



A New Commerce Experience in CSP for Azure

Table of Contents

Introducing the new Azure Experience	3
Legacy Azure vs Modern Azure	3
Frequently asked questions	5
What is the difference between the Azure plan and Azure subscriptions?	5
What are the Pre-require to move to Modern Azure?	5
Can a partner purchase both an Azure subscription (o145P) and Azure Plan (o17G) for a customer?	5
What is "Azure plan"?	6
What is "partner earned credit for services managed"?	6
How will I know if I no longer am earning the partner earned credit for services managed?	6
How does Tech Data determine the exchange rate each month?	6
Impact to Admin-OnBehalf-Of (AOBO) or Designated-Partner-of Record (DPOR)?.....	6
How do CSP Indirect Providers participate in the AOBO designation structure?	7
Can a CSP partner lose admin access to a customer's Azure subscription?	7
What happens if a customer removes partner admin access?.....	7
What is Azure Lighthouse?.....	7
If an End Customer move to the new Azure Modern, can they move back to legacy?	8
If an End Customer move to the new Azure Modern, can they transfer the plan to another service provider?	8
What happens if I remove the administrator on behalf status from Tech Data?	8
What is the process to create an additional subscription for Azure Modern through StreamOne?	8

Introducing the new Azure Experience

The new commerce experience in CSP for Azure delivers on a set of requests from partners to streamline and consolidate the way customers buy and consume Azure services. This includes, the introduction of Azure plan, new tools with the appropriate governance and policies to easily transition customers, a new model for Azure pricing across sales motions, USD pricing for global consistency, billing date alignment, and access to Azure Cost Management in CSP (for the new offer only).

Microsoft will be operating with one price list in USD dollars, and Tech Data will bill partners in their preferred currency for all its tenants independently of where the end customer is located.

The margin model in the new Azure plan is based on added value. As partner you provide solutions to your customer. Microsoft provides a credit on the invoice that is determined as a based on the added value you are offering to your customer as a Microsoft partner.

Current subscriptions will not automatically be migrated and will continue to be supported for at least a year. However, during the transition period partners can switch to the new Azure plan and its associated commerce model.

Legacy Azure vs Modern Azure

Aspect	Existing Azure offer	New Azure offer
Offer names	Legacy Azure	Modern Azure
Meters	Existing meters	Existing + additional meters
Pricing	End User Price – X% discount	End User Price – X% earned credit
Eligible for incentives	Yes	Yes
Azure subscription	Multiple subscriptions per customer tenant	Multiple subscriptions per customer tenant (via Azure Plan)

Azure Cost Management	Not available. Although StreamOne Enterprise Solution offer this functionalities	ACM is available to end customers with the purchase of a plan. Please request it to have it enabled to your local representative
AOBO (admin on behalf of)	AOBO all subscriptions by default	AOBO all subscriptions by default
Azure Lighthouse	Available	Available
End User Agreement	Microsoft Customer Agreement	Microsoft Customer Agreement
Azure offer transacted	Microsoft Azure (Legacy)	Azure plan (Modern)
Pricing currency for Azure consumption services	Partner location currency	Prices in USD, exchange rate conversion updated monthly by Tech Data
Invoice currency for Azure Consumption services	Billing currency based on Partner preferred currency	Billing currency based on Partner preferred currency
Invoices for Azure Services	Separate invoices for Azure consumption services, reservation and Marketplace purchases	Separate invoices for Azure consumption services, reservation and Marketplace purchases
Invoice Date for Azure consumption services	Issued on reseller billing date covering the previous 30 day period	Issued around of the 15th of the month for previous calendar month
Price list for Azure consumption services	Standard discount off the list price	List price with Partner Earned Credit available as a discount off the consumption charges.
Payments terms	Remain the same	Remain the same

Tiered pricing available

None

Available for some services such as storage

Transfer subscriptions

End users can transfer subscriptions between providers

Microsoft functionality not available until June 2020

Frequently asked questions

THE NEW AZURE PLAN IN CSP

What is the difference between the Azure plan and Azure subscriptions?

Azure Plan is a commercial structure for pay-as-you-go Azure resources, available in other sales motions and now coming to CSP.

Partners will be invoiced for consumption of the Azure resources that are mapped to a customer's Azure Plan. This allows for the simplification of the partner's purchase experience, as a partner can provision multiple Azure subscriptions under the Azure plan

For billing, resource usage across all Azure subscriptions will be aggregated at Azure plan level, beneficial for the resources that support tiered-pricing. At any given time, an Azure subscription is only under one Azure Plan.

What are the Pre-requisite to move to Modern Azure?

Your customer will be eligible to be transitioned to an Azure Plan. If:

- (i) Indirect Reseller have signed the Microsoft Partner Agreement.
- (ii) End user customer has accepted the Microsoft Customer Agreement.
- (iii) The subscription is in active status.

BUSINESS POLICIES FOR THE AZURE PLAN IN CSP

Can a partner purchase both an Azure subscription (0145P) and Azure Plan (017G) for a customer?

No, partners can purchase either an Azure subscription or Azure Plan not both. Partners will be able to transition existing Azure CSP customers to the Azure Plan.

What is “Azure plan”?

With the new commerce experience, partners gain access to Azure services at the pay-as-you-go rate for customers under the Microsoft Customer Agreement, through an “Azure plan”. This plan simplifies the purchase experience because you can create multiple Azure subscriptions in an Azure plan. An Azure Plan is essentially a shell or container to house customer Azure subscriptions. A partner can order one Azure plan per customer, and then provision and manage subscriptions under the Azure plan.

A partner can provide a single Azure plan per customer (tenant), yet a customer (unique tenant) can have multiple Azure plans provided by distinct partners. But a customer cannot share a same Azure plan with multiple partners.

The new commerce experience in CSP for Azure more cleanly separates the ordering process from the provisioning process. Ordering the Azure plan is done in Partner center – this sets up the customer billing and invoicing relationship and creates a subscription by default.

What is “partner earned credit for services managed”?

Partner “earns” the partner earned credit by default when they are (1) the partner who has the billing relationship with Microsoft, (2) provisions the subscription, and (3) has 24x7 operations and management control of the Azure resources on the subscription. The result is a credit calculated daily and attributed to that partner MPN ID as long as the partner maintains their Azure RBAC role.

How will I know if I no longer am earning the partner earned credit for services managed?

There are several ways a partner can confirm they have admin access to a customer’s Azure resources:

Review the daily usage file: If a partner is receiving the partner earned credit for services managed, then they have admin access. This can be determined by reviewing the unit price and effective unit price within the daily usage file and confirming if a discount is being applied.

Create an Azure Monitor Alert: You can create an Azure Monitor activity log alerts <<https://docs.microsoft.com/en-us/azure/azure-monitor/platform/alerts-activity-log>> to receive the notification when your RBAC access is removed from CSP subscription.

BUSINESS POLICIES FOR THE AZURE PLAN IN CSP

How does Tech Data determine the exchange rate each month?

Tech Data will apply the exchange rate available at the time when the invoice will be issued to base USD prices to arrive at total charges incurred for Azure services purchased or consumed each calendar month.

Impact to Admin-OnBehalf-Of (AOBO) or Designated-Partner-of Record (DPOR)?

Access to the customer environment is a sign of trust and influence, and, no matter how a customer buys Azure, partners can support a customer’s needs through managed services, influence consumption and be recognized for this outcome. Microsoft measures this access and link to a partner organization using either AOBO or PAL

(Partner Admin Link) information. In CSP, partners that have a billing relationship with Microsoft have AOBO (also called admin access) rights granted to their customers' Azure subscriptions by default. In the partner-led sales motion, the new Azure offer on CSP continues to grant full AOBO rights by default to partners billed directly by Microsoft. In the self-serve and field-led motions today, Microsoft provides a method to enable partners to track and attribute their influence over Azure consumption. The Partner Admin Link (or PAL), associates a partner organization (MPN ID) to the user account provided by the customer. PAL supports multiple partners per customer tenant.

Both AOBO and PAL help partners track their influence in Azure engagements more precisely, so they can more accurately represent activities and value to specific customers on a granular basis. DPOR will remain in place for customers that are buying Azure in Enterprise Agreements and other motions.

How do CSP Indirect Providers participate in the AOBO designation structure?

All partners in the CSP program that are billed by Microsoft, including indirect providers, are granted admin on behalf of (AOBO) by default. As a managed services-partner oriented program, we expect partners in CSP to provide ongoing value-add services to customers. In the new Azure offer in CSP, partners billed directly by Microsoft continue to have AOBO (admin access) rights granted by default – partner influence over consumption will be tracked based on the partner's continued admin access to the customer's Azure subscriptions sold by the partners.

Can a CSP partner lose admin access to a customer's Azure subscription?

As mentioned, partners in CSP are granted admin on behalf of (AOBO) access by default to all new Azure subscriptions. A partner can grant customers admin access upon request. At that point, a customer must actively choose to cancel a partner's admin access. However, a customer can cancel a partner's admin access only after they have been granted admin access privileges by the partner.

What happens if a customer removes partner admin access?

It should be noted that a partner without full AOBO or partial admin access in CSP still retains the customer's Azure billing relationship and accountability with Microsoft. While this does not affect a partner selling the current Azure offer in CSP, for the new Azure offer the invoiced partner will not be eligible for CSP partner earned credits for services managed on their Azure invoice. Partners can achieve partial admin access in CSP by obtaining access through a user account via Directory/Guest access using RBAC or through Azure Lighthouse via ADRM.

What is Azure Lighthouse?

Azure Lighthouse provides capabilities for cross customer management at scale, for partners to differentiate and benefit from greater efficiency and automation. With Azure Lighthouse, partners have a single control pane from which they can view and manage the Azure resources across all customers. Benefits include:

- Management at scale: Customer engagement and life-cycle operations to manage customer resources are easier and more scalable.

- Greater visibility and precision for customers: Customers whose resources you're managing will have greater visibility into your actions and precise control over the scope they delegate for management, while your IP is preserved.
- Comprehensive and unified platform tooling: Our tooling experience addresses key service provider scenarios, including multiple licensing models such as EA, CSP and pay-as-you-go.

The new capabilities work with existing tools and APIs, licensing models, and partner programs such as the Cloud Solution Provider program (CSP). The Azure Lighthouse options you choose can be integrated into your existing workflows and applications, and you can track your impact on customer engagements by linking your partner ID.

If an End Customer move to the new Azure Modern, can they move back to legacy?

No. After move to Azure Plan, you cannot go back to Legacy azure

If an End Customer move to the new Azure Modern, can they transfer the plan to another service provider?

No. After move to Azure Plan, end users cannot transfer the subscription to another service provider until June 2020 when Microsoft will make available this functionality

What happens if I remove the administrator on behalf status from Tech Data?

The main consequence will be the loss of Partner Earned credits (PEC) and all the privileges and advantages that you get from Tech Data supporting your activity with relation to Microsoft partner center administration. Moreover, Tech Data will reserve the right to apply a no PEC uplift policy to the consumption charges impacted.

ADDITIONAL SUBSCRIPTION ON AZURE MODERN

What is the process to create an additional subscription for Azure Modern through StreamOne?

If already an Azure Modern subscription is active, an additional subscription can be requested through StreamOne. In order to request a new subscription the following steps should be action.

1. Please select the "Azure Account Creation" product and add it to your Cart.
2. Once the product is in your Cart, please click on "Proceed to Checkout". It will start the process for checkout. Several sections will prompt.
 - a) **Complete Customer Information:** In the checkout process, you will be asked to complete the information of the End User. This information can be selected from the Address Book or Create a new Customer by completing the information.
 - b) **Microsoft Partner Network ID:** In the next step, please check the MPNID (this should be the Reseller MPNID). That information can be updated if click in "Change" next to the number shown.
 - c) **Microsoft Azure Account Type:** in this section please select "Modern".
 - d) **End Customer Microsoft Account:** this step will trigger the request for additional subscription.

- Select Existing StreamOne Customer Account
- Click on Manually enter my end customer account's primary domain
- In the field to input the domain, please add the following –SHARED so it will trigger the request.
Example: testdomain-SHARED
- Click on Apply and then continue with the checkout.
- e) Microsoft Customer Agreement: please complete the information with the customer details.
- f) Azure email Administration: this will add the email of the account that will be the admin.

Once completed all the sections mentioned before, please continue with the Checkout process and the new subscription will be created.