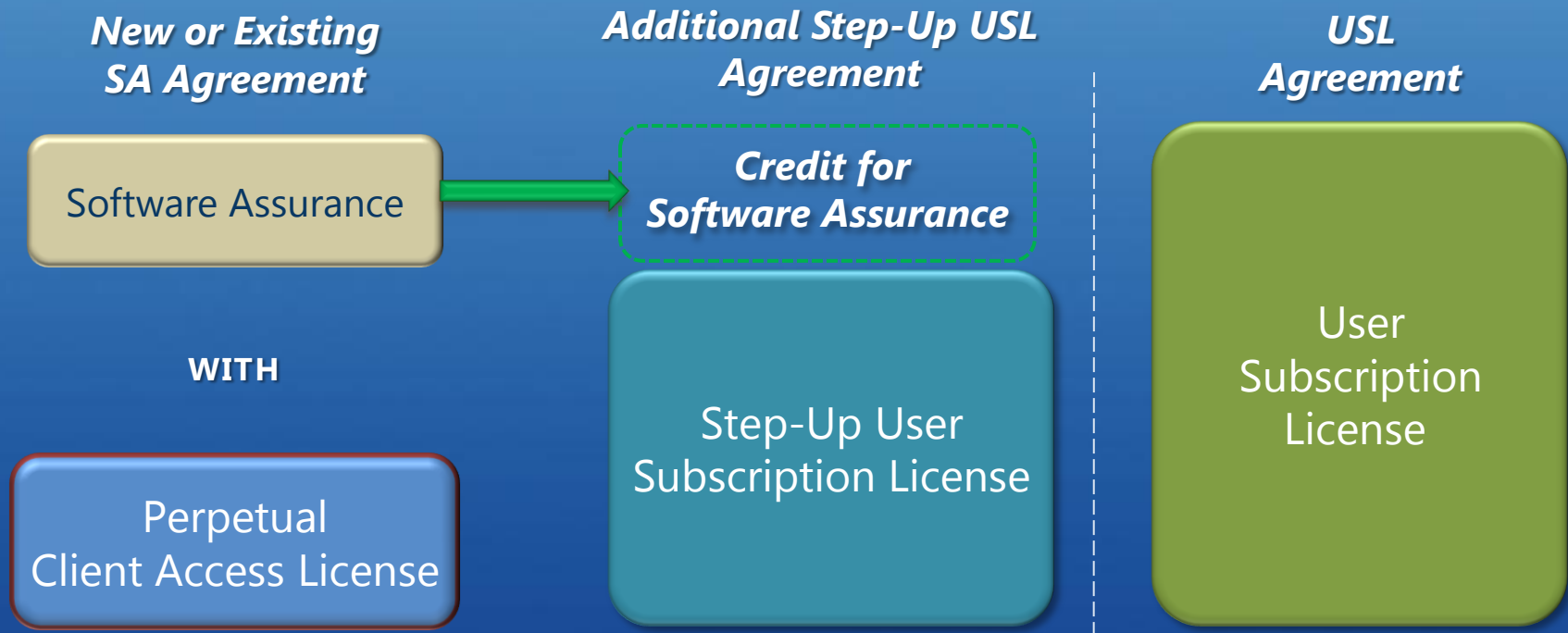
**Services Are Licensed on a Per User Basis**

# Retail USL Pricing
## BPOS Standard

| Exchange Online Standard 4,26€ |
|---|

| SharePoint Online Standard 4,47€ |
|---|

| Office Communications Online Standard 1,70€ |
|---|

| Office Live Meeting Standard 3,84€ |
|---|

**40% off** →

**Business Productivity Online Suite**

Includes:
Exchange Standard
SharePoint Standard
Office Communications Standard
Live Meeting Standard

8,52€

| Exchange Online Deskless Worker 1,70€ |
|---|

| SharePoint Online Deskless Worker 1,70€ |
|---|

→

**Deskless Worker Suite**

2,55€

BPOS Dedicated requires additional Service Subscription License (SSL)
Pricing above does not include volume discounts, or Step Up discounts

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# Total Cost Comparison (250 users)

*Driving down the bottom line*

**For 250 total users using e-mail, collaboration, IM/presence, web conferencing**

## 56% savings over 3 years

| | On-premises cost | Microsoft Online cost | Savings |
|---|---|---|---|
| **General costs** | | | |
| Hardware and maintenance | $73,123 | Included | $73,123 |
| Software | $123,078 | $87,099 | $35,979 |
| Operations | $298,827 | $153,012 | $145,815 |
| Deployment and migration | $101,803 | $34,180 | $67,623 |
| **Running total** | **$596,831** | **$274,291** | **$322,540** |
| **High availability** | | | |
| Hardware and maintenance | $16,048 | Included | $16,048 |
| Software | $2,472 | Included | $2,301 |
| Operations | -$840 | Included | -$840 |
| Deployment and migration | $10,445 | Included | $10,445 |
| **Running total** | **$624,956** | **$274,291** | **$350,665** |
| **TOTAL** | **$624,596** | **$274,291** | **$350,665** |
| **Per user per month** | **$69.43** | **$30.46** | **$38.96** |

# Process Benefits
*What would it cost you to achieve…*
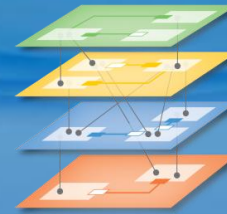
### Highly secure
- Multiple layers of data security
- Secure access via SSL
- Physical and logical separation within datacenter

"We simply could not use a system like Gmail. There may be private information involved, and we needed a guarantee that the information would remain secure. It needs to stay within the domain of the hospital, and we can do that with the Microsoft Online Services solution."

- Jan van Glabbeek, Head of IT, Ziekenhuis Amstelland

### Business class availability backed by SLAs
- Geo-redundant datacenters
- N+1 architecture
- 99.9% uptime SLA

"Our e-mail and appointment systems are so much more dependable than they used to be, which is important for a healthcare provider. Microsoft Online Services gives us the reliability our employees and customers demand."

- Derk Rietveld, CEO and Orthopedic Surgeon, annatommie

### Assurance of world class operational standards
- CyberTrust certified
- ITIL/MOF operational practices
- SAS 70 standards

"What if it breaks when I need it? I haven't received e-mail all day—is something down? There's an emotional component that I can't put a price or a time value on, but it's something that I'm very pleased to relinquish."

- JW Keller, President, Datatune

# Partner Opportunity
## New business, more customers, faster

### Expand Reach

- **New Customers:  70% of sales expected to be to new customers**
- **New Segments:**  Expand to SMB, retail, manufacturing or public sector
- **New Scenarios:**  Deskless users, branch office, mobility

### Grow Revenue

- **Advisor Fees: Sell and get Partner Fees**
- **New Services:**  SharePoint consulting, online migration & integration
- **Annuity Revenues:**  50% revenues to be recurring

### Increase Velocity

- **Increase capacity:** Increase sales and deployment capacity
- **Scale**  to multiple customers remotely. 40% savings
- **Increase margins** by increasing managed services attach rates

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# Partner Opportunity for Online Services



Wheel diagram segments:
- Migration
- Integration & Configuration
- Online Solution Design
- Workflow & Business Process Consulting
- SharePoint Customization
- Security & Compliance Consulting
- Helpdesk & End User Support
- Desktop Management
- Customer Care
- LOB Applications
- Custom Applications
- Intranets & Doc Management

Center:
- Microsoft SharePoint Online
- Microsoft Exchange Online
- Office Communications Online
- Microsoft Dynamics CRM Online
- Office Live Meeting

| 32% Market Growth | 25% New Software Share | $28B Revenue |
|---|---|---|
| 32% CAGR WW SaaS forecasted, 2007-2011 (IDC) | 25% of new business software will be delivered as a service by 2011 (Gartner) | $28B market for SaaS sales by 2012 (IDC) |

**6X Services Revenue for Partners**
Institute of Partner Education & Development 2008

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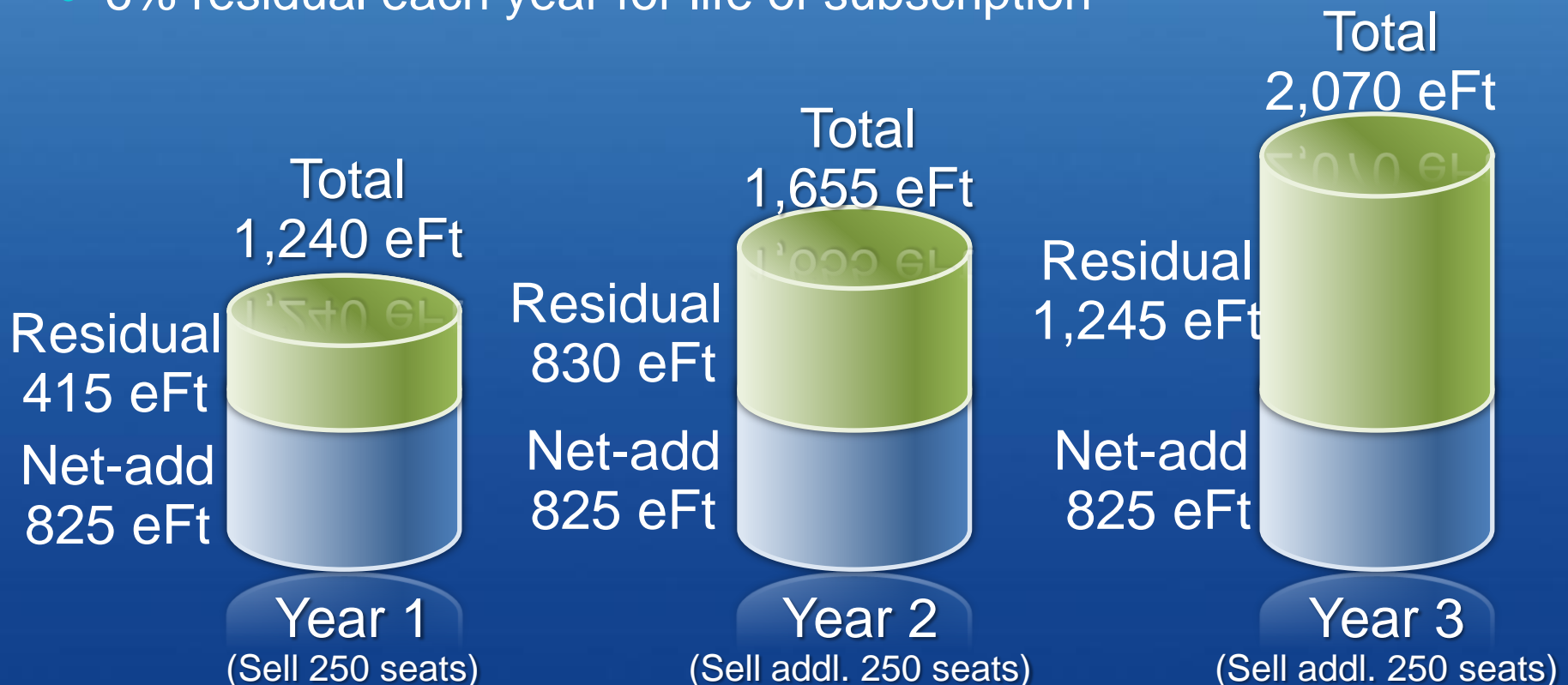
# Business Productivity Online Suite
## Partner Model

18%
year one

12% Net-add
6% Residual

Fees

Sale

Microsoft

Partner

Customer
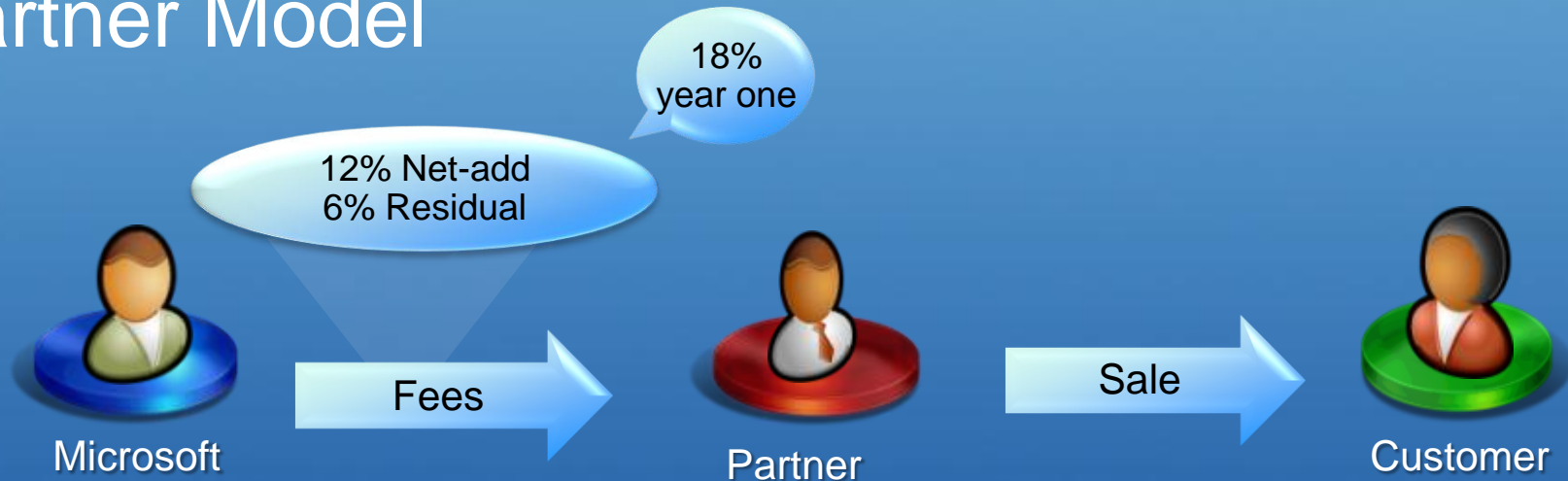
| Illustrative Example | |
|---|---|
| Number of seats sold | 50 |
| Price per seat per month | 8,52€ |
| Total revenue per year | 5,1K€ (1,38 mFt) |
| | |
| Net-Add fees paid to partner @ 12% | 613€ (165 eFt) |
| Annual recurring Fee @ 6% | 307€ (83 eFt) |
| Total Partner Fee Year 1 | 920€ (248 eFt) |

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# Microsoft Online Services Illustrative Revenue Growth

4,965 eFt cumulative over 3 years

- 12% net-add first year
- 6% residual each year for life of subscription

Total
1,240 eFt

Residual
415 eFt

Net-add
825 eFt

Year 1
(Sell 250 seats)

Total
1,655 eFt

Residual
830 eFt

Net-add
825 eFt

Year 2
(Sell addl. 250 seats)

Total
2,070 eFt

Residual
1,245 eFt

Net-add
825 eFt

Year 3
(Sell addl. 250 seats)

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# Partner Revenue Analysis

- Analysis with 4 Partners, 41 deals
- Average deal size: 141 seats
- Average deal revenue: $24,000

| | |
|---|---|
| Managed Services | $35/seat |
| Business Consulting & Customization | $66/seat |
| Migration & Integration | $46/seat |
| Partner of Record Fees | $20/seat |

Pie chart:
- POR Fees 12%
- Migrate & Integrate 27%
- Consulting 40%
- Managed Services 21%

*Microsoft*
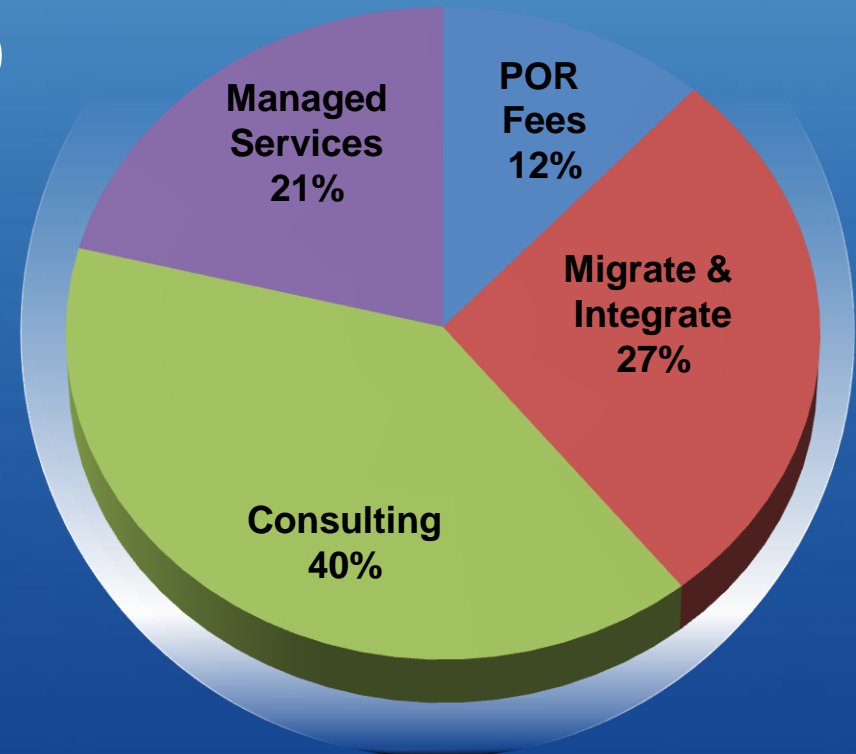
# Solutions developed by partners

## Business Solutions

### CRM Solutions
- Sales and Delivery Contacts Integration

### Human Resources Solutions
- Recruiting
- Performance Management

### Sales Solutions
- Proposal Document Assembly

### Operations Solutions
- Project Portfolio Tracking
- Manufacturing Product Data Management

## Products and Tools

### Migration Tools
- Lotus Notes & GroupWise
- SharePoint
- Hosted Migration Service

### Co-existence tools
- On-premise SharePoint

### Portals and Aggregation
- Geo-spatial data analysis and display
- mPortals

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# Quickstart For Microsoft Online Services

Quickstart for Microsoft Online Services: A partner onboarding experience

**www.quickstartonlineservices.com**

| Language | Take Tutorial | Sign Agreement | Pass Assessment | Submit Fee Documentation |
|---|---|---|---|---|
| **English** | https://training.partner.microsoft.com/plc/search_adv.aspx?ssid=35ADF9AB9EFD46E380E40115A5E62677 | https://partner.microsoft.com/US/productssolutions/productsonlineservices | https://training.partner.microsoft.com/plc/details.aspx?publisher=3&courseid=3304# | https://partner.microsoft.com/global/productssolutions/40104751 |
| **Japanese** | https://training.partner.microsoft.com/plc/search_adv.aspx?ssid=A4D7F35140D64D31921A084CF93C7384 | https://partner.microsoft.com/US/productssolutions/productsonlineservices | https://training.partner.microsoft.com/plc/search_adv.aspx?ssid=D51D559B4FD24FF99F99422A01834345 | https://partner.microsoft.com/global/productssolutions/40104751 |
| **German** | https://training.partner.microsoft.com/plc/search_adv.aspx?ssid=325F51EBCB9C4CF2869478886D37737B | https://partner.microsoft.com/US/productssolutions/productsonlineservices | https://training.partner.microsoft.com/plc/search_adv.aspx?ssid=27E81922FD534CB49A031BAD57441CAA | https://partner.microsoft.com/global/productssolutions/40104751 |
| **Spanish** | https://training.partner.microsoft.com/plc/search_adv.aspx?ssid=EF4295C0139F4EC188D53E77253B7D02 | https://partner.microsoft.com/US/productssolutions/productsonlineservices | https://training.partner.microsoft.com/plc/search_adv.aspx?ssid=AE2FDF9C01BD424295BCAEEB2727AAFB | https://partner.microsoft.com/global/productssolutions/40104751 |
| **French** | https://training.partner.microsoft.com/plc/search_adv.aspx?ssid=5AA19792BD404BA8871969399F4C884B | https://partner.microsoft.com/US/productssolutions/productsonlineservices | https://training.partner.microsoft.com/plc/search_adv.aspx?ssid=6B67912910FD4BCAAAF3E1FC89B2ACBE | https://partner.microsoft.com/global/productssolutions/40104751 |

# Partner Features



## Commerce Dashboard

- **Track and Manage your Business**

## Partner Order-on-Behalf

- **Drive customer campaigns as POR**
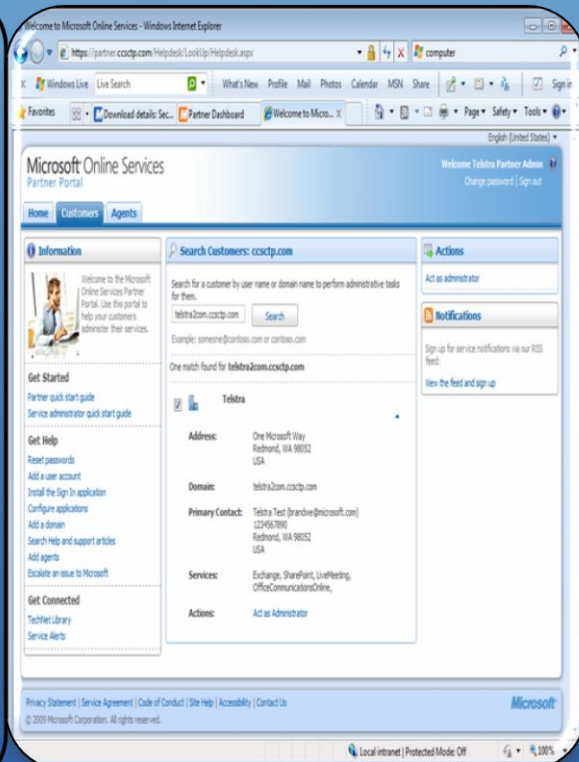
## Delegated Administration

- **Support and Manage your Customers**

Microsoft

# Microsoft Business Productivity Online Suite
# Internal Use Rights Benefits for Partners

## Eligibility

- MSPP Partners who have signed the Microsoft Online Services Partner Agreement (MOSPA) via process defined at http://www.quickstartonlineservices.com

## Duration of Benefit

- Partners will receive the benefit per the terms below.

- Microsoft may change the benefits with 60 days notice

## Approved Usage

- For partner internal use only
- For internal company use rights

## Not Approved

- For demonstration purposes
- Not for customer use

Active partners who meet the above eligibility criteria will be able to receive the following Business Productivity Online Suite IUR Benefits:

| First Year | 250 Seats | No Cost |
|---|---|---|
| Subsequent Years | Sell at least 2 new deals > 25 seats in prior year | No Cost |
| | Sell less than 2 deals > 25 seats in the prior year | $5/USL/month |

## Benefits Ordering Process for Partners

1. During the sign-up process use the promo code "Partner".
2. Sign up for a Microsoft Business Productivity Online Suite trial using a Windows Live ID associated with your MSPP partner organization at http://mocp.microsoftonline.com.
3. After partner organization association has been confirmed, the trial will be extended up to 250 seats for one year before the 30 day trial expires.
4. Existing partners enrolled in the current Internal Use Rights benefit have their price adjusted in their current agreement.

**Microsoft**

- The benefit can only be used in countries where service is available.
- IUR benefits not to exceed 500 seats per country.

# Microsoft Business Productivity Online Suite Partner Support

## Program Support
**(Includes all inquires regarding: how to join, benefits of and resources for the Microsoft Online Services QuickStart Program)**

**Contact Regional Support Center (RSC)**

**Hungary  06-80-017452,**

### Pre-Sales Support
(Technical Sales Assistance – includes inquires about how to effectively sell Business Productivity Online Suite)

| | |
|---|---|
| Hungarian Technical Sales Assistance (TSA) | 06-80-HELPMS 06-80-435767 hutsa@microsoft.com |

*Free & Unlimited for Gold Certified and Certified partners*

### Delivery Support
(Technical Advisory Services- helps partner deploy Business Productivity Online Suite to customers)

| | |
|---|---|
| Hungarian Technical Advisory Services (TAS) | 06-80-HELPMS 06-80-435767 hutas@microsoft.com |

*Gold – 40  hrs/year*
*Certified ISV Competency – 15 hrs/year*
*ISV Empower – 10  hrs year*

### Technical Support
(All Break Fix issues, Partner Care questions and routing)

| | |
|---|---|
| U.S. BPOS Technical Support | 1-866-MSONLINE, 1-866-441-8425, (425)-704-4614 https://admin.microsoftonline.com/login.aspx?ReturnUrl=%2fDefault.aspx |
| International Technical Support | https://admin.microsoftonline.com/login.aspx?ReturnUrl=%2fDefault.aspx |

*Available to customers and  partners who  are acting on behalf of their BPOS customers*

## Operational Support
**(Includes all inquires regarding:  order to cash, fee payments, licensing/policy questions, etc.)**

**Online submissions only:  https://mocp.microsoftonline.com/site/support.aspx**

# Partner Call To Action

- Sign agreement for partner program
- Enroll in training
- Profile online solutions in solution finder
- Sell Microsoft Online Services for 1 customer with 25+ seats until July

http://www.quickstartonlineservices.com

# Appendix

# Microsoft Online Services Benefits

Key Investment Areas

Integrated Capabilities

Ease of Use

Flexible Deployment Choices

Accelerate Speed to Value

Secure, Encrypt, & Retain Messages

Highly Secured Datacenters

Online Architecture

# Integrated Capabilities

## Streamlined Communications

Communicate and collaborate seamlessly across applications and devices

**E-mail**

**Instant Messaging**

**Web Conferencing**

**Document Sharing**

**Presence**

**Calendaring**

**Work Flow**

**Mobility**

**Offline Access**

**Archiving**
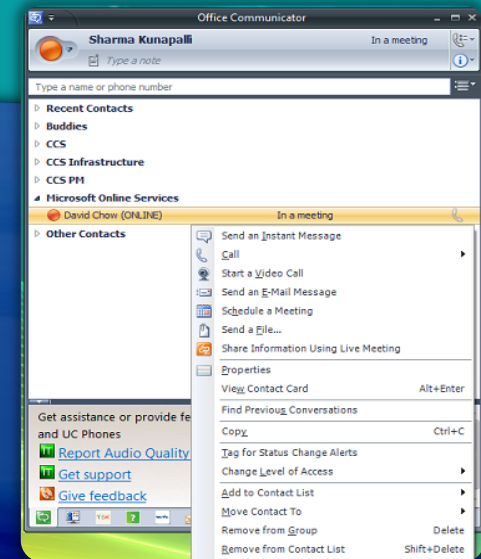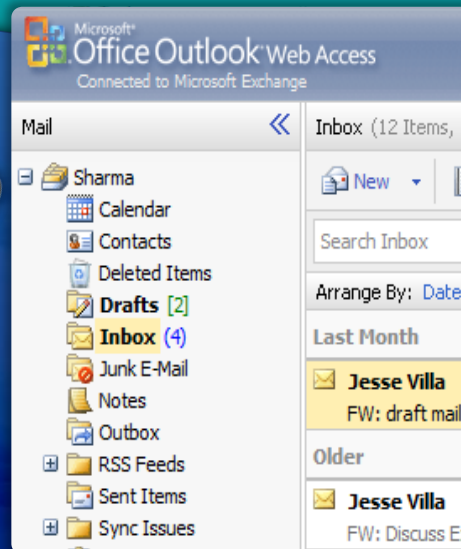
# Ease of Use

**Simplified Management**

**Unified access point for all Online services**

- Trial and Buy
- User Management
- Settings
- Support
- Tools

**IT Pro**

**End User**

- Single Sign On
- Application Access
- SharePoint Links
- Downloads
- Password Reset

Anywhere* Access without VPN

**Subscription and Trial**
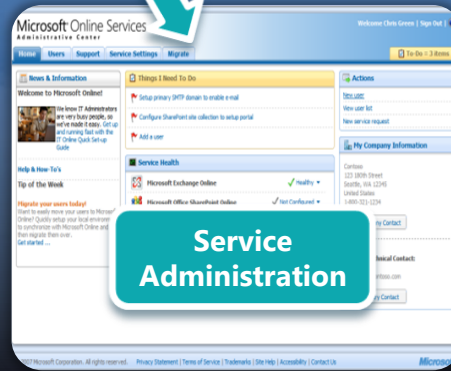
**Service Administration**

**Web Access**
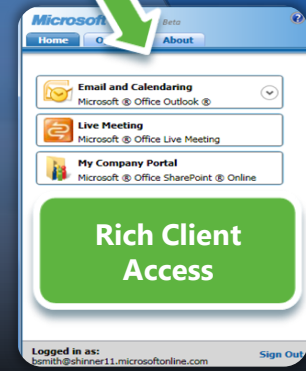
**Rich Client Access**

- *Anywhere internet access is available*
- *Only available with BPOS-Standard today*

# Flexible Deployment Choices

Branch Office

Microsoft Office Outlook

## Simplified Management

Giving IT the flexibility to choose Online deployment by geography, workload or roles

Microsoft Office Outlook

Microsoft® SharePoint® Online

HQ

Microsoft® Exchange Online

Windows Server 2008
Active Directory®
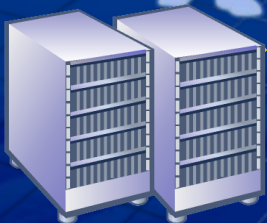
Microsoft Office SharePoint Server 2007

Microsoft® Exchange Server 2007
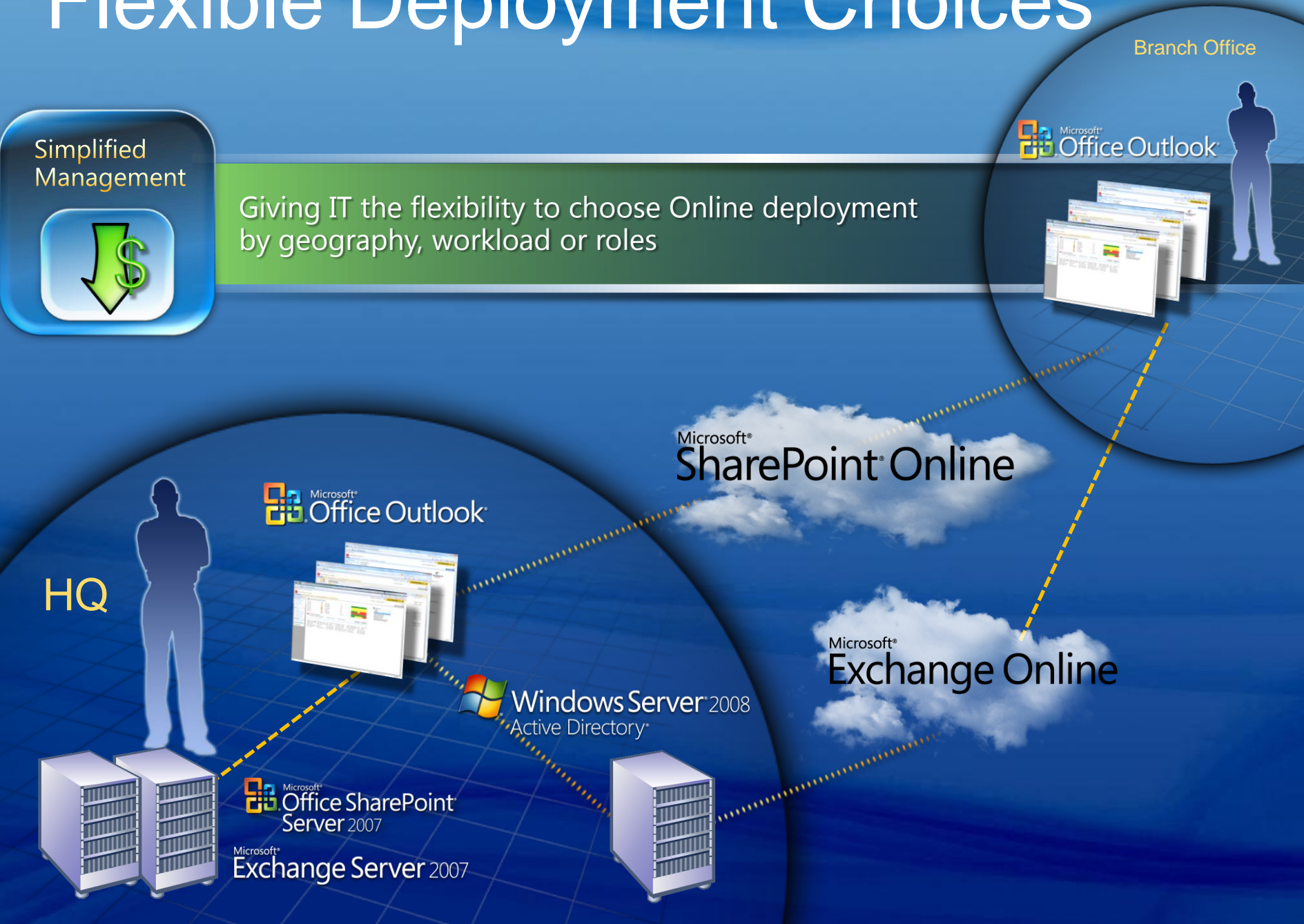
# Accelerate Speed To Value

**Simplified Management**

Always up-to-date capabilities at a predictable cost

## Key Benefits

- Up and running quickly
- Latest software
- No more server upgrades
- Subscription-based
- Predictable cost
- Optimize productivity

*Software + Services Accelerate the Journey*

**Basic**

*IT Is A Cost Center*

**Standardized**

*IT Is An Efficient Cost Center*

**Rationalized**

*IT Is A Business Center*

**Dynamic**

*IT Is A Strategic Asset*

# Highly Secured Datacenters

**Business Class Reliability and Security**

Delivering highly secure, private, and reliable computing experiences based on sound business practices

## Key Features

- Geo-redundant datacenters
- N+1 architecture
- 9 layers data security
- Secure access via SSL
- ITIL/MOF operational practices
- 24x7x365 support
- Backed by 99.9% uptime SLA

**Filtering Routers**

**Firewalls**

**Intrusion Detection System**

**System Level Security**

**Application Authentication**

**Application Level Counter-measures**

**Virus Scanning**

**Separate Data Networks**

**Authentication to Data**

# Online Architecture

## Customer premise

On premises Server(s) | Active Directory | Active Directory service | User accounts
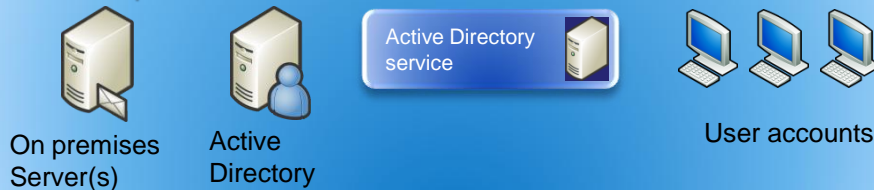
**IT Pro experience**
- Trial and buy service activation
- Migration and co-existence
- Directory synchronization and provisioning
- Service reporting
- Customer support hotline

## Home and on the go

**End user experience**
- Service client and authentication
- Secure remote access without VPN
- Seamless experience
- Up to date features

**Highly Secure Internet Connectivity**

## Microsoft

| Administration console | Customer portal | Administration support | **Presentation Services** |

| User provisioning | Migration and Co-existence | Active Directory synchronization | User authentication | **Service Delivery** |

### Primary Data Center
Exchange Online | SharePoint Online | OCS Online | . . .
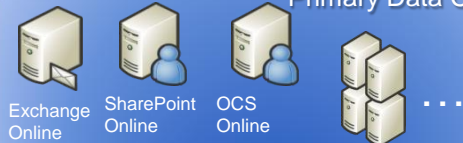
Business Continuity | Security and Hygiene

**Continuous Data Replication**

### Secondary Data Center
Exchange Online | SharePoint Online | OCS Online | . . .
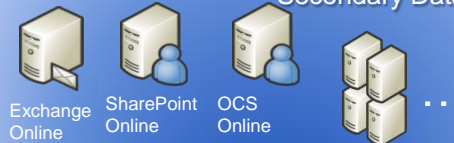
Business Continuity | Security and Hygiene

Microsoft® Forefront

Microsoft® Exchange Hosted Filtering

Comprehensive multi-layer security, antivirus, anti-spam protection

# Microsoft Online Services Offering Details

Exchange Offering Details

SharePoint Offering Details

Office Live Meeting Offering Details

Office Communicator Online Offering Details

# Exchange Offering Details

✓ Current Feature
✓ Future Release

## General

| Features | Deskless[1] | Standard | Dedicated |
|---|---|---|---|
| Default Mailbox Size | 100MB | 5GB | 5GB |
| Larger Size Mailbox Available | | ✓ | ✓ |
| Shared Contacts, Tasks | ✓ | ✓ | ✓ |
| Message Attachment | ✓ | ✓ | ✓ |
| Deleted Item Retention | ✓ | ✓ | ✓ |
| Conference Room | ✓ | ✓ | ✓ |
| 99.9% Uptime SLA | ✓ | ✓ | ✓ |
| 24x7 Web/Phone IT Pro Support | ✓ | ✓ | ✓ |
| Geo Redundancy Data Protection | ✓ | ✓ | ✓ |
| Public Folder | | | ✓ |

## Security & Compliance

| Features | Deskless[1] | Standard | Dedicated |
|---|---|---|---|
| Anti Virus/Anti SPAM | ✓ | ✓ | ✓ |
| Rights Management Service [2] | | ✓ | ✓ |
| Mail Encryption (Optional) | ✓ | ✓ | ✓ |
| E-Discovery Archive (Optional) | ✓ | ✓ | ✓ |
| Personal Archive (Optional) | | ✓ | ✓ |
| Messaging Records Management | | ✓ | ✓ |

## Extensibility

| Features | Deskless[1] | Standard | Dedicated |
|---|---|---|---|
| MAPI | | ✓ | ✓ |
| Exchange WebDAV | | ✓ | ✓ |
| SMTP Relay | | ✓ | ✓ |
| Exchange Web Services | | ✓ | ✓ |
| POP3/IMAP4 | | ✓ | ✓ |

## UM & Fax

| Features | Deskless[1] | Standard | Dedicated |
|---|---|---|---|
| Outbound Fax | | | ✓ |
| Voicemail Integration | | ✓ | ✓ |
| Outlook Voice Access | | ✓ | ✓ |

## Client & Mobility

| Features | Deskless[1] | Standard | Dedicated |
|---|---|---|---|
| Outlook Web Access | OWA Light | ✓ | ✓ |
| Outlook Anywhere | | ✓ | ✓ |
| Outlook 2007 Support | | ✓ | ✓ |
| Outlook 2003 Support | | ✓ | ✓ |
| Entourage Support [3] | | ✓ | ✓ |
| Firefox /Safari Web Browser [4] | | ✓ | ✓ |
| Windows Mobile 6 Devices | | ✓ | ✓ |
| Active Sync 12 Devices | | ✓ | ✓ |
| BlackBerry Devices[5] | | ✓ | ✓ |

## Coexistence

| Features | Deskless[1] | Standard | Dedicated |
|---|---|---|---|
| AD Credential Synchronization | ✓ | ✓ | ✓ |
| AD/GAL Synchronization | ✓ | ✓ | ✓ |
| On-Premise Exchange Free/Busy | ✓ | ✓ | ✓ |
| On-Premise Notes Free/Busy | | ✓ | ✓ |

## Migration

| Features | Deskless[1] | Standard | Dedicated |
|---|---|---|---|
| Exchange 2000, 2003, 2007 | ✓ | ✓ | ✓ |
| Exchange 5.5 | ✓ | ✓ | ✓ |
| Notes/Domino | ✓ | ✓ | ✓ |
| GroupWise | ✓ | ✓ | ✓ |
| POP3/IMAP | ✓ | ✓ | ✓ |

## Online Portal

| Features | Deskless[1] | Standard | Dedicated |
|---|---|---|---|
| Customer Portal | ✓ | ✓ | ✓ |
| Administration Center | ✓ | ✓ | ✓ |
| Company Portal | ✓ | ✓ | ✓ |
| Sign On Client | | ✓ | ✓ |

[1] Deskless available in both standard and dedicated versions
[2] Can integrate with on site deployment of Rights Management Service

[3] Free/Busy and GAL is not supported on Entourage
[4] Only OWA Light is supported on Firefox and Safari browser
[5] Standard only provide BIS support; Dedicated provide basis Blackberry support (mail, calendar, contacts, GAL)

# SharePoint Offering Details (1)

✓ Current Feature
✓ Future Release

| Collaboration | Features | Standard | Dedicated |
|---|---|---|---|
| | Collaboration Site Templates [2] | ✓ | ✓ |
| | Meeting Site Templates [3] | ✓ | ✓ |
| | Surveys | ✓ | ✓ |
| | People and Group | ✓ | ✓ |
| | Sync with Outlook | ✓ | ✓ |
| | Email Alerts & Notifications | ✓ | ✓ |
| | Issue Tracking | ✓ | ✓ |
| | Document Collaboration | ✓ | ✓ |
| | Presence | ✓ | ✓ |
| | Social Networking | ✓ | ✓ |
| | Mail Enabled List | ✓ | ✓ |

| Content Management | Features | Standard | Dedicated |
|---|---|---|---|
| | Document Info Panel/Action Bar | ✓ | ✓ |
| | Content Authoring, Publishing | ✓ | ✓ |
| | Master Pages, Layouts, Controls | ✓ | ✓ |
| | Retention and Audit Policies [4] | ✓ | ✓ |
| | Three State Workflow | ✓ | ✓ |
| | State Variations | ✓ | ✓ |
| | High Fidelity Web Site/Branding | ✓ | ✓ |
| | Slide Library | ✓ | ✓ |
| | WYSIWYG Content Editor | ✓ | ✓ |
| | Content Staging, Deployment | ✓ | ✓ |
| | IRM Integration | ✓ | ✓ |
| | Std Business Doc Workflows | ✓ | ✓ |
| | Std Enterprise Site Templates | ✓ | ✓ |
| | Std Publishing Site Templates | ✓ | ✓ |
| | Records Repository and Legal Hold | ✓ | ✓ |
| | Email Content as Records | ✓ | ✓ |
| | VSTF Integration | ✓ | ✓ |

| Portal | Features | Standard | Dedicated |
|---|---|---|---|
| | Client Integration | ✓ | ✓ |
| | SharePoint Designer | ✓ | ✓ |
| | RSS Content Syndication | ✓ | ✓ |
| | Audience Targeting | ✓ | ✓ |
| | Site Manager | ✓ | ✓ |
| | Site Documentation Aggregation | ✓ | ✓ |
| | Portal Site Templates | ✓ | ✓ |
| | User Profile Import | ✓ | ✓ |
| | Privacy and Security | ✓ | ✓ |
| | Audience Targeting | ✓ | ✓ |
| | My Sites; Site Directory | ✓ | ✓ |
| | Colleagues and Memberships | ✓ | ✓ |
| | Document Roll-up Web Part | ✓ | ✓ |
| | Windows Mobile Device Support | ✓ | ✓ |
| | Backup and Restore SP Designer | ✓ | ✓ |

| Search | Features | Standard | Dedicated |
|---|---|---|---|
| | Search in a site collection | ✓ | ✓ |
| | Cross Site Collection Search | ✓ | ✓ |
| | Enterprise Content Sources | ✓ | ✓ |
| | People Search | ✓ | ✓ |
| | Search Federation | ✓ | ✓ |
| | Business Data Search | ✓ | ✓ |

| Forms | Features | Standard | Dedicated |
|---|---|---|---|
| | Form Libraries | ✓ | ✓ |
| | Custom Non-Code Workflows | ✓ | ✓ |
| | MOSS Out of Box Workflows | ✓ | ✓ |
| | Browser Based Forms | ✓ | ✓ |
| | Custom Code Workflows | ✓ | ✓ |

[1] Deskless available in both standard and dedicated versions
[2] Standard does not include My Site Host, News Home Template, Internet Presence Web Site

[3] Standard does not include Blank Meeting, Decision Meeting, Social Meeting, Multipage Meeting Workspace
[4] Standard does not include logging of all actions on sites, content, and workflows, audit log reporting

# SharePoint Offering Details (2)

✓ Current Feature
✓ Future Release

| | Features | Standard | Dedicated |
|---|---|:---:|:---:|
| **Business Intelligence** | BI Dashboard | ✓ | ✓ |
| | KPI and Filtering Web Parts | ✓ | ✓ |
| | Report Center Templates | ✓ | ✓ |
| | Excel Services | ✓ | ✓ |
| | Data Connection Libraries | ✓ | ✓ |
| | Business Data Catalog | ✓ | ✓ |
| | Business Data Web Parts | ✓ | ✓ |
| | Performance Point Integration | ✓ | ✓ |
| **Service Specific** | 99.9% Uptime SLA | ✓ | ✓ |
| | 24x7 Web/Phone IT Pro Support | ✓ | ✓ |
| | Geo Redundancy Data Protection | ✓ | ✓ |
| | Multiple Site Collections Support | ✓ | ✓ |
| | Vanity Domains | ✓ | ✓ |
| | 250MB/User Storage | ✓ | ✓ |
| | Authenticated Access | ✓ | ✓ |
| | 14 Days Backup & Restore | ✓ | ✓ |
| | WAN Acceleration | ✓ | ✓ |
| | Pre-Production Environment | ✓ | ✓ |
| | Partner Access | ✓ | ✓ |
| | Anonymous Access | ✓ | ✓ |

# OC Online Details

✓ Current Feature
✓ Future Releases

| OC Server 2007 R2 Features | Standard | Dedicated |
|---|:---:|:---:|
| **IM and Presence via OC Client** | ✓ | ✓ |
| **IM and Presence via OC Web client** | ✓ | ✓ |
| **IM and Presence via mobile client** | ✓ | ✓ |
| **Multiparty IM** | ✓ | ✓ |
| **Address Book Search** | ✓ | ✓ |
| **Distribution List Expansion** | ✓ | ✓ |
| **Office Presence  Integration** | ✓ | ✓ |
| **Exchange  Calendar Integration[1]** | ✓ | ✓ |
| **Sharepoint Presence Integration** | ✓ | ✓ |
| **Federation** | ✓ | ✓ |
| **PIC** | ✓ | ✓ |

*IM and Presence*

| OC Server 2007 R2 Features | Standard | Dedicated |
|---|:---:|:---:|
| **Group Chat** | ✓ | ✓ |
| **1:1 Audio and Video – Internal[2]** | ✓ | ✓ |
| **1:1 Audio and Video – External** | ✓ | ✓ |
| **File Transfer – Internal[2]** | ✓ | ✓ |
| **File Transfer – External** | ✓ | ✓ |
| **Web Conferencing** | ✓ | ✓ |
| **Audio and Video Conferencing** | ✓ | ✓ |
| **Unified Messaging with Exchange** | ✓ | ✓ |
| **Enterprise Voice** | ✓ | ✓ |

*Advanced Collaboration*

| | Standard | Dedicated |
|---|:---:|:---:|
| **IM Filtering** | ✓ | ✓ |
| **Encryption** | ✓ | ✓ |
| **Content Archiving** | | ✓ |
| **Antivirus** | ✓ | ✓ |

*Security & Compliance*

[1] Manual workaround needed

[2] Internal is limited to two PC's on the same corporate network (e..g., no firewalls or other devices between the parties)

# Conferencing Offering Details

| | OCS 2007 | Live Meeting 2007 | |
|---|---|---|---|
| **Editions** | Enterprise | Standard | Professional |
| **Meeting Attendee Capacity** | 250 | 250 | 1250 |
| **Storage Days** | | 90 | 365 |
| **Pre-meeting Handouts** NEW | | | √ |
| **Advanced Testing/Grading** NEW | | | √ |
| **Virtual Breakout Rooms** NEW | | | √ |
| **Registration** IMPROVED | | | √ |
| **Shared Recordings** IMPROVED | | | √ |
| **Live Meeting Web Access** IMPROVED | | √ | √ |
| **End user support** | | √ | √ |
| **Account Management (LM Manager)** | | √ | √ |
| **Reporting** | Some | √ | √ |
| **Client (Windows-based)** IMPROVED | √ | √ | √ |
| **Two-way VoIP audio** NEW | √ | √ | √ |
| **Audio bridge integration** | √ | √ | √ |
| **Video (Webcam & Roundtable)** NEW | √ | √ | √ |
| **Application Sharing** | √ | √ | √ |
| **In-meeting File Transfer** NEW | √ | √ | √ |
| **Rich Media Presentations** NEW | √ | √ | √ |
| **Scheduling Add-In for Outlook** | √ | √ | √ |
| **Enable Personal Recordings** NEW | √ | √ | √ |

# Multinational Usage

Language Detection and Selection
Multinational Usage

# Language Detection & Selection

*BPOS-S will automatically detect your language preferences using browser settings (for BPOS web portals) and OS settings (for each application)*

## Users can choose from the following for each portal/application

| | |
|---|---|
| BPOS (sign-in client & web portals) | English, French, German, Japanese, Spanish |
| SharePoint Online | English, French, German, Japanese, Spanish |
| Live Meeting | Chinese (Traditional & Simplified), Danish, Dutch, English, Finnish, French, German, Italian, Japanese, Korean, Portuguese (Brazil), Spanish, Swedish |
| Exchange Hosted Filtering, Encryption, and Archive | Chinese (Traditional & Simplified), Dutch, English, French, German, Italian, Korean, Japanese, Portuguese-Brazil, Portuguese-Portugal, Spanish, Russian |
| Office Communications Online | Arabic, Bulgarian, Chinese (Traditional & Simplified), Croatian, Czech, Danish, Dutch, Estonian, French, Finnish, German, Greek, Hebrew, Hungarian, Italian, Japanese, Korean, Latvian, Lithuanian, Norwegian, Polish, Portuguese (Brazil), Portuguese (Portugal),Romanian, Russian, Serbian, Slovak, Slovenian, Spanish, Swedish, Thai, Turkish, Ukrainian |
| Exchange Online (OWA/Outlook) | Over 45 languages |

# Multinational Usage

## Nomadic Use

- When travelling to a non approved country it is OK to use the service

## Support

- IT Generalist only
- 24/7 voice and email support in English
- Localized support in French, German, Japanese, Spanish will be offered during each countries business hours

# Versions & User Segmentation
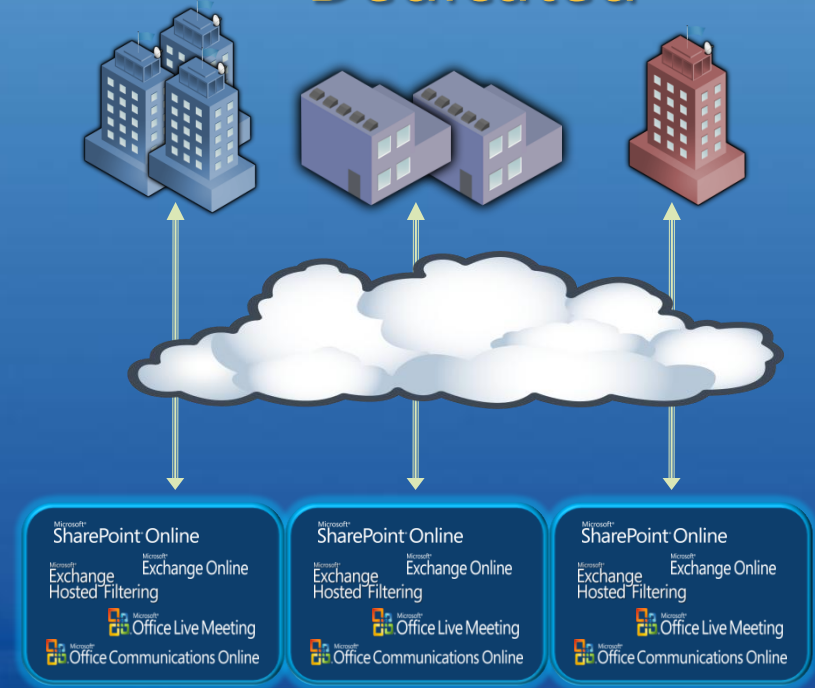
Standard and Dedicated Versions

User Segmentation

# Standard and Dedicated Versions

## Standard

## Dedicated



- Multiple customers, one architecture
- Customer needs rapid deployment
- 5 seats minimum
- Cost efficiency a key focus

- Single customer per architecture
- 5,000 seats minimum
- Optimize for 20,000+
- Customer needs most server features

# Comparing the Offerings
Standard vs. Dedicated vs. On-Premises

**Management** ↑

## BPOS Standard

- Simplest to manage
- 99.9% SLA
- Web services only integration with LOBs, custom apps, third-party apps
- Least access to Exchange Server fine-grained policy and configuration
- Limited Features of SharePoint
- Basic IM and Presence from OCS
- No server HW management

## BPOS Dedicated

- Simple to manage
- 99.9% SLA
- Web services and custom code integration with LOBs, custom apps, third-party apps
- More access to Exchange Server fine-grained policy and configuration but must be administered through support
- More Features of SharePoint
- More features of OCS
- No Server HW management

## On Premises Servers

- Most management required
- Most integration possibilities with LOBs, custom apps, third-party apps
- Access to all Exchange Server fine-grained policy and configuration
- All Features of SharePoint
- Requires server HW management

**Configuration and Flexibility** →

# Standard and Dedicated

| Attributes | Standard | Dedicated |
|---|---|---|
| Exchange, SharePoint and OC Server Features | Similar features for Exchange but greater disparity for SharePoint and OC Online | Closer alignment with server capabilities |
| Subscription Management | Purchase via EA or Microsoft Online Customer Portal; Annual pre-pay; Monthly Billing | Custom contract; Invoice in arrear; Monthly Billing |
| User Provisioning | AD sync available but require self service activation via Microsoft Online Administration Center; Company wide pooled storage | Automated provision via AD sync; Fixed email storage per user |
| Service Configuration | Self configuration via portal Limited configuration capabilities | More configuration capabilities through support process only |
| End User Experience | Different credentials versus AD with required use of Sign-In Client | AD synchronized credentials; no additional client software |
| User Access | No need for VPN; all HTTPS Outlook 2007 only | Require dedicated network link Outlook 2003 + |
| Support | 24x7 IT Pro call support and support portal | 24x7 IT Pro call support and email only |
| SLA | 99.9% with up to 100% credit, reactive reporting only | 99.9% with up to 100% credit, proactive reporting and credit |
| Co-existence and Migration | NO free/busy co-existence Standard tools only support Exchange 2000+ migration, 2 stage migration for other platform or Partner | Free/busy co-existence Custom migration by Microsoft or Partner |
| Datacenter Hosting | Multi-tenant architecture | Dedicated hardware, storage |
| Security and Continuity | Geo-Redundancy CyberTrust Certification in progress SAS-70 in progress | Geo-Redundancy SAS-70 certified |
| Extensibility | Web services support but NO code-level customization for SharePoint | Web services support and code-level customization for SharePoint |

# Deskless Worker SKU
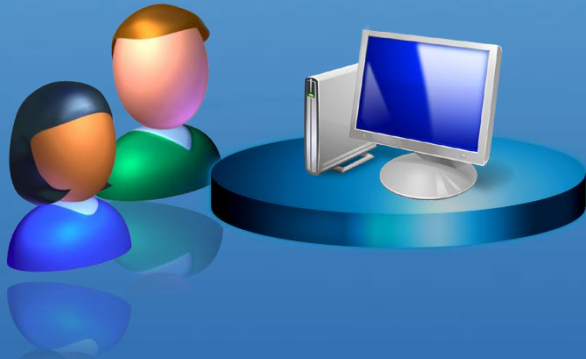
Low cost offering to users that do not have messaging and collaboration capabilities today

**Exchange Online Deskless Worker**

- 500 MB mailbox
- Outlook Web Access Light only
- Messaging, calendar, contacts
- Anti-Virus / Anti-Spam
- Optional archiving and mail encryption
- No Mobile Access

**SharePoint Online Deskless Worker**

- Read-Only Access to calendars, contacts, portal sites only
- Read-write access to Wikis, Blogs and Forms
- Set-mail alerts
- Search capabilities
- No Mobile Access

# Fact Sheets

Partner of Record Fact Sheet
Partner Support Fact Sheet
International Support Numbers
Ordering Fact Sheet

# Microsoft® Online Services Partner of Record Fact Sheet

## Enrollment – *Quickstart for Online Services*

**ENROLLMENT IS OPEN TO ALL MSPP MEMBERS**

**ENROLLMENT REQUIREMENTS:**
- Active MSPP Membership (registered level min.)
- Accept online agreement
- Complete Assessment

**AVAILABILITY:**
- Available to all Registered, Certified, and Gold Certified MSPP Partners

**POINT PRODUCT OFFERINGS:**
- Exchange Online
- Office Communications Online
- Live Meeting
- SharePoint Online

**BPOS SUITE INCLUDES:**
- Exchange Online
- Office Communications Online
- Live Meeting
- SharePoint Online
- Exchange Hosted Filtering

**MINIMUM ORDER REQUIREMENTS:**
- Five-user minimum for the initial order of service
- There is no minimum for additional purchases of the same service

## Earning Fees as POR

**EARNING FEES:**
- The 12% net-add fee is recognized at the time of customer invoice by Microsoft, and will be paid quarterly over the first year.
- The 6% residual fee is earned monthly, paid quarterly, beginning in the first month of customer activation for performance of services specified in Guide with the fee specific to each product.
- Fee calculation is based on the total number of seats for which partner has been designated POR.
- A partner will receive a total of 18% for the first year of a customer's subscription; 12% net add fee + the 6% residual. Thereafter, the 6% fees continues, as long as partner is POR and customer active.
- At launch, for purchases through direct EA, the ESA will receive the standard ESA fees for BPOS (not 12%/6%)

**AVAILABLE FEES:**

| Type of Fee | All BPOS Products |
|---|---|
| Net-Add Fees | 12% |
| Residual Fees | 6% |

Fees calculated as % of net sale price.

**FEE ACCRUAL AND PAYMENT POLICY:**
- Fees are calculated based on total sale price less any promotions or credits. Partner fees not deducted for customer service credits or necessary adjustments due to Microsoft error.
- All fees will be paid quarterly, within 30 days of quarter close, based on MS fiscal quarters

**PARTNER OF RECORD RULES:**

**POR Designation:** To earn fees a partner must be designated as POR by customer

**Not for Partner Internal Use:** If partners purchase Microsoft Online Services for internal use – i.e. as a customer – partner may not designate itself as POR

**Designation:** A customer can have one POR per product/service, per ship-to address. Multiple POR's for a single customer are possible

**Change:** A customer may change POR at any time through the Microsoft Online Customer Portal

**Fee Rules Upon POR Change:** The change of POR will be recorded on a monthly basis. If a customer changes POR, the new POR will be reflected in the following month.
- The POR on the 1st of the month will receive recurring fees
- Month following the POR change – the new POR will earn the 6% fees, ongoing
- The 12% fee earned for the initial sale will still be paid in full to the original POR ( as long as customer remains active for the first year).

## Support, Renewal and Key links

**PARTNER SUPPORT:**
- The Microsoft Partner Portal is the primary source of information for online services, programmatic support and account management Exchange Online
- Partners may utilize the RSCs for inquiries about program details, assistance with enrollment and other inquiries

**RENEWAL:**
- The term of the partner's agreement will be coterminous, plus 1 year for the initial term, with the anniversary date of MSPP membership
- Partner must renew annually after the 1st term, at same time as MSPP renewal process
- Partner may opt out of the program at any time, with written notice

**KEY RESOURCES:**
- Partner Playbook, BOM and other material: www.quickstartonlineservices.com
- MOCP Link: https://mocp.microsoftonline.com/Site/Default.aspx
- MSPP Link: https://partner.microsoft.com/
- BPOS Landing Page: https://partner.microsoft.com/40053541?msp_id=online

# Microsoft Online Services Partner Support Fact Sheet

| Pre-Sales Support | | Delivery Support | | Technical Support | |
|---|---|---|---|---|---|
| **(Technical Sales Assistance – includes inquires about how to effectively sell Business Productivity Online Suite) Free & Unlimited for Gold Certified and Certified partners** | | **(Technical Advisory Services- helps partner deploy Business Productivity Online Suite to customers) Gold – 40 hrs/year. Certified ISV Competency – 15 hrs/year. ISV Empower – 10 hrs year** | | **(All Break Fix issues, Partner Care questions and routing) Available to customers and partners who are acting on behalf of their BPOS customers** | |
| Hungarian Technical Sales Assistance (TSA) | 06-80-HELPMS 06-80-435767 hutsa@microsoft.com | Hungarian Technical Advisory Services (TAS) | 06-80-HELPMS 06-80-435767 hutas@microsoft.com | U.S. BPOS Technical Support | 1-866-MSONLINE, 1-866-441-8425, (425)-704-4614 https://admin.microsoftonline.com/login.aspx?ReturnUrl=%2fDefault.aspx |
| | | | | International Technical Support | https://admin.microsoftonline.com/login.aspx?ReturnUrl=%2fDefault.aspx |

## Included In Service project management assistance through offsite Microsoft staff
## Service Ready Activation Support – 90 days***

- Phone and Email assistance with On-Boarding
- Reactive assistance to complete Activation Checklist
- Content creation for IT Pro and delivery via TECHNET & MS Online
- Customer Satisfaction, Retention & Escalation Management
- Service Acceptance Review after 90 days**
- Hand Off to internal Tier 1 or Company Helpdesk/ITPro or SSP Helpdesk at end of 90 days** in the Absence of a Premier Contract

## Release Management Support – 30 days***
- Remote phone and online assistance towards Customer Release Management to assist with 'migration' during Release Cycles

** Service Ready assumed at 90 days; not cutoff
+ Project management function is intended for deployment/migration assistance. It is not an account management function
*** Release Management assumed at 30 days; not cutoff

| Activation & Deployment | On-going IT Pro Assistance | Self-help and Training |
|---|---|---|
| Automated welcome email with activation notification & instructions | Support to designated IT Pros with entitlement | Self Help Implementation guidelines and activation checklist content |
| Initial Set-up and provisioning | 24x7 support with toll-free access | Admin Overview and Self help |
| Follow-up survey once on-boarding is complete | IT Pro assistance through remote access using Easy Assist | Self guided training for activation and deployment |
| | Proactive Communication through RSS | Self guided training for successful adoption |
| | Reactive Billing Support | Self guided On-Boarding training |
| | Feature Request Submission | Self guided Help Desk training |
| | CSAT management for BPOS at Microsoft Discretion | Searchable Knowledge Base content |
| | | How-To, FAQ content for IT Pro |
| | | How – To, FAQ content for End-User |
| | | Incident management, ticket status and communication |
| | | Self Serve End User training; Live Meeting also available for Public Consumption |

# International Support Numbers

| Language | Time Zone Differential | Country/Regional Business Hours | Redmond, WA Staff working hours |
|---|---|---|---|
| Japanese (APAC) | +16 | 9:00am-5:00pm | 4:00pm-12:00am Sun-Thu |
| Spanish (EMEA) | +9 | 9:00am-5:00pm | 12:00am-8:00am M-F |
| German (EMEA) | +9 | 9:00am-5:00pm | 12:00am-8:00am M-F |
| French (EMEA) | +9 | 9:00am-5:00pm | 12:00am-8:00am M-F |

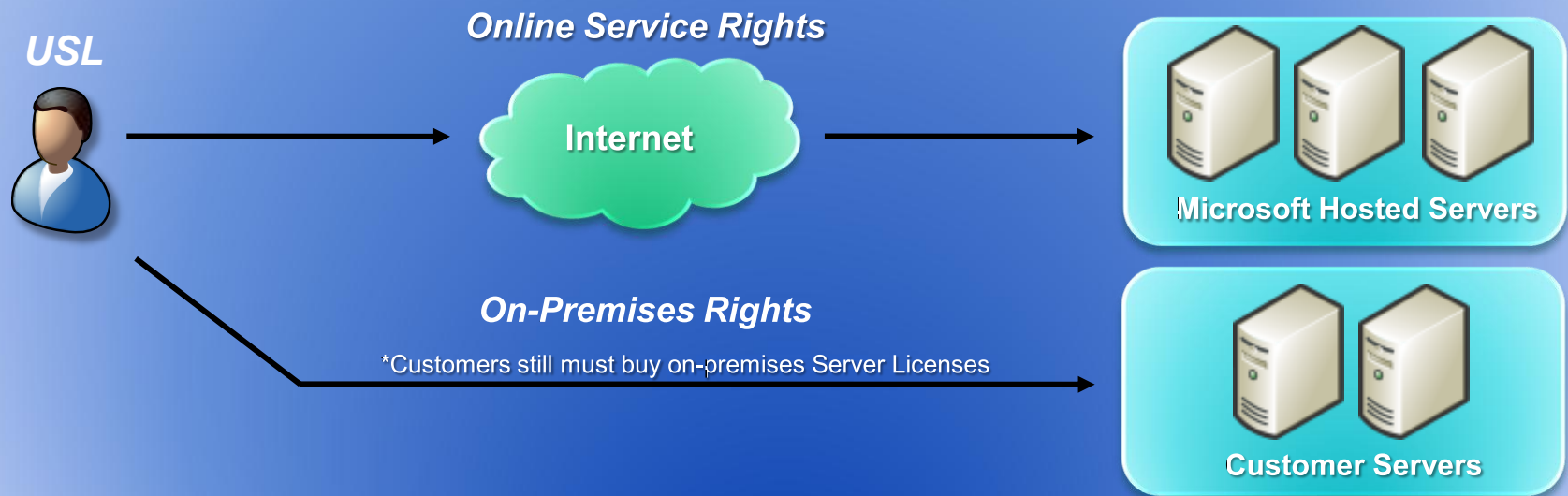| Country | Business Hours | Language Supported | Toll Free Phone Numbers | Local Phone Numbers |
|---|---|---|---|---|
| AUSTRIA | Monday – Friday 09:00 – 17:00 CET (GMT +1) | German, English | 0800 201940 | 01 206 09 11 89 |
| BELGIUM | Monday – Friday 09:00 – 17:00 CET (GMT +1) | French, English | 0800 80 574 | 02 200 83 46 |
| CANADA | Monday – Friday 09:00 – 17:00 PST (GMT -8) | English | 1 866 676 6546 | 1 866 676 6546 |
| DENMARK | Monday – Friday 09:00 – 17:00 CET (GMT +1) | English | 80 60 12 90 | 43 682 162 |
| FINLAND | Monday – Friday 09:00 – 17:00 EET (GMT +2) | English | 0800 98834 | 09 7251 9269 |
| FRANCE | Monday – Friday 09:00 – 17:00 CET (GMT +1) | French, English | 0805 54 02 45 | 01 57 32 30 00 |
| GERMANY | Monday – Friday 09:00 – 17:00 CET (GMT +1) | German, English | 0800 6649303 | 069 5170 9861 |
| IRELAND | Monday – Friday 09:00 – 17:00 GMT | English | 1800 818 067 | 01 5245427 |
| ITALY | Monday – Friday 09:00 – 17:00 CET (GMT +1) | English | 800 92 46 69 | 0291 483 365 |
| JAPAN | Monday – Friday 09:00 – 17:00  (GMT +9) | Japanese, English | 0120 996 680 | 03 5767 9793 |
| NETHERLANDS | Monday – Friday 09:00 – 17:00 CET (GMT +1) | English | 0800 029 2069 | 020 206 1586 |
| NEW ZEALAND | Monday – Friday 09:00 – 17:00  (GMT +13) | English | 0800 806 022 | 09 912 0899 |
| NORWAY | Monday – Friday 09:00 – 17:00 CET (GMT +1) | English | 8003 04 96 | 24 15 98 70 |
| PORTUGAL | Monday – Friday 09:00 – 17:00 GMT | English | 800 20 8198 | 21 761 62 98 |
| SPAIN | Monday – Friday 09:00 – 17:00 CET (GMT +1) | Spanish, English | 900 811 573 | 91 275 4555 |
| SWEDEN | Monday – Friday 09:00 – 17:00 CET (GMT +1) | English | 020 160 5722 | 08 5176 1701 |
| SWITZERLAND | Monday – Friday 09:00 – 17:00 CET (GMT +1) | German, French, English | 0800 001 015 | 0 44 511 82 63 |
| UNITED KINGDOM | Monday – Friday 09:00 – 17:00  GMT | English | 0800 731 8457 | 020 3027 6039 |
| UNITED STATES | Monday – Friday 09:00 – 17:00 PST (GMT -8) | English | 1 866 676 6546 | 1 866 676 6546 |

Email Support is available 24 hours/day through MOCP and MOAC

# Licensing

Dual Access License Rights

Business Productivity Online Suite – EA Platform
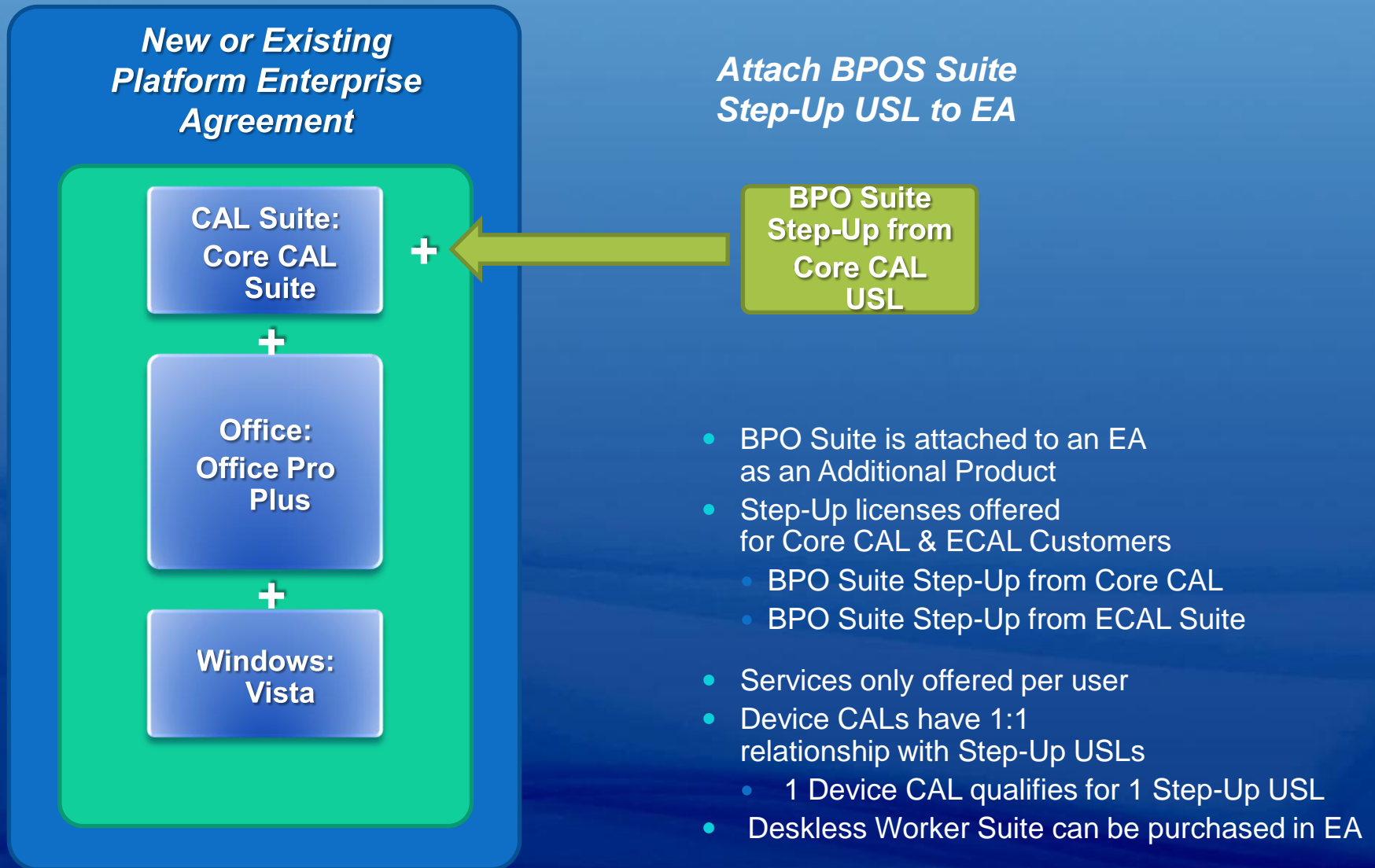
Agreement Types

# Dual Access License Rights

**User Subscription License** *can be used with the service and with on-premises* servers

**Online Service Rights**

**USL**

**Internet**

**Microsoft Hosted Servers**

**On-Premises Rights**

*Customers still must buy on-premises Server Licenses

**Customer Servers**

## SharePoint Example

- Customer purchases SharePoint Online User Subscription License
- Licensed User can use the USL to access the Service
- Customer purchases SharePoint Server licenses for their on-premise servers
- Same Licensed User can use the USL as a
  Client Access License to access On-Premises Servers

# BPO Suite Part Of Platform EA

### New or Existing Platform Enterprise Agreement

**CAL Suite: Core CAL Suite**

**+**

**Office: Office Pro Plus**

**+**

**Windows: Vista**

**+**

### Attach BPOS Suite Step-Up USL to EA

**BPO Suite Step-Up from Core CAL USL**

- BPO Suite is attached to an EA as an Additional Product
- Step-Up licenses offered for Core CAL & ECAL Customers
  - BPO Suite Step-Up from Core CAL
  - BPO Suite Step-Up from ECAL Suite
- Services only offered per user
- Device CALs have 1:1 relationship with Step-Up USLs
  - 1 Device CAL qualifies for 1 Step-Up USL
- Deskless Worker Suite can be purchased in EA

# Agreement Types

**Non-EA**
*All Services - Standard*

→ **VL**

- 1 Year Agreement Only
- Evergreen – Auto Renewal
- Billing Starts Immediately
- Monthly or Annual Billing

**EA & EAS**
*Only BPO Suite Step-Ups and Deskless Worker Suite - Standard*

→ **VL**

- Coterminous with EA
- Attached to Current EA
- Billing Starts Immediately
- Billing Consistent with EA

**Dedicated**
*All Services*

→ **SSA**

- 3 Year Agreements
- Non-VL Agreement
- Specific Contract Terms
- Billing Starts at "Service Acceptance"

# Customer Targeting

Small Business Customers
Mid-Market Breadth Customers
Mid-Market Depth Customers
Enterprise Customers

# Business Productivity Online Suite Targeting
## Small Business Customers (5-49 users)

**Target Scenarios**

1. Wants to move to a Microsoft communications and collaboration infrastructure, but believes the upfront investment is too high, and the company does not have a full-time IT resource.
2. Currently runs POP3 e-mail through local ISP. Would like to upgrade to Exchange/Outlook, but do not have the expertise to deploy or manage. Primary drivers for upgrading to Exchange include calendaring, global address list, and mobile e-mail.
3. New company that wants to invest in technology infrastructure, but does not have IT staff to deploy or manage the technology.
4. Stores data in several different places and wants to centralize. Also wants to allow employees to edit and share based on permissions. Interested in SharePoint, but do not have the expertise in-house to deploy or manage.
5. Looking for a solution that will allow them to coordinate with customers, partners, and others located in disparate locations. Found that video conferencing solutions were very expensive. Need an inexpensive and effective conferencing solution.

**Questions to Ask**

1. What communication and collaboration solutions do you have in place now?
2. How important is mobile access to your organization and how do you handle it now?
3. How do you share information with your employees? Does everyone have the same level of access?
4. Will your current messaging solution grow with you over the next 5 years?
5. How important is it for your organization to stay current with technology trends?
6. Does your organization have the resources to manage complex server infrastructures?
7. How important is it that you deal with a trusted technology vendor?

**Objection Handling**

• Objection: I don't have the expertise to deploy this to my organization.
Response: We have the expertise to help you deploy Online Services. Since the service is hosted, we can help you with purchasing, deploying, and managing the Online Services. We have the necessary skilled and trained people to help you with the deployment process, and we can structure a cost-effective engagement for you to move to Online Services quickly.
• Objection: This seems very expensive when other services are available free.
Response: Microsoft Online Services provides a rich communication and collaboration experience for organizations of all sizes. As businesses grow, they begin to require enterprise features that are not found in today's free or advertising-funded web applications. Lower cost options are available for users who do not require the rich functionality of Microsoft Online Services.
• Objection: Have other customers adopted the Microsoft Online Services successfully?
Response: Yes. Currently, more than 5,000 customers are participating in early adopter programs. At launch, we will have publicly available comprehensive list of customers that span segments, verticals, and industry-specific solutions. (Visit Partner Resource Center for the most current list of customer evidence.)
• Objection: I am not sure if adequate support for service will be available.
Response: Microsoft Online Services provide 24/7 support at no additional cost, for all customers. Partners can also get the same access if they are named administrator for a customer. Once you specify us as an administrator, then we can help you get support from Microsoft if needed.

# Business Productivity Online Suite Targeting
## Mid-Market Breadth Customers (50 – 299 users)

| | |
|---|---|
| **Target Scenarios** | 1. Wants to move to a Microsoft communications and collaboration infrastructure, but believes the upfront investment is too high.<br>2. Currently running POP3/IMAP e-mail through local ISP or an old version of Exchange Standard.  Would like to upgrade to Exchange2007, but do not have the expertise to deploy or manage.  Primary drivers for upgrading to Exchange include calendaring, global address list, and mobile e-mail.<br>3. Recently experienced a major server/e-mail outage and wants to outsource moving forward.<br>4. Has a full-time IT person who does not have the training or bandwidth to deploy a communication and collaboration infrastructure.<br>5. Stores data in several different places and wants to centralize.  Also wants to allow employees to edit and share based on permissions. |
| **Questions to Ask** | 1. Is your IT department working on strategic initiatives to help make your company more competitive?<br>2. Do you consider a hosted service when qualifying upgrades or implementing new technologies?<br>3. What is your disaster recovery solution for your messaging infrastructure?<br>4. What are your biggest challenges?<br>5. Do you want to upgrade your organization to the latest business productivity technologies?<br>6. Do you want to improve the security and reliability of your communication and collaboration infrastructure?<br>7. Do you want to improve collaboration and simplify how people work together?<br>8. Do you want to improve ease of creating shared documents?<br>9. Do you want employees to effectively manage increasing workloads such as e-mail?<br>10. Do you need to help protect and manage critical information?<br>11. Do employees need to find information faster and manage content better?<br>12. Do you need to improve efficiencies around how employees organize and search for files? |
| **Objection Handling** | • Objection: I don't have the expertise to deploy this to my organization.<br>Response: We have the expertise to help you deploy Online Services. Since the service is hosted, we can help you with purchasing, deploying, and managing the Online Services. We have the necessary skilled and trained people to help you with the deployment process, and we can structure a cost-effective engagement for you to move to Online Services quickly.<br>• Objection: This seems very expensive when other services are available free.<br>Response: Microsoft Online Services provides a rich communication and collaboration experience for organizations of all sizes.  As businesses grow, they begin to require enterprise features that are not found in today's free or advertising-funded web applications. Lower cost options are available for users who do not require the rich functionality of Microsoft Online Services..<br>• Objection:  Have other customers adopted the Microsoft Online Services successfully?<br>Response: Yes. Currently, more than 5,000 customers are participating in early adopter programs. At launch, we will have publicly available comprehensive list of customers that span segments, verticals, and industry-specific solutions. (Visit Partner Resource Center for the most current list of customer evidence.)<br>• Objection:  I am not sure if adequate support for service will be available.<br>Response:  Microsoft Online Services provide 24/7 support at no additional cost, for all customers. Partners can also get the same access if they are named administrator for a customer.  Once you specify us as an administrator, then we can help you get support from Microsoft if needed.<br>• Objection: I have a Blackberry Enterprise Server (BES) deployed in my organization. How do you support that?<br>Response:  BES adds an additional expense to your communication infrastructure.  Exchange Online includes Windows Mobile support allowing you to eliminate the BES licensing that you are paying for now and helping you reduce your TCO. |

# Business Productivity Online Suite Targeting
## Mid-Market Depth Customers (300-499 users)

| **Target Scenarios** | |
|---|---|

**Target Scenarios**

1. Wants to move to a Microsoft communications and collaboration infrastructure, but believes the upfront investment is too high.
2. Currently running an old version of Exchange. Would like to upgrade to Exchange2007, but does not have the expertise to deploy/manage. Primary drivers for upgrading to Exchange include calendaring, global address list, and mobile e-mail.
3. Recently experienced a major server/e-mail outage and wants to outsource the infrastructure moving forward.
4. Has overburdened IT department with no additional headcount in sight. CTO wants his team focused on strategic projects vs. routine IT management.
5. Stores data in several different places and wants to centralize. The company also wants to allow employees to edit or share based on permissions. The company is interested in SharePoint, however they do not have the expertise in-house to deploy or manage
6. Would like to establish an corporate intranet to share corporate data and keep employees updated
7. Is looking for a solution that will allow them to coordinate with customers, partners, and others. These users are located in disparate locations.
8. Worried about their disaster recovery solution and is looking for a cost effective way to provide high-availability for messaging.
9. Is looking for ways to improve key business processes in their organization.

**Questions to Ask**

1. Do you have a need to provide communication and collaboration services to all employees?
2. Do you currently outsource any part of your IT?
3. Do you currently subscribe to any hosted services?
4. Are you looking at making IT cost reductions within the next 3 years?
5. Is your IT department working on strategic initiatives to help make your company more competitive?
6. Do you consider a hosted service when qualifying upgrades or implementing new technologies?
7. What is your disaster recovery solution for your messaging infrastructure?
8. Are you looking to upgrade your organization to the latest business productivity technologies?
9. Would you like to improve the security and reliability of your communication and collaboration infrastructure?
10. Do you have initiatives to improve collaboration and simplify how people work together?
11. Do you have a need to provide communication and collaboration services to all employees?
12. Do you want your IT to help protect and manage critical information?
13. Do you want your IT to help employees find information faster and manage content better?
14. Do you want to improve efficiencies for how employees organize and search for files?
15. Do you want to improve your key business processes in sales, finance, human resources, or operations?

**Objection Handling**

• Objection: Our organization is too large to move to a hosted service.
Response: The Business Productivity Online Suite is designed to support customers as large as 100,000 employees and as small as 5 employees. Our network is purpose built for scale and able to grow with your organization.
• Objection: I'm worried about the security and reliability of Microsoft Online Services.
Response: Microsoft Online Services are built upon geo-redundant datacenters and offers 99.9% service level agreements. Our datacenters are Cybertrust certified, which means both physical and logical security must adhere to strict security policies.
• Objection: I need to test this with a small group of users before I can decide.
Response: (Offer to place the customer on the Business Productivity Online Suite 30-day trial.
• Objection: Have other customers adopted the Microsoft Online Services successfully?
Response: Yes. Currently, more than 5,000 customers are participating in early adopter programs. At launch, we will have publicly available comprehensive list of customers that span segments, verticals, and industry-specific solutions. (Visit Partner Resource Center for the most current list of customer evidence.)
• Objection: I need a solution that will support my regulatory requirements.
Response: The Business Productivity Online Suite supports regulatory needs such as archive, encryption, and outbound content management. Services can be added at an additional cost.
• Objection: I have a Blackberry Enterprise Server (BES) deployed in my organization. How will you support that?
Response: BES adds an additional expense to your communication infrastructure. Exchange Online includes Windows Mobile support allowing you to eliminate the BES licensing that you are paying for now and helping you reduce your TCO.

# Business Productivity Online Suite Targeting
## Enterprise Customers (500+ users)

| Target Scenarios | |
|---|---|
| | 1. Planning to upgrade their messaging infrastructure to Exchange 2007. The customer is including hosted service options as part of their due diligence |
| | 2. Is participating in a joint venture and needs to quickly bring a communication and collaboration infrastructure online for a period of time. The new infrastructure should be separate from the corporate resources. |
| | 3. Has been planning to migrate from a competitor platform; however the cost to entry was too high. Online Services would allow the organization to slowly migrate users without the high upfront hardware costs. |
| | 4. Has an Enterprise Agreement which includes licenses for SharePoint. Does not have the IT resources to deploy and manage the SharePoint environment. |
| | 5. Maintains global offices and wants to reduce travel expenses. Would like to implement a video conferencing system yet finds the costs are too high. |
| | 6. CTO would like to see his IT staff focus on strategic initiatives. Messaging, while critical, is seen as a utility service and, therefore, should be outsourced to industry experts. |
| | 7. Is looking for ways to improve key business processes in their organization. |

| Questions to Ask | |
|---|---|
| | 1. Do you have plans to upgrade your communication and collaboration infrastructure? |
| | 2. Do you have a subset of users that do not currently have network accounts, but with whom you would like to communicate (e-mail, intranet)? |
| | 3. Will you include hosted services when investigating new solutions or upgrades to existing solutions? |
| | 4. How much of your IT time is spent on routine management vs. strategic initiatives? |
| | 5. How reliable is your current messaging infrastructure? Do you maintain SLAs? Are you geo-redundant for high availability? |
| | 6. Do you currently own SharePoint licenses? Have you deployed? |
| | 7. Have you performed a TCO analysis of your messaging and collaboration infrastructure? |
| | 8. Do you have any initiatives underway to reduce IT cost and/or headcount? |
| | 9. Have you investigated Web conferencing solutions to help reduce travel costs? |
| | 10. How important is having predictable expenses for your communication and collaboration environment? |
| | 11. Do you want to improve your key business processes in sales, finance, human resources, or operations? |

**Objection Handling**

• Objection: Our organization is too large to move to a hosted service.
Response: The Business Productivity Online Suite is designed to support customers as large as 100,000 employees and as small as 5 employees. Our network is purpose-built for scale and able to grow with your organization.
• Objection: Our communication and collaboration infrastructure is too complex.
Response: Microsoft consulting services are available to assist with complex deployments. Microsoft maintains an extensive partner program that includes Global System Integrators around the world that can assist with the largest IT projects.
• Objection: I'm worried about the security and reliability of Microsoft Online Services.
Response: Microsoft Online Services are built upon geo-redundant datacenters and offers 99/9% service level agreements. Our datacenters are Cybertrust certified, which means both physical and logical security must adhere to strict security policies.
• Objection: I need to test this with a small group of users before I can decide.
Response: (Offer to place the customer on the Business Productivity Online Suite 30-day trial. Prospects can register for a trial at http://www.microsoft.com/online . )
• Objection: Have other customers adopted the Microsoft Online Services successfully?
Response: Yes. Currently, more than 5,000 customers are participating in early adopter programs. At launch, we will have publicly available comprehensive list of customers that span segments, verticals, and industry-specific solutions. (Visit Partner Resource Center for the most current list of customer evidence.)
• Objection: I need a solution that will support my regulatory requirements.
Response: The Business Productivity Online Suite supports regulatory needs such as, Archive, Encryption, and Outbound Content Management. Services can be added at an additional cost.
• Objection: I have a Blackberry Enterprise Server (BES) deployed in my organization. How will you support that?
Response: BES adds an additional expense to your communication infrastructure. Exchange Online includes Windows Mobile support allowing you to eliminate the cost of BES licensing and help you reduce your TCO.

# International Case Studies

- http://www.microsoft.com/casestudies/Case_Study_Search_Results.aspx?Type=1&ProTaxID=3278,15244

*"We expect to increase our customer base by 50 percent by selling Microsoft Online Services to new and existing customers."*

Federico De Giorgi, Marketing Manager, SOLVI

**Microsoft®**

# IT firm grows customer base 50 percent, boosts revenues by $638,000 with online services

## Partner Business Challenge

- Help customers reduce rising IT costs and workload
- Help customers create more flexible IT infrastructures
- Respond to customer requests for hosting services

## Solution

- Offer Microsoft® Business Productivity Online Standard Suite from Microsoft Online Services
- Sell add-on services integrating line-of-business applications with Microsoft Online Services

## Partner Results/Benefits

- Expand customer base by 50 percent
- Increase annual revenues by U.S.$638,000
- One-day deployments free staff for more sales
- Lower customer risk and costs
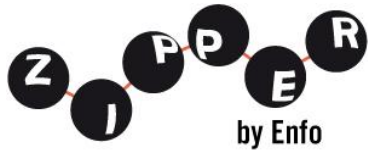
**Microsoft**®

# IT firm expects to boost revenues by $10 million annually with online services

## Partner Business Challenge

- Help customers implement Microsoft® Office SharePoint® Server 2007 more cost-effectively

- Investigate cloud-based services

- Extend affordable collaboration offerings to smaller firms

## Solution

- Offer Microsoft Business Productivity Online Standard Suite from Microsoft Online Services

- Deploy Microsoft Online Services internally to reduce costs

## Partner Results/Benefits

- Expected revenue boost of $10 million annually

- Significantly faster implementation

- Increased flexibility for customers

- Internal IT costs reduced $15,000 annually

# Neudesic's Document Canvas Connects Microsoft Word to an Online Library of Standardized Content

## PARTNER SOLUTIONS SHOWCASE

### Customer Profile
The Linc Group is one of the nation's most successful single-source providers of high-value facilities management and building systems services. The company offers premier on-site facility operations and management services, mission-critical government support, mobile HVAC preventative maintenance service programs, lighting and electrical services, and bundled energy solutions and related renovation and retrofit projects.

### Business Situation
Linc's geographically dispersed sales force was challenged by generating inconsistent proposals and contracts that led to lengthy legal reviews, reinvention of existing product and service descriptions, and reduced productivity. Without quick access to pre-approved product descriptions and services, the sales team had to research and assemble proposals by searching file shares, e-mails, public Web sites, and internal information portals.

### Benefits
• Reduced legal fees
• Time savings
• Standardized documentation
• Business agility

### Solution
Neudesic designed Document Canvas, which is a custom solution built on top of Microsoft Online Services Business Productivity Online Suite that uses SharePoint Online to host an online library of approved, versioned content fragments. The geographically distributed sales team can work in Microsoft Word and access these online pieces of content to quickly stitch together complete, pre-approved corporate documents.
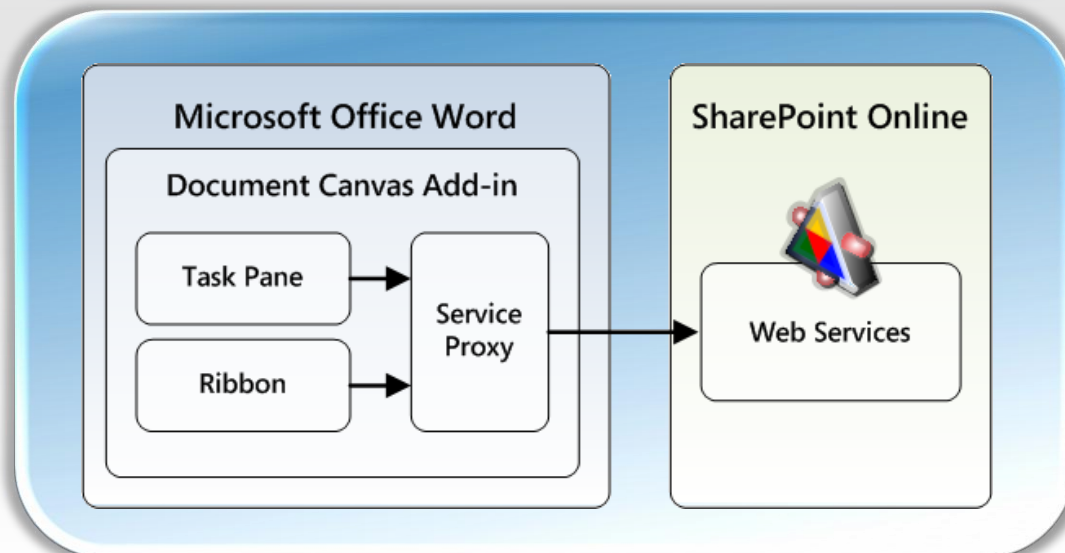
# Pointbridge: Moving Contract Approval Workflow from Paper to Electronic Format

## PARTNER SOLUTIONS SHOWCASE

**POINTBRIDGE** ™

### Market Opportunity

Through discussions with many of its customers, PointBridge uncovered a need in the marketplace for a system that can move many manual, paper-based contract workflow tasks to an automated electronic format that can be accessed from the Internet.

### Business Situation

Microsoft wanted to work with a partner to showcase how the services offered in Microsoft Online Services Business Productivity Online Suite Standard can be customized with applications to improve how companies do business.
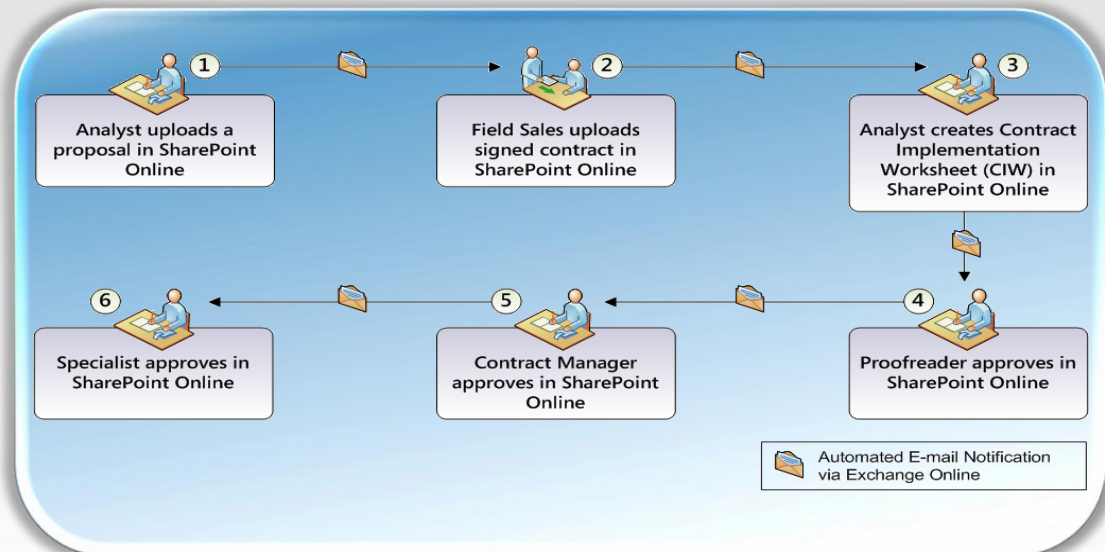PointBridge proposed developing a sophisticated, automated contract workflow solution that would be built using SharePoint Designer and would not require any development code.

### Solution

PointBridge was selected to build a custom multistep, multirole contract approval workflow on top of the Business Productivity Online Suite Standard using SharePoint Online and Exchange Online.



1. Analyst uploads a proposal in SharePoint Online
2. Field Sales uploads signed contract in SharePoint Online
3. Analyst creates Contract Implementation Worksheet (CIW) in SharePoint Online
4. Proofreader approves in SharePoint Online
5. Contract Manager approves in SharePoint Online
6. Specialist approves in SharePoint Online

Automated E-mail Notification via Exchange Online

### Benefits

- Efficiencies gained by conversion from paper-based format to electronic format
- Detailed tracking of each approval
- Elimination of lost contracts
- Shorten the contract approval cycle time
- Proactive notification of anniversaries (automatic increases) and expiring contracts

Learn more about this solution at: http://www.microsoft.com/online/partner/solutions-showcase.mspx

# Sonata's WorXpace Offers Custom Project Management Workflow and Improves Remote Team Collaboration

## PARTNER SOLUTIONS SHOWCASE

AQUENT
IT SOLUTIONS

SONATA
SONATA SOFTWARE

### Customer Profile

Aquent is a multinational corporation with offices in 17 countries. It offers a range of services to marketing organizations, including consulting, studio solutions, project management, and translation/localization. In the U.S., Aquent's businesses include IT solutions, healthcare consulting, and financial services.

### Business Situation

Due to a large number of simultaneous projects and geographically dispersed teams, the company faced challenges in its project management processes. Concerns included collaborating with geographically separated team members, lack of information for decision-making, and a need for greater visibility into its operations and project status.

### Solution

Sonata Software collaborated with Aquent to design WorXpace, a customized solution that enhances the Microsoft Online Services Business Productivity Online Suite to provide Aquent end-to-end visibility of all aspects of their projects. Custom features included collaboration tools such as blogs, wikis, document store, project health dashboards, exception alerts, approval workflows, and audit reports to automate the company's entire project management process.

### Benefits

• Improved visibility in project status enhanced decision making
• Improved productivity from remote team members
• Better integration with the customers



Learn more about this solution at: http://www.microsoft.com/online/partner/solutions-showcase.mspx
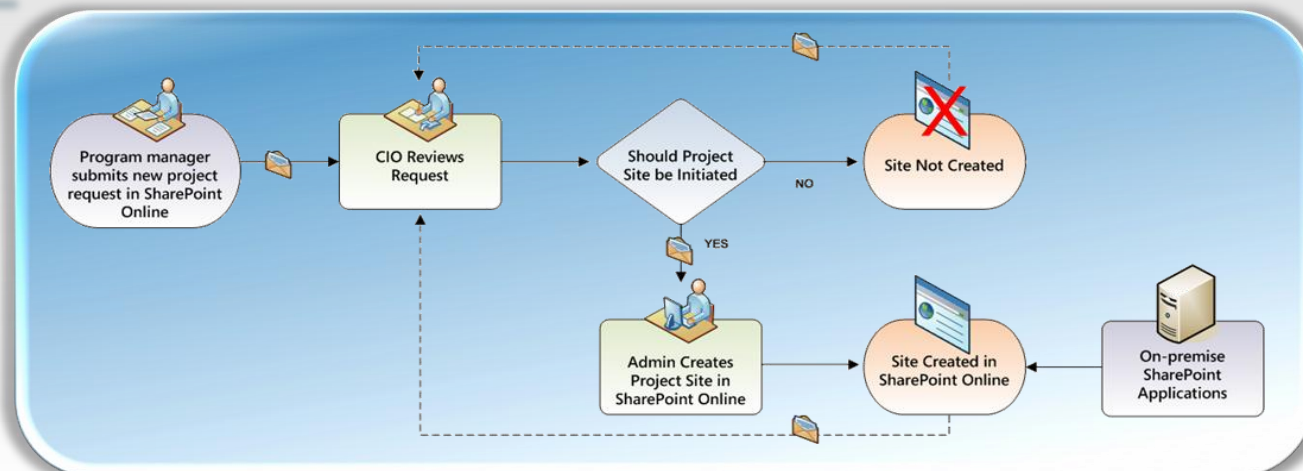
# GeoAnalyzer Enables Embedded Location Intelligence in SharePoint Online Web Parts

## PARTNER SOLUTIONS SHOWCASE

**Monitor Analytics**

### Partner Description

Clearway is a technology services firm that provides clients with innovative Microsoft-based business solutions that generate sustainable competitive advantages. Monitor Analytics, a subsidiary of Clearway, is a leading developer of powerful business intelligence visualization solutions, including GeoAnalyzer, to help companies plan, understand, predict, and manage financial and operational performance.
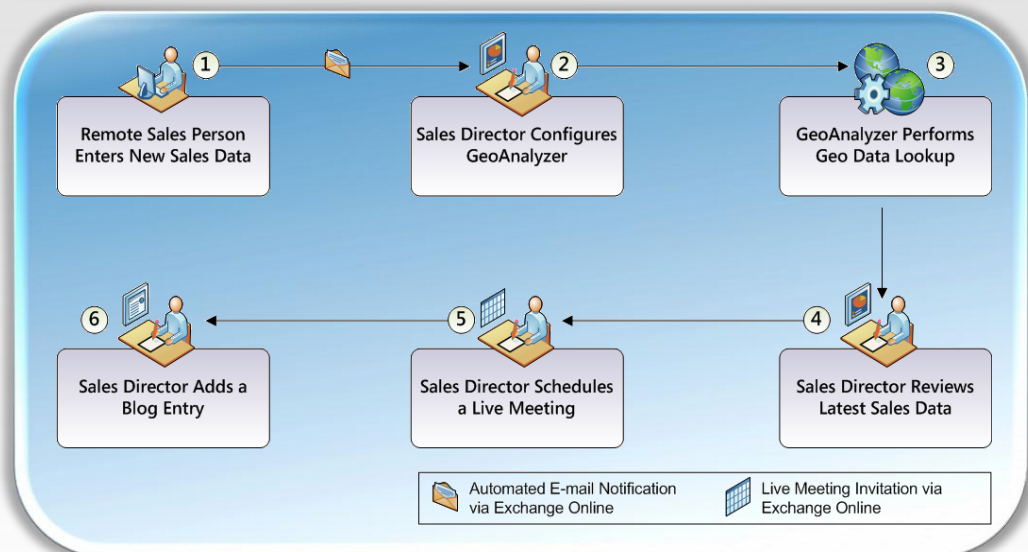
### Market Opportunity

For any size business, it is imperative in this new economy to be able to use its own data for gaining a strategic business advantage. The geography element of organization data in the interactions with customers, partners, prospects and suppliers is key to driving business strategy. Visually reviewing these interactions on a map provides instant insight that would otherwise be difficult to identify.

### Benefits

•Easily see patterns in dealings with customers, partners or suppliers on a map
•Quickly see clusters of customer behavior across geographies
•Identify new locations to target for business opportunity
•Bubble up exceptions to see best and worst performers

### Solution

Monitor Analytics GeoAnalyzer is a location intelligence solution that mashes geographic data coming from data stored in SharePoint Online lists with Microsoft Virtual Earth. Built with Microsoft Silverlight technology, GeoAnalyzer makes it easy for users to visually analyze data as well as slice and dice the data inside Virtual Earth.



1. Remote Sales Person Enters New Sales Data
2. Sales Director Configures GeoAnalyzer
3. GeoAnalyzer Performs Geo Data Lookup
4. Sales Director Reviews Latest Sales Data
5. Sales Director Schedules a Live Meeting
6. Sales Director Adds a Blog Entry

Automated E-mail Notification via Exchange Online
Live Meeting Invitation via Exchange Online

Learn more about this solution at: http://www.microsoft.com/online/partner/solutions-showcase.mspx

# Integrated Invoicing Solution Transforms the Small Business–Accountant Relationship

**diamante**
SOFTWARE EXCELLENCE
GRUPPO24ORE

## PARTNER SOLUTIONS SHOWCASE

### Partner Description

Diamante is a specialist solution provider for small entrepreneurial business. Its key focus is on business management, helping its clients use their time more effectively by streamlining and automating day-to-day operational tasks. Diamante has an active customer base of over 4,000 businesses across Italy, and is keen to expand across Europe and beyond. Diamante is a Microsoft Gold Certified Partner and is an innovator with a strong focus on the benefits of Microsoft Online Services.

### Market Opportunity

For small businesses and self-employed professionals, effective day-to-day accounting and bookkeeping are essential. When cash flow is king, invoice tracking and prompt payment are critical. Traditional relationships between small businesses and their accountants, however, are rarely a model of business efficiency: meetings are time-consuming, and keeping clear and synchronized invoice records is a problematic manual processes.

### Benefits

- Better business relationships
- Dynamic communications
- Common view of invoices and invoice status
- Automatic document transfer workflow
- Secure archival
- Remote and mobile access
- Improved productivity

### Solution

Diamante integrated their existing accounting product for small businesses with Microsoft Online Services Business Productivity Online Suite in order to streamline the process by which small businesses issue invoices and share them with their accountants. The new integrated solution uses SharePoint Online to eliminate most manual tasks and enhance security and archiving, and Microsoft Live Meeting and Microsoft Communicator Online to create a dynamic and efficient live communication channel.



Learn more about this solution at: http://www.microsoft.com/online/partner/solutions-showcase.mspx
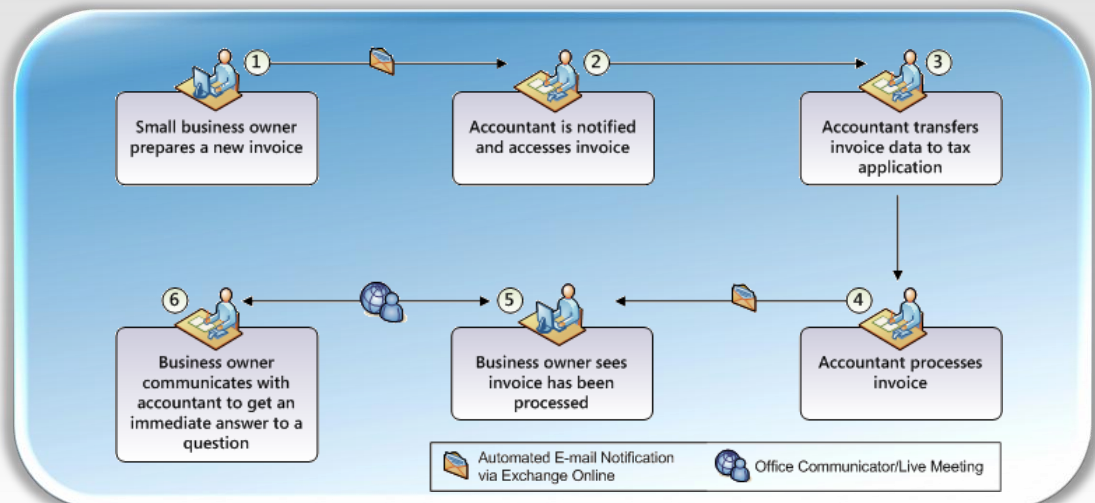
# ZervicePoint Provides Automated, End-to-End Provisioning of Accounts, Services, and Material

## PARTNER SOLUTIONS SHOWCASE



### Business Situation
IT departments can become overburdened when required to constantly perform basic account provisioning and management tasks. The emerging hybrid world of on-premise systems and cloud-based services makes seamless administration even more challenging.
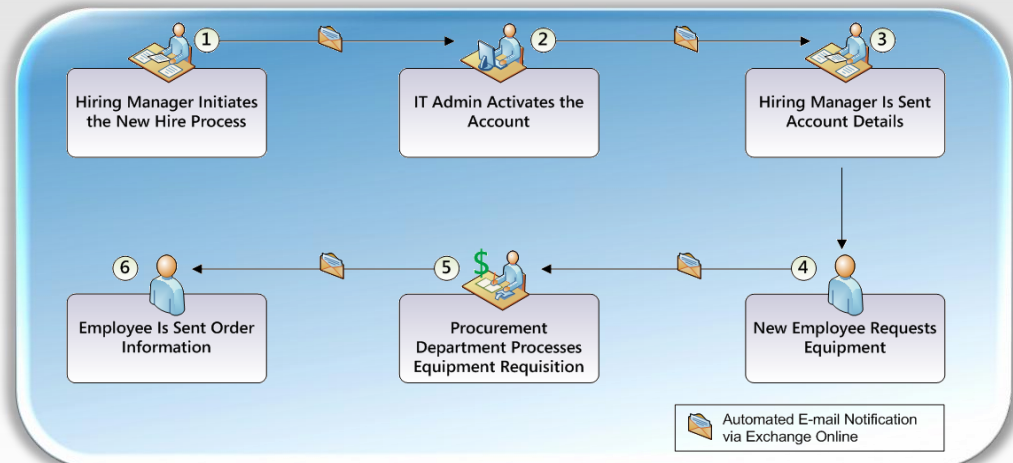
### Solution
Zipper integrated their existing ZervicePoint portal that ran on Windows SharePoint Services 3.0 with the Microsoft Online Services Business Productivity Online Suite in order to further streamline a variety of provisioning processes and workflows.

The new integrated solution eliminates most manual provisioning tasks and provides a unified browser-based portal that works with the Microsoft Online Services Business Productivity Online Suite services and provides provisioning workflows that automate the bulk of the process while still ensuring appropriate review and approval cycles.

The enhanced ZervicePoint portal enables employees to self-provision any combination of on-premise and Business Productivity Online Suite accounts, and supports requisitions for computers, software, mobile devices, and more.

### Benefits
•Significantly faster implementation
•Increased flexibility for customers
•Reduced IT costs
•Faster administration
•IT-defined self-service rules
•Better control and security



Learn more about this solution at: http://www.microsoft.com/online/partner/solutions-showcase.mspx

# Migrating from Lotus Notes to Microsoft Exchange Online

## PARTNER SOLUTIONS SHOWCASE

**QUEST SOFTWARE®**

### Partner Description

Quest is known for developing innovative products that increase the performance of applications, databases and infrastructure and improve the productivity of the people who manage them. However, many customers also use those same products - known for achieving operational excellence - to solve some of today's toughest IT challenges.
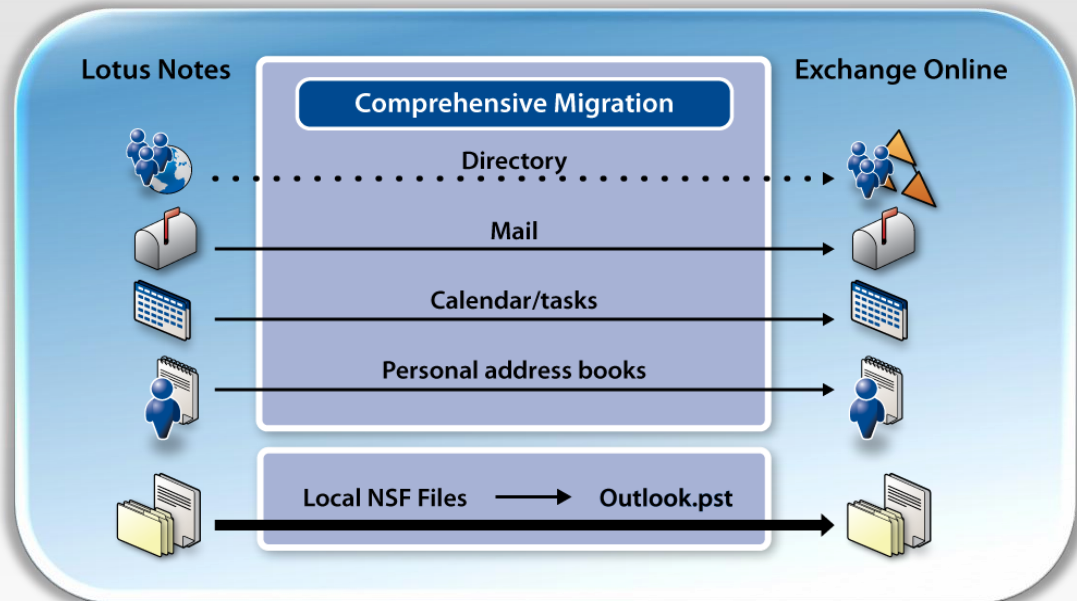
### Market Opportunity

To reduce the administrative costs and burdens of managing messaging and collaboration on-premises, many companies are considering hosted solutions ("the cloud").

### Benefits

•Reduced project timelines – ability to migrate multiple users across multiple migration machines simultaneously.
•Reduced help desk and administrator work time – Notes Migrator automates manual administrative migration tasks and offers intuitive project management.
•Preserving network bandwidth – ability to schedule migration jobs when they're of least impact to organization.
•Maintain business productivity – migration is totally transparent from end users and there is zero data loss and downtime of e-mail services.

### Solution

Quest Notes Migrator for Exchange provides efficient, cost-effective migration to Exchange Online, including a direct migration of Notes e-mail, calendars, tasks, and personal address books.



Learn more about this solution at: http://www.microsoft.com/online/partner/solutions-showcase.mspx

# Migrating from Novell GroupWise to Microsoft Exchange Online

## PARTNER SOLUTIONS SHOWCASE

**QUEST SOFTWARE®**

### Partner Description
Quest is known for developing innovative products that increase the performance of applications, databases and infrastructure and improve the productivity of the people who manage them. However, many customers also use those same products - known for achieving operational excellence - to solve some of today's toughest IT challenges.
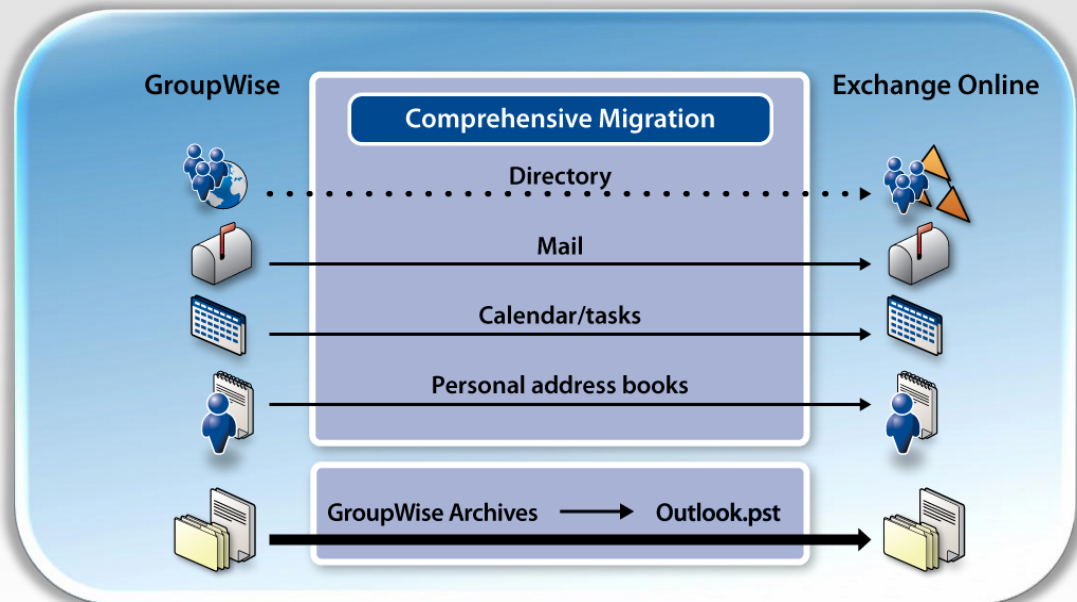
### Market Opportunity
To reduce the administrative costs and burdens of managing messaging and collaboration on-premises, many companies are considering hosted solutions ("the cloud").

### Benefits
•Reduced project timelines – ability to migrate multiple users across multiple migration machines simultaneously.
•Reduced help desk and administrator work time – GroupWise Migrator automates manual administrative migration tasks and offers intuitive project management.
•Maintain business productivity – migration is totally transparent from end users and there is zero data loss and downtime of e-mail services.

### Solution
Quest GroupWise Migrator for Exchange provides efficient, cost-effective migration to Exchange Online, including a direct migration of GroupWise e-mail, calendars, tasks, personal address books, and frequent contacts.



Learn more about this solution at: http://www.microsoft.com/online/partner/solutions-showcase.mspx

# Innovative Solution Makes Migration Easy and Transparent

## PARTNER SOLUTIONS SHOWCASE

**CEMAPHORE SYSTEMS**

### MailShadow® for Exchange Online

A software solution from Cemaphore Systems, <u>continuously and bi-directionally</u> synchronizes on-premises Exchange mailboxes with Microsoft Exchange Online, providing easier pilots, smoother mailbox migrations, and robust email continuity.  Sync includes free/busy calendar and conference room booking between on-premises and on-line Exchange mailboxes.

### Benefits

- Easy migration with bidirectional sync
- Mailbox coexistence for pilots
- Easy rollback with no user downtime
- Smooth implementation for IT

- Affordable email continuity
- Lower capital and operating costs
- Sync back to BES, GoodLink Servers



Learn more about this solution at: http://www.microsoft.com/online/partner/solutions-showcase.mspx

# Simplify Your Migration with Metalogix SharePoint Site Migration Manager

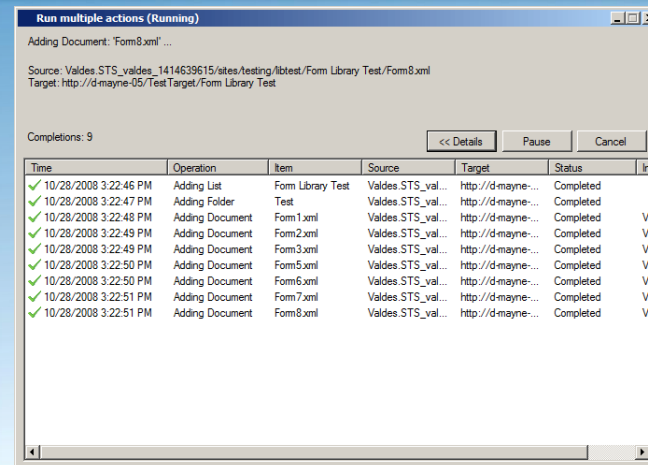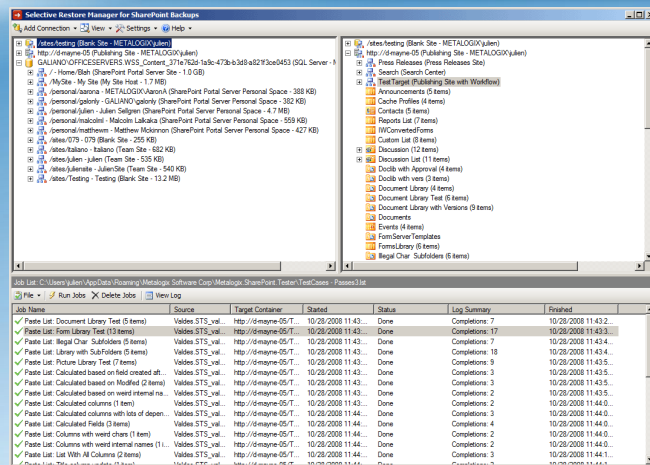## PARTNER SOLUTIONS SHOWCASE

**metalogix**

### Solution

Metalogix SharePoint Site Migration Manager allows organizations to rapidly migrate sites, lists and libraries from an on-premise SharePoint implementations to SharePoint Online with a powerful, intuitive windows explorer style user interface.

### Benefits

- Easy installation and configuration. Start migrating in minutes!
- Remove the need for manual 'copy and paste' migrations
- Move sites, document libraries, and lists with just a few clicks
- Retain custom metadata and views

- Migrate all out of box web parts
- Powerful filtering options to exclude unnecessary content
- Supports coexistence with SharePoint Online
- Migrate from SPS 2003, WSSv2, MOSS 2007, WSSv3 to SharePoint Online

Learn more about this solution at: http://www.microsoft.com/online/partner/solutions-showcase.mspx

# Customize Business Productivity Online Suite SharePoint Sites

## PARTNER SOLUTIONS SHOWCASE

vivid office

### Solution

Vivid Office, a brand of PixelMill Inc., has developed SharePoint Skins for BPOS to provide SharePoint users the ability to transform the "out-of-the-box" SharePoint site into a variety of different color schemes and designs. SharePoint Skins are easy to apply and can take less than 60 seconds to make an attractive change to your SharePoint site.

Using the same skin you can take your customization one step further using SharePoint Designer. For SharePoint users who would like to brand more of their SharePoint site, you now have the ability to customize the  layouts pages, and add your branding to the background in the Site Actions dropdown menu etc. Even the newest SharePoint Designer user will find this transformation a piece of cake.

Vivid Office SharePoint Skins have been tested and proven with BPOS, MOSS, and WSS.

| $169.00 | $169.00 | $169.00 | $150.00 |
|---------|---------|---------|---------|
| Buy Now | View Sample | Buy Now | View Sample | Buy Now | View Sample | Buy Now | View Sample |

Learn more about this solution at: http://www.microsoft.com/online/partner/solutions-showcase.mspx