



# Getting started with Azure in Cloud Solution Provider (CSP)

A getting started guide for the Microsoft Azure set of services in the CSP program  
Intended audience: CSP 1 and 2 tier partners.  
Sept 2015  
Version 1

# Table of Contents

- Pre read content ..... 3
- Becoming a CSP partner ..... 3
- Getting started with Azure ..... 4
  - Initial thoughts ..... 4
  - Portal Access ..... 4
    - What are the different roles available on the Partner Center? ..... 5
    - What are the rights associated with each role on the Partner Center? ..... 5
- Cloud Solution Provider API integration - Getting Started Guide ..... 5
  - Confirming the need for API integration ..... 5
  - Pre-requisites ..... 5
  - Developer training plan ..... 5
  - Example integration project plan ..... 6
  - Troubleshooting and getting help from Microsoft ..... 7
- API Learning resources ..... 7
  - CREST Commerce APIs ..... 7
  - Azure AD Graph APIs ..... 8
  - Azure Rate card and Usage APIs ..... 8
  - Azure service provisioning APIs ..... 8
  - Office 365 tenant administration APIs ..... 8
  - Azure in CSP API final thoughts ..... 8
- Core concepts with Azure in CSP ..... 8
  - Pricing information ..... 8
  - Service availability ..... 9
  - Azure Data Centers and provisioning services ..... 9
  - Customer tenants, subscriptions and services ..... 9
  - Pay-As-You-Go (PAYG) Usage ..... 10
  - Business model ..... 10
  - Azure Admin Portals ..... 10
  - Role Based Access control ..... 11
  - Attaching to existing customer tenants ..... 13
  - Customer targeting ..... 13
  - Understanding fraud and other risks ..... 13
  - Successful partner types ..... 14
  - ISV's and Azure in CSP ..... 14
  - Support model ..... 15

2 Tier reseller association and Partner Center experience .....	16
2 Tier best practices .....	16
Enterprise Agreement vs CSP .....	16
Microsoft Field alignment .....	16
GTM guidance .....	17
Additional readiness resources .....	18
Attend Cloud Platform University Online courses .....	18
Additional Azure readiness materials .....	18

## Pre read content

- Read the detailed overview of CSP deck [https://assets.microsoft.com/Cloud-Solution-Provider-Program-Overview\\_1.pptx](https://assets.microsoft.com/Cloud-Solution-Provider-Program-Overview_1.pptx)
- Review the Azure in CSP deck and video from the 2015 Worldwide Partner Conference (session CE20) which includes a demo of the experience <https://connect.digitalwpc.com/Pages/SessionResources.aspx>
- Review the Azure in CSP FAQ – Posting to MPN in Sept, already posted on the CSP Yammer Partner community or ask your Partner Sales Executive
- Visit the New Partner Center to learn more <http://Partnercenter.microsoft.com>. In particular review the content in the [How-To](#) section
- Visit the Azure website to find out more about what Azure is and the capabilities of the services <http://azure.microsoft.com/en-us/overview/what-is-azure/>
- Sign up for Azure university training – [Here](#)
- Attend the Virtual Academy on [Azure Resource Manager](#)

## Becoming a CSP partner

To become a CSP partner please register your interest at [www.microsoftcsp.com](http://www.microsoftcsp.com) and see further information at <https://mspartner.microsoft.com/en/us/Pages/solutions/cloud-reseller-overview.aspx>

Partners can apply to be a CSP partner in each market. You can apply to multiple markets at the above URL.

Partners should determine their ability to perform

1. End customer 24/7 support for the CSP services they sell
2. Scalable GTM
3. Operational agility in the fields of provisioning, billing and service management
4. Value add and Solution IP that drives differentiation and profitability

If as a partner you cannot deliver a great customer experience in all of these 4 areas, we strongly recommend that you work with a 2 tier CSP partner who can provide these capabilities to you or on your behalf.

Once you are a CSP partner, you can transact any CSP service (Office 365, EMS, CRM, Azure). Existing CSP partners now have access to Azure.

Entry requirements include signing the CSP agreement and onboarding to the platform. This is the same process for all services and is only done once per market you plan to sell in.

For more details on qualification and entry please see the following CSP program [https://assets.microsoft.com/Cloud-Solution-Provider-Program-Overview\\_1.pptx](https://assets.microsoft.com/Cloud-Solution-Provider-Program-Overview_1.pptx)

The market that you are on-boarded into does not determine the Datacenter regions that you can provision Azure services from. Each service has its list of available DC's. Please see the Azure Management portal for the list of supported DC's per service.

# Getting started with Azure

## Initial thoughts

Before we get into detail on the portals, business model, API access etc, I want to take a few minutes to frame how to think about starting to work with Azure.

Outside of general readiness, the first activity you should focus on is your solution/offering portfolio. In this document there are sections that describe different capabilities to enable your technical implementation and GTM but they all start with the design and capabilities of your offering portfolio. Getting your set of offerings right will set you up for success. Some reasons for this are:

- Azure is usage based with revenue only being driven once services are used; this is different to the seat based services in CSP
- Access control (delegated admin) decisions for support & admin teams and the customer users will be driven by the offering portfolio that is being sold to the customer
- Decisions on channel value proposition will be determined by the offering portfolio
- Decisions on sales incentives and offers will be driven by the offering portfolio
- Alignment on customer segment and MS sales activities will be driven by your offering portfolio



## Portal Access

As a partner, to transact Azure services in CSP, you need to use the new Partner Center (<http://partnercenter.microsoft.com>) which is the new portal for CSP partners. You use the same credentials as the Partner Admin Center (PAC) portal. The PAC portal is the portal you may have historically used to manage Office 365 CSP subscriptions. We plan to consolidate all partner management for CSP in the Partner Center. The plan is to turn off PAC in October and the new Partner Center will be the only partner management portal available.

Today both can be used for Office 365 but only Partner Center can be used for Azure

The Partner center is only accessed by partners. Customers do not access the CSP Partner Center.

Partner center is the location where you create or attach to existing customer tenants. Create subscriptions and access the separate admin portals for specific services. You can also see billing and pricing information here.

What are the different roles available on the Partner Center?

Find more information on the available roles here: <http://go.microsoft.com/fwlink/p/?LinkID=617972>

What are the rights associated with each role on the Partner Center?

Find more information on the available roles here: <http://go.microsoft.com/fwlink/p/?LinkID=617972>

Also please see the Partner Center FAQ: <https://mspartner.microsoft.com/en/us/pages/solutions/cloud-reseller-faq.aspx#partner-center>

## Cloud Solution Provider API integration - Getting Started Guide

### Confirming the need for API integration

Most partners who undertake CSP API integration work do so because they have an existing customer portal that they want to have direct integration with Microsoft commercial cloud services provisioning. This figure shows other options for provisioning services with the CSP program to compare against coding against the CSP APIs.



### Pre-requisites

To be successful with the Cloud Solution Provider CREST APIs you should already have the following pre-requisites:

- Must be already on-boarded as a Cloud Solution Provider partner with access to <https://partnercenter.microsoft.com>
- Have developers with experience using REST and JSON. All integration with the CSP APIs uses industry standards based REST and JSON message formats over HTTPS.
- Ideally developers should also have experience with Azure AD authentication and C#. It is not required to use C# since the APIs are available to any language which supports REST, however we provide the most comprehensive sample code in C# using Visual Studio 2015 and .NET Framework 4.5

### Developer training plan

Make sure you know who your software developers are who will be working on the integration project. It could be you. They should review the available training material for working with the CSP APIs. We have

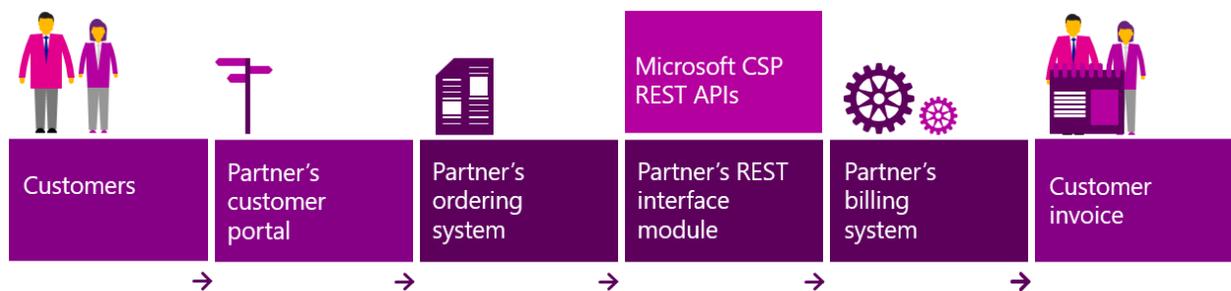
links to this at the end of this document and it includes videos, MSDN documentation, MSDN forums FAQs, Code samples, and additional guidance.

Once the introductory material is completed. Developers can get up to speed by working through these exercises:

1. Request an integration sandbox account from Partner Center
2. Request an App ID and client secret from Partner Center
3. Build and run the CSP sample code from GitHub
4. Build and run an Azure AD sample from GitHub
5. Run a network trace and monitor the HTTP request and response

## Example integration project plan

Most partners who are integrating with the CSP APIs have an existing customer portal system that they sell to customers with. This customer portal may be linked to other internal systems such as an ordering system and a billing system. These existing systems need to work with an interface module that connects to the CSP APIs as shown in the following diagram.



A project plan for the integration work should include the following steps:

1. Training time for developers on new tools and technologies
2. Document system architecture of existing customer portal and associated systems
3. Plan for CSP API integration points
4. Review system architecture changes and improve
5. Build out code proof of concept using CSP Integration Sandbox
6. Review proof of concept code and improve
7. Build solution

To determine how much work will be required for this integration we recommend you have the team that would be doing the coding development time estimate the above integration work. Development teams should consider the integration interface module, any changes to your ordering and billing systems, any training or new technologies that they aren't familiar with and also time for integration testing.

## Troubleshooting and getting help from Microsoft

When troubleshooting a CSP API integration issue use some of the following guidance to identify and resolve the issue you are seeing.

1. Become familiar with and handle all the error conditions from the CSP APIs. These are well documented in the MSDN documentation and most CREST API errors also return a JSON error structure with details of the error.
2. Get the HTTP layer REST message request and response from the code that you are running and validate that against the sample messages in the MSDN documentation. You will also need these requests and responses logged in case you submit a post to the MSDN forum or to Microsoft support.
3. Use the provided C# sample code and replicate the scenario with that. Do this even if you don't regularly use C#. Replicating the scenario in this simple code base will allow you to see what REST code is sent to Microsoft when the scenario is working. Of if it doesn't work with the sample code, you will have more information about the problem you are encountering.
4. Post your request on the [MSDN forums](#) and include your scenario, your code snippet, and the HTTP log of your request and response. Make sure to remove your client secret from the sign-in request if you are including that to avoid security issues.
5. You can use break fix support from the Partner Center web portal. This is available if you have something that you built and it was working, you changed nothing, and it appears that the Microsoft end of the integration stopped working. When you access break fix support it directs you to the Office 365 admin portal and be sure to select Partner Center APIs as the category of the support request.
6. You can use MPN partner benefit support incidents for API on-boarding assistance to ask for help with doing API integration.
7. You can also use Microsoft Premier Support hours or Microsoft Advanced Support for Partners incidents to similarly ask for API on-boarding assistance.
8. The latest updated FAQ for the API's can be found here: <http://aka.ms/cspapifaq>

## API Learning resources

### CREST Commerce APIs

**Purpose:** For creating and editing new customers and for provisioning new subscriptions to those customers.

- Intro onboarding video: <https://youtu.be/8RRssasC2Ys>
- MSDN Documentation: <http://msdn.microsoft.com/en-us/library/partnercenter/dn974944.aspx>
- MSDN Forums: <https://social.msdn.microsoft.com/Forums/en-US/home?forum=partnercenterapi>
- Code samples: <https://github.com/PartnerCenterSamples/Commerce-API-DotNet/>  
MSDN Forums FAQ: <https://www.microsoft.com/en-us/download/details.aspx?id=48218>

## Azure AD Graph APIs

**Purpose:** Partners can get a list of their customers, a list of each customer's users, can add and edit user details, can assign Office 365 seat licenses to specific users, and can add users to the admin group such that they can use the Azure management portal.

- MSDN Documentation: <https://msdn.microsoft.com/en-us/library/azure/hh974476.aspx>
- MSDN Forums: <https://social.msdn.microsoft.com/Forums/azure/en-US/home?forum=WindowsAzureAD>
- Code samples: <https://github.com/AzureADSamples/ConsoleApp-GraphAPI-DotNet>

## Azure Rate card and Usage APIs

**Purpose:** Partners can review near real time Azure service usage data from the Usage APIs and can lookup service costs per datacenter and date range with the rate card APIs.

- Overview: <https://azure.microsoft.com/en-us/documentation/articles/billing-usage-rate-card-overview/>
- MSDN Documentation: <https://msdn.microsoft.com/en-us/library/azure/mt218998.aspx>
- Sample code: <https://github.com/Azure/BillingCodeSamples>

## Azure service provisioning APIs

**Purpose:** Once the Azure subscription is setup you may want to provision specific services and administer them.

- MSDN Documentation: <https://msdn.microsoft.com/en-us/library/azure/dn578292.aspx>

## Office 365 tenant administration APIs

**Purpose:** To administer an Office 365 tenant that has been set up. For example to set a mailbox quota.

- Documentation: <http://dev.office.com>

## Azure in CSP API final thoughts

The Main API's for CSP are CREST and GRAPH. These let you provision customers and subscriptions and assign users. These are the same API's for all services in CSP. If you have coded for CREST for Office –you are well on the way to provisioning Azure services.

Whilst Usage and Ratecard API's are in fact available outside of CSP for all customers, you want to access these through CREST so they take advantage of your context as a CSP partner. See the section on Usage in the above Partner Center API documentation.

## Core concepts with Azure in CSP

### Pricing information

Pricing information is found on the partner center in the **Sales** section. Partners need to be logged into Partner center to access this page. Pricing information can also be queried by the Ratecard API.

Non CSP partners can talk to their Partner Sales Executive to discuss pricing information under NDA  
The section looks like this:

#### Usage-based services

See pricing information for Microsoft Azure.

[Aug 2015](#) Current

[July 2015](#)

## Service availability

Over the next 6 months we will be rolling out all the Azure services into CSP. At launch to keep track of what's available please see the Release Notes documentation and Price list which has further info on what's available. We recommend partners continue to check back on this information often. These documents are found in the **Sales** section of the Partner Center. CSP Partners need to be logged into the Partner Center to access this section. Non CSP partners can talk to their Partner Sales Executive to discuss service availability under NDA

The section on Partner Center looks like this:

#### Azure Services in CSP

Find out which Azure services are available in the CSP program.

[July 2015](#) Current

## Azure Data Centers and provisioning services

You can provision an Azure service into any available data center for that service, irrelevant of the customer or partner location. Please see the data center location availability for services in the Azure Management portal.

## Customer tenants, subscriptions and services

With Azure we have the following hierarchy:

Each customer has its own customer tenant. This is a tenant in Azure Active directory. It's created when the first service is sold to a customer. It can be created by any service and can be created when a customer is sold a service by any licensing program.

Under a customer tenant are subscriptions. A customer tenant can have multiple Azure subscriptions. In fact, in Partner Center you can name subscriptions with custom names, which is a useful to associate subscriptions with a particular project or just to keep track of them per customer. With the Multi-Channel and Multi-CSP Partner capabilities a customer tenant can have subscriptions from different partners and different license types. Security is enforced at the boundary of the subscription in this case.

An Azure subscription can have different Azure services configured. By default, there are no services running inside an Azure subscription. Therefore when no services are running, no costs are occurring and there is no billing requirement for subscriptions with no services.

## Pay-As-You-Go (PAYG) Usage

Azure in CSP is a PAYG service. In that, Microsoft only bills the partner for usage inside customer subscriptions for what's been used by the running services. It is not a per seat based license like Office. This means that partners that create and deploy Azure services will drive revenues. Just transacting an Azure subscription will not generate revenue from the cloud services as no services are running by default.

Each service has a meter or meters that detail what the appropriate rating and pricing is for each service. Details are found in the pricing file on Partner Center.

Because the model is usage based, billing is in arrears

## Business model

The Business model for Azure is the same as the other services in CSP. The wholesale discount is in general 15% off the retail price of Azure for Microsoft's 1<sup>st</sup> party services. For specific pricing information please see the pricing file on Partner Center. Additional incentives may be available. Please speak with your account manager for details.

Partners are billed in arrears monthly for usage.

## Azure Admin Portals

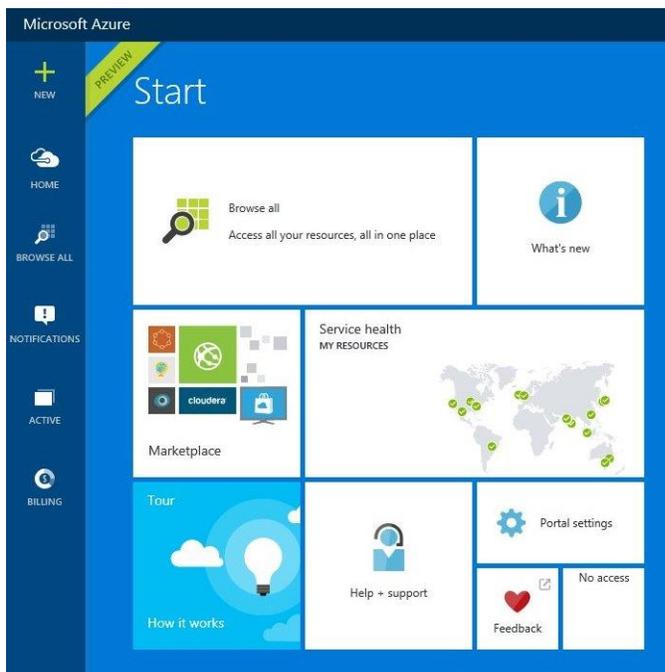
Partners use the Partner Center to create and manage customer tenants and subscriptions. To manage and create Azure services, partners use the Azure Management portal. When you select the Azure Management portal link in Partner Center for an Azure subscription, the partner admin is logged into the Azure management portal in the context of a customer and can then manage the services for that customer's subscription.

In the following example on the Partner Center we have a customer "GarthFishing" that has an Office 365 and Azure subscription and you can see as a result a link to their appropriate management portals.

## Customers

<a href="#">Add customer</a>	<a href="#">Request a reseller relationship</a>	<input type="text" value="Search"/>
Company name	Primary domain name	Relationship
<a href="#">Bobs bakery</a>	bobsbakerytest.onmicrosoft.com	Cloud Reseller
<a href="#">Garthfishing</a>	garthfishing12345.onmicrosoft.com	Cloud Reseller
Microsoft ID:	9b4e84e4-84c8-4b1d-84a5-065aaa71f7c3	
Subscriptions:	<a href="#">Add subscriptions</a> <a href="#">View subscriptions</a>	
Administer services:	<a href="#">Office 365</a> <a href="#">Microsoft Azure Management Portal</a>	

By clicking on the Microsoft Azure Management Portal link the partner user is logged into the Azure Management portal in the context of the customer GarthFishing:



If you have an account that has rights to a customer's subscription you can also log directly into the Azure Management portal at <http://portal.azure.com>.

## Role Based Access control

Role based access control is a core component of Azure in CSP. It is how we enable the sales motions of Resale and Managed Services for Azure in CSP.

By default, when a partner creates an Azure subscription for a customer. Only the partner has permissions to the subscription. This supports the managed services motion. In this case every time the customer wants to configure or make a change to their Azure services they have to ask the partner to make those changes on their behalf.

The partner can also grant the customer permissions at either the subscription or Azure resource manager level. This is done in the Azure Management portal and not in Partner Center. We recommend granting customers "Contributor" rights so they cannot remove the partner from the subscription.

If a customer has permissions to the subscription, the customer can create and manage any available Microsoft Azure service. The partner would need to track what services are being configured as you as a CSP partner are on point for support of the services the customer creates: potentially unbeknownst to you and to collect payment for those services.

We recommend partners think very carefully about their operational, contractual, support and business models before granting customers access to the subscriptions.

Please see more information on the permissions model used in Azure <https://azure.microsoft.com/en-us/documentation/articles/role-based-access-control-configure/>

It's also worth attending the Virtual Academy session on [Azure Resource Manager](#) (ARM) as a great backgrounder on how Azure works in this area.

Once a customer has been granted permissions to a subscription they log in directly to the Azure portal (<http://portal.azure.com>) with their customer credentials to configure the services. The customer does not log into the Partner Center.

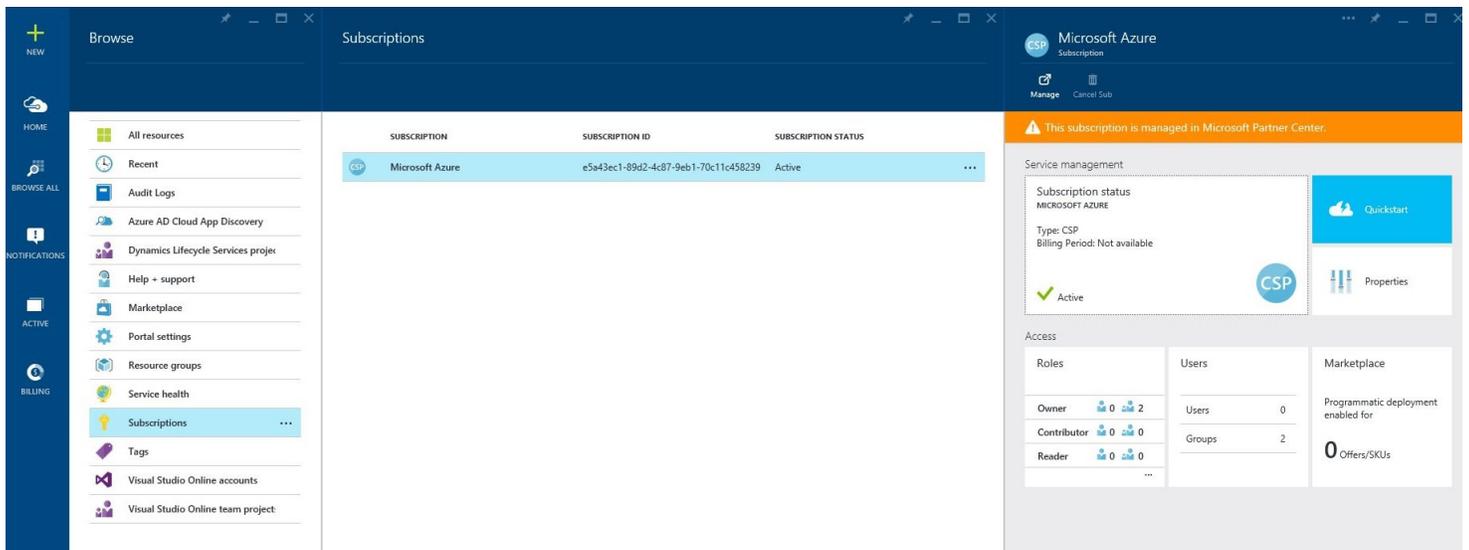
**IMPORTANT:**

If partners choose to grant customers permissions to Azure subscriptions, we strongly recommend that you have a methodology to query the usage of services inside the subscription more frequently than the monthly billing cycle to keep an eye on growing usage and potential fraudulent behavior. To do this, please use the Usage API <https://msdn.microsoft.com/en-us/library/partnercenter/mt219214.aspx>

Going forward, we plan to enable more tools natively in Partner Center that help you throttle, cap and notify based on usage.

Below are some screenshots of the above described actions in the management portals:

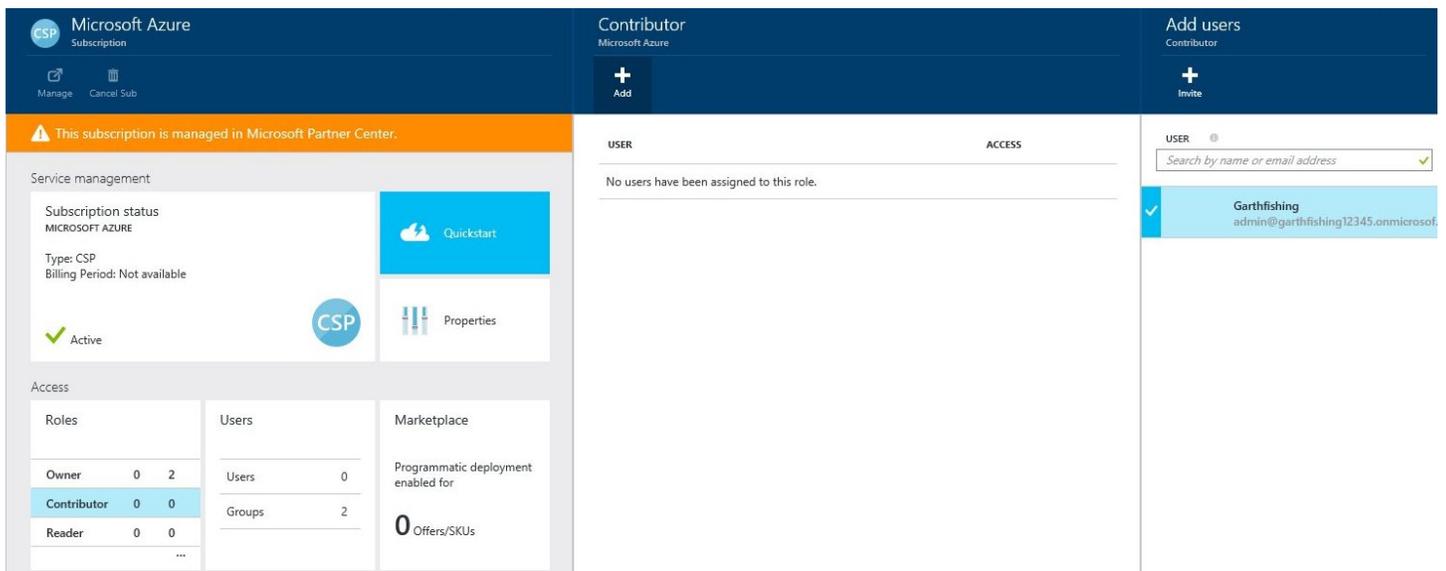
Here is the detail of a CSP subscription inside the customer tenant



In the Access section we can see roles:

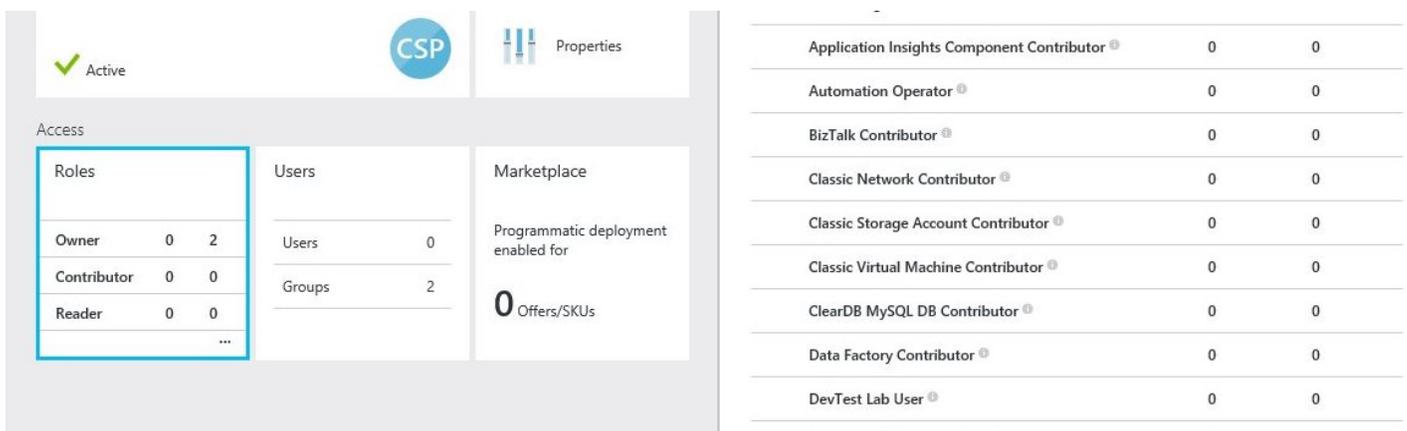


If I select the contributor's role, I can add a user from the customer's Azure Active Directory to the subscription.



This grants that user contributor rights to the subscription and they have can now manage services inside the subscription.

I can also choose to add permissions at the Azure resource manager level by clicking the 3 dots below reseller:



This gives the partner, the ability to give more granular access to the customer. So for instance I could grant the customers user, "contributor" rights just to the Virtual Machine Resource Manager. Again to learn more review the working with permissions document for ARM [here](#)

## Attaching to existing customer tenants

Please see detail in the Partner Center Overview deck [Partner Center Overview](#)

## Customer targeting

Partners can use CSP to sell Azure to any customer segment. The partner's solution portfolio will determine the value proposition and suitability for the intended target customer segment

## Understanding fraud and other risks

As a partner you are taking on responsibility to manage your customers and to bill and perform account receivables. Therefore, you should be aware of your risks when it comes to fraud and non-payment. For more guidance in this are please see the following content on the Partner Center

<https://msdn.microsoft.com/library/partnercenter/mt157018.aspx>

## Successful partner types

We believe the partners who will be successful will be those that drive consumption through customer centric solutions and if possible wrap those in managed services.

Typical existing partner types that might make great CSP partners are SI's, Hosting Partners and Managed services providers but this is not exclusive. A successful partner will be one who can deliver a great customer experience, through a solution portfolio that solves a particular customer need. In most cases we don't expect the standalone resell of Azure services to be a highly effective GTM model.

## ISV's and Azure in CSP

Partners who build and package intellectual property for delivery to customers are critical to the success with Azure. Simply because without this IP in many cases raw platform services don't solve customer needs.

Many partners have multiple personas and even if they classify themselves as a hoster, or an SI for example they may also have ISV capabilities.

Therefore I wanted to take a few moments to talk through how we think about ISV's and Azure.

If the ISV is both an managed service provider or reseller and an ISV and they will be reselling Azure subscriptions to customers and the end customer is known to Microsoft than they can use CSP to resell the Azure subscription. When I say "known" in this case; I mean that the customer has a subscription in *the customer* tenant that is used for the application.

If the ISV is using Azure to power their ISV application – especially if its multitenanted and are selling it to multiple customers and the Azure subscription powering the app spans multiple customers, then they should use an EA/direct license to purchase Azure. – we think of the ISV as a "customer" at this point. In this case the subscription should be housed in the partner tenant.

For single tenanted ISV solutions its much easier to use CSP as you can sell the app into the subscription bound to each customers tenant.

If the solution is a combination of Azure resell and they also have app components that are just powered by Azure for multiple customers then they should use a combination of both CSP and EA or Direct from Azure.com to license the services.

With CSP we compensate the Microsoft partner sales team and the Microsoft end customer account team/territory automatically because we know the end customer through the tenant association when using CSP. – this is a core component of the unique tenant structure we have in CSP.

# ISV's and Azure

## EA use case

ISV's using Azure to power their Apps should leverage the EA  
End customer does not use Azure directly  
Partner (ISV) is the customer

## CSP use case

ISV's sell Azure to the end customer along with their app/service  
Customer uses Azure purchased through the partner  
By using CSP, the Partner's customer is known to Microsoft  
The Partner (ISV) creates or attaches to a customer tenant for the end customer

## Support model

Azure in CSP follows the same principles of support as the other services in CSP. Please see the core overview deck on the program <https://mspartner.microsoft.com/en/us/pages/solutions/cloud-reseller-onboarding.aspx#welcome>

Partners are on point for support to your customers. Microsoft will support you as a partner.

Partners need a support relationship with Microsoft to get access to support from Microsoft.

All CSP partners get access to Signature Cloud Support (SCS) as part of their MPN benefits in the first year of being a CSP partner. This is grandfathered for the partner by granting CSP partners membership of the Cloud Platform competency (Silver). We expect in year 2, partners to maintain silver cloud platform competency to continue to be a CSP partner and thus have access to SCS.

Partners can use SCS to raise tickets to Microsoft for issues in Partner Center and in the Azure management portal. For issues specifically with Azure you should raise tickets in the support tile within the customer's subscription inside the Azure Management portal. You will be able to select your SCS support agreement in this experience.

Alternatively, and recommended: partners should obtain a Microsoft Premier Support agreement with the Premier support for partners option included to cover support for more complex scenarios. This would include all Hybrid scenarios and those partners looking to get a faster SLA for support response times.

Access to premier support for CSP is through the existing premier support experience. Log a ticket in the normal manner for premier.

Support training is available for your teams. This content can be found here:

- [Support Practice Builder Partner Training](#)
- [Office 365 Cloud Solution Partner Training](#)
- [EMS Cloud Solution Partner Training](#)
- [Azure Cloud Solution Partner Training](#)

## 2 Tier reseller association and Partner Center experience

Please see the Partner Center Overview deck that walks through the capability to associate a reseller to a 2 tier partners subscription [Partner Center Overview](#)

## 2 Tier best practices

Successful 2 tier partners will likely be those that not only build a robust and reseller friendly set of channel management capabilities, but those that excel in the following:

1. Create and curate a set of differentiated finished solutions/offerings based on customer vertical/horizontal needs that resellers can take to market
2. Build robust tools that enable resellers to be confident in front of their customers with Azure and also protect their resellers from fraud and help with accounts receivable.
3. Drive Azure readiness into their reseller community; Azure can get very complex quickly.
4. Solid support experience across the Azure portfolio, that can either be delivered on behalf of or via the reseller.
5. Enable resellers to deliver managed services for their customer base built on the Azure services portfolio.
6. Support and drive the reseller GTM

## Enterprise Agreement vs CSP

For any partner that develops a rich set of offerings that help customers leverage Azure effectively; they have the option of applying those solutions against a customer's purchase of Azure from Microsoft or with a subscription sold via CSP.

CSP enables the partner to be at the center of the customer experience and transact the licenses of Azure as well. Thereby enforcing the notion of the partners is the customers trusted advisor and single point of contact

That being said there will be cases where customers have already purchased Azure from Microsoft and partners can still implement their solutions against those available Azure subscriptions. In these cases however you cannot use the Partner Center to manage those non CSP subscriptions.

## Microsoft Field alignment

Microsoft field sellers will be compensated for the Azure sold by CSP partners. Compensation flows based on the Azure usage for the end customer. This is based on the customer information entered in the customer tenant. Please speak with your partner sales executive for more information

## GTM guidance

Partners should start planning their GTM by evaluating their own existing solution portfolio. Leveraging your existing solution portfolio and differentiation will be the best way to drive profitability with Azure.

## Azure in CSP GTM Guidance

Remember Azure is a set of both platform and finished services. In many cases they don't solve a business issue until either a partner or customer IT builds a finished solution using the services.

Whilst you can resell Azure services to customers; **the opportunity is in solutions and managed services** that wrap them

Start by defining <i>your</i> offering portfolio	Tactics to grow within a customer
<p>Build Vertical and Horizontal solutions that meet customer needs that leverage your existing assets:</p> <p>Customer Drivers</p> <ul style="list-style-type: none"><li>• Regulatory compliance and market demands</li><li>• Competitive demands or trends</li><li>• Growth and expansion</li><li>• Cost savings and efficiencies</li><li>• Product end of life</li></ul>	<ol style="list-style-type: none"><li>1. <b>Proof:</b> Start with a small project, such as a small website, intranet, dev/test</li><li>2. <b>Expand:</b> All small projects like that one go to the cloud now</li><li>3. <b>Standardize:</b> All new projects, no matter the size, go to the cloud now</li><li>4. <b>Transform:</b> All our old stuff now goes to the cloud</li></ol>
	To power your solutions start with these Azure Services
	<ol style="list-style-type: none"><li>1. Compute (VMs)</li><li>2. Websites</li><li>3. SQL</li><li>4. Backup</li><li>5. Storage</li><li>6. ASR (Hybrid)</li></ol>

Think about the entire customer lifecycle and how you can differentiate your offerings

CSP puts the partner at the center of the customer experience. These solutions could also be driven against customer owned Azure

As Azure has a rich set of PaaS services, you can start to offer rich solutions that take advantage of these services. Data and Analytics is good example of this. Leveraging services like AzureML and PowerBI is a great way to help customers make sense of the data they generate. That data could even be data that the customer for the first time can now get access to as you have moved old and aging disparate core infrastructure to Azure that partners can now start to get more insights from, as it's all in the cloud and connected.

Simpler starter projects could be

- Cloud backup
- Cloud bursting
- Geo growth and redundancy
- Dev/Test scenarios and toolsets
- Windows server 2003 and SQL 2005 end of life projects
- Infrastructure consolidation, integration, performance and scale
- Business consulting around the benefits of the cloud
- Alternative economic models for customers who want the benefits of the cloud but aren't ready yet to adopt pure consumption/Pay as you go economics. We see examples of this in markets like Japan

Additional materials for the GTM of Azure services can be found in the ModernBiz campaign, but remember partners should primarily look to their own solution portfolio to drive their value proposition

and campaign material creation, as it's the partner's solutions that will really drive adoption and value for the customer.

Modernbiz materials can be found on the Microsoft Partner Network Partner marketing center  
[https://readytogo.microsoft.com/global/\\_layouts/rtg/campaignviewer.aspx?campaignurl=https%3a%2f%2freadytogo.microsoft.com%2fglobal%2fcampaign%2fpages%2f%28global%29%20-%20modernbiz.aspx](https://readytogo.microsoft.com/global/_layouts/rtg/campaignviewer.aspx?campaignurl=https%3a%2f%2freadytogo.microsoft.com%2fglobal%2fcampaign%2fpages%2f%28global%29%20-%20modernbiz.aspx)

## Additional readiness resources

### Attend Cloud Platform University Online courses

Selling Enterprise Web and Mobile Applications	Sep. 14, 2015	<a href="#">Register now</a>
Repeat: Selling Enterprise Web and Mobile Applications	Nov. 2, 2015	<a href="#">Register now</a>
Repeat: Selling Hybrid Identity and EMS	Sep. 28, 2015	<a href="#">Register now</a>
Repeat: Selling Azure and SQL Server for Business Continuity	Oct. 12, 2015	<a href="#">Register now</a>
Repeat: Selling Hybrid Cloud Storage with StorSimple	Oct. 5, 2015	<a href="#">Register now</a>
Repeat: Selling Security and Compliance	Oct. 19, 2015	<a href="#">Register now</a>

**Engage with your local Microsoft subsidiary and find out more about Partner Practice Enablement Bootcamps (PPE's) being run locally and other in person Cloud Platform University events**

### Additional Azure readiness materials

<http://azure.microsoft.com/en-us/get-started/>  
<https://msdn.microsoft.com/library>

# Support and Resources

People & Programs	Readiness	Go To Market	Partner Ecosystem
Your Partner Sales Exec or Channel Exec	CSP Partner Center	<a href="#">ModernBiz Campaign</a>	2 Tier CSP Partners
Azure Mentor Program	Microsoft Partner Network	Marketing <a href="#">SureStep</a>	ISV's such as <a href="#">AppDirect</a> and <a href="#">Odin</a>
Azure Certified for Hybrid Cloud	Service information on <a href="http://www.azure.com">www.azure.com</a> API documentation <a href="http://msdn.microsoft.com">msdn.microsoft.com</a>	Microsoft Partner Network & <a href="#">PinPoint</a>	



If you have additional questions, please contact your Microsoft Partner Sales Exec or Channel Exec.

Happy selling from the Microsoft Azure team