

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.

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

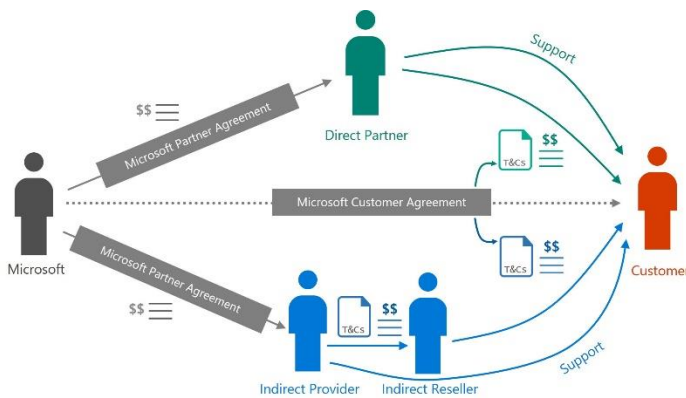
Microsoft Partner Agreement

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

Microsoft Customer Agreement

The Microsoft Customer 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 Customer Agreement terms.

Buying through CSP



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

The diagram below shows the different ways that customers of all sizes have to buy licenses for Online Services and the Azure services:

- Through a Volume Licensing agreement (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
- Through the Cloud Solution Provider program (green)

CSP is aimed at customers of all sizes who want to buy 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							<ul style="list-style-type: none"> Volume Licensing Agreements Cloud Solution Provider (CSP) Direct from Microsoft Perpetual Licenses Non-Perpetual Licenses Software Assurance is included Software Assurance is optional On-premises software licenses ◦ Windows/SQL Server only Azure services, licenses for Online Services * Azure Services only
Larger customers							