

Introduction to the Cloud Solution Provider (CSP) Program

AN INTRODUCTION TO CSP

The Cloud Solution Provider program allows partners to sell licenses for Online Services such as Office 365, and Azure services to customers of all sizes, often offering a single customer solution consisting of both licenses and partner services.

<p>Product resell</p>  <p>Sell SharePoint Online</p>	<p>Project services</p>  <p>Sell SharePoint Online and help with user setup and basic training</p>	<p>Managed services</p>  <p>Sell SharePoint Online and migrate an on-premises SharePoint server farm to the cloud</p>	<p>Packaged IP</p>  <p>Sell SharePoint Online as part of a custom document management solution</p>
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PARTNER AGREEMENTS

Microsoft recruits Direct Partners and Indirect Providers who accept and sign the Microsoft Cloud Reseller Agreement and Microsoft Cloud Distributor Agreement respectively. Partners then have complete discretion to negotiate and set pricing and payment terms and conditions with their customers, tailoring offerings as required.

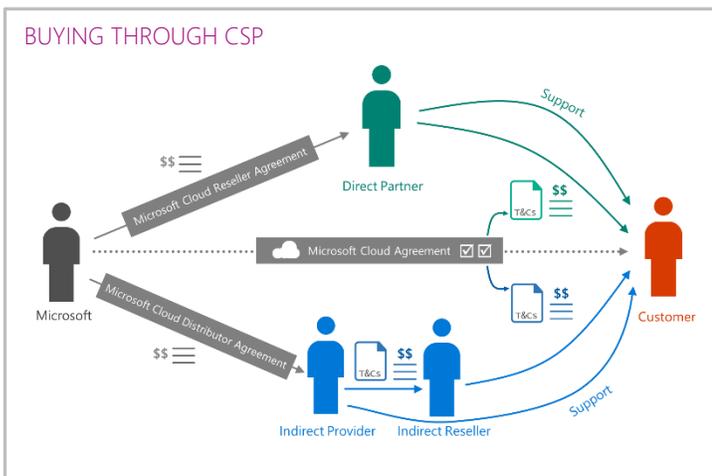
CUSTOMER AGREEMENT

The Microsoft Cloud Agreement defines the usage rights for Online Services and Azure services acquired through CSP. It should be included as part of a partner's terms and conditions, and partners are responsible for confirming that a customer has accepted the Microsoft Cloud Agreement terms.

CUSTOMER SUPPORT

Direct Partners and Indirect Providers are responsible for providing customer support for Online Services or Azure services purchased through CSP, including:

- Billing and subscription support
- Provisioning and deployment help
- Resolving performance issues, service availability issues
- Managing updates for services and software
- Answering usage questions



PURCHASING OPTIONS

This diagram shows the different ways that customers of all sizes have to buy licenses for Online Services and the Azure services: through a Commercial Licensing agreement (shown in blue), direct from Microsoft (purple) either from the website via the Microsoft Online Subscription Agreement or from a Microsoft representative via the Microsoft Customer Agreement, or through the Cloud Solution Provider program (green).

CSP is aimed at customers of all sizes who want to pay for these services on a transactional basis. There is a minimum order of just one User SL for Online Services, and the Azure services are paid for monthly in arrears, based on consumption. Other handouts in this series give more detail on buying Online Services and Azure through CSP.

Customers may choose to use more than one program for their licensing solutions. For example, they may choose to pay for licenses for on-premises software through an Enterprise Agreement, and to buy Azure services on an as-needed basis through CSP.

	Transactional				Committed		
Smaller customers	Microsoft Online Subscription Agreement	Microsoft Cloud Agreement	Open	Open Value Non-Company Wide	Open Value Company Wide	Open Value Subscription	 On-premises software licenses  Azure services, licenses for Online Services * Azure services only
Larger customers	Microsoft Customer Agreement		Select Plus	MPSA	Enterprise Agreement	Enterprise Subscription Agreement	 Commercial Licensing Agreements  Direct from Microsoft  Cloud Solution Provider (CSP)
							 Software Assurance is included  Software Assurance is optional  Perpetual licenses  Non-perpetual licenses