Activate Microsoft Office 365 in seconds with a StreamOne API

Partner Success Story

When your customers need Office 365 CSP licenses, don't make them wait. StreamOne Partner APIs deliver Office 365 in seconds, and give your sales team a competitive advantage.

One of the biggest benefits of Office 365 is its ability to deliver collaboration and productivity gains immediately to any user, on any device. Coupled with the compute power of Azure, users enjoy fast performance and high availability – but this doesn't always extend to the licensing process.

Gabriel Vallejos Martin, Technical Director, and HSI Group, wanted to make the Office 365 experience even better – by allowing customers to provision and manage their CSP licenses on demand.

"The CSP Programme was working well for us except for one thing – when a customer wanted to buy a license the process involved a number of people carrying out several steps which meant activating a new user could take up to a day."

The common order process of a customer contacting a sales person to approve the purchase before the activation order was passed on to IT was something that Gabriel and his team wanted to replace. And with Tech Data's StreamOne Partner APIs, they found the answer.

"When Cristina at Tech Data explained to us how Partner APIs work, we knew it was something that we wanted to try."

Gabriel Vallejos Martin, Technical Director, HSI

Seamless Integration & Confident Customisation

Working in partnership with Tech Data, HSI set up a trial of the new StreamOne Partner API with a select group of customers. Designed to enable resellers to speed up all elements of licensing – from order processing through to activation and management – Gabriel could see how this would provide a fast, efficient UI which would better serve customers, and free up his team.

Fernando Sola, Project Manager at HSI, was brought on board to help manage the trial. Working with Cristina Galvez, StreamOne Project Manager at Tech Data, he was able to seamlessly connect the API with HSI's existing back office systems as well as create his own customisation that delivered visible benefits to the team.

"Tech Data are very easy to work with. Cristina helped me to set up the portal with the API and connect it to our billing system. What was exciting for me is that I was able to build in some additional workflow that automatically notifies the relevant people when an order has been placed, or a seat has been modified, giving everyone confidence in the system."

CSP in Seconds

With the API up and running, the HSI team rolled out the trial to 10 customers – approximately a fifth of their CSP estate – and were astonished by the results.

"From a process that previously took anything from half a day to a full day, the Partner API has enabled us to reduce the processing time to between 5 and 10 seconds. The customers participating in the preview are delighted and the rest of our customers can't wait to try it."

Gabriel Vallejos Martin, Technical Director, HSI

A Powerful Differentiator

With customers able to manage their licenses in a way that suits them, on a device of their choosing and at a speed more in keeping with Cloud computing, the HSI team are enjoying additional benefits on top of high customer satisfaction, as Gabriel explains:

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The Face of HSI's Future

Working alongside Tech Data, HSI is planning to fully go-live with its API during the summer of 2017 after which it will roll the solution out to the rest of its Office 365 CSP customers in Barcelona.

But that's not all; the HSI operation in Bilbao has been so impressed with the results achieved in Barcelona that they are also planning to implement the API too. This means that HSI will be able to help even more of its customers activate and manage their CSP licenses in record time.

"The Partner API is a benefit to us, a real differentiator. We're looking forward to being able to use it to offer even more products and services to our customers including Azure and other vendors as they come on line. So far it's been a great success."

Customer Benefits – Speed, Flexibility and Stability

• CSP licenses activated in seconds
• Manage licenses at any time of the day or night
• Supports all devices and platforms

A Powerful Proposition for Partners

• Integrates fully with your back office applications
• Sits within your own portal / website offering a seamless customer experience
• Improves customer satisfaction
• Delivers time back to your business

About StreamOne Partner APIs

StreamOne Partner APIs is a new offering from Tech Data that allows your existing e-commerce or ERP platforms to connect to StreamOne for end user order processing as well as profile, product and billing management.

Find out more at: **info.techdata.com/resellerapi.html**

About HSI

As the largest IT consultancy in Barcelona, HSI Group has a 29 year heritage. From its beginnings as a regionally focused business, to its position today as one of Microsoft's highest ranked Spanish partners, HSI's emphasis is on delivering high customer experience through the best technology and people.

Learn more about HSI at: **www.hsi.es/**