

Microsoft New Commerce Experience.

What does it mean for partners?

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Presenters.



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Managing Director



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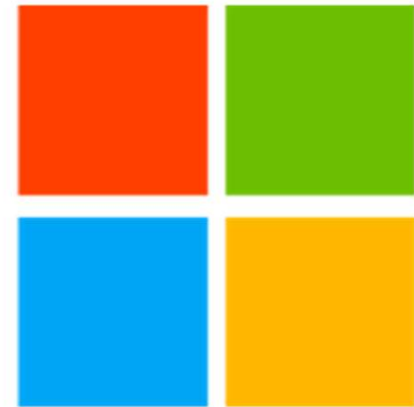
Sales Manager

Agenda.

- Microsoft's New Commerce Experience (NCE) explained
- What are the changes
- Planning for NCE
- Manage Protect Incentives
- What are your options
- Q&A

Microsoft's New Commerce Experience (NCE).

Microsoft NCE replaces CSP.



NCE for Commercial Customers only

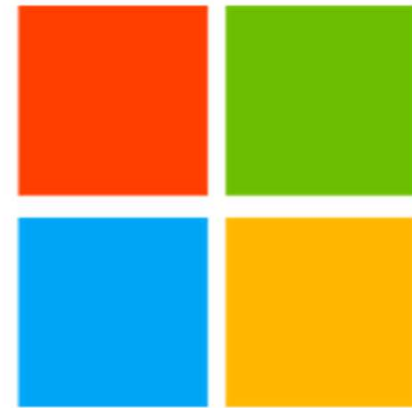
- Available now in the following plans:
 - 1 month
 - 12 month
 - 36 month
- 12- and 36-month plans can be paid upfront or monthly (via a finance option)
- The only purchase option for new licenses from March 2022.

Important:
Education & Not-
for-Profit customers
continue to
purchase CSP on
legacy CSP SKUs for
now–

Microsoft NCE Pricing.

Pricing increases

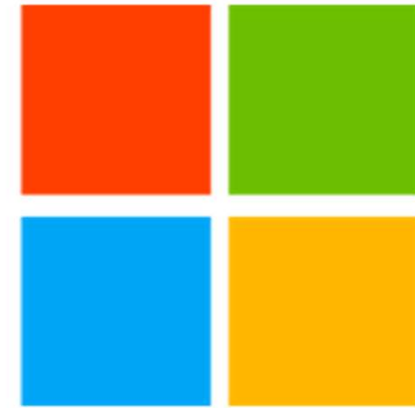
- All NCE licenses will increase in prices (compared with CSP) by 15-20%.
- Locked in pricing for the period.
- 1-month plans will incur an additional 20% on top of 15-20% increase in prices.
- New prices released by Microsoft today.



02.

**What are the
changes.**

Microsoft NCE changes.



You may increase, but not decrease licenses in a 12-month subscription

- Seat reductions on 1-month plans can only occur within 72 hours of the renewal windows.
- Seat increases can occur at any time.

Important Note:
There are no changes to Manage Protect's billing cycle. Manage Protect will continue to bill on 2nd of each month.

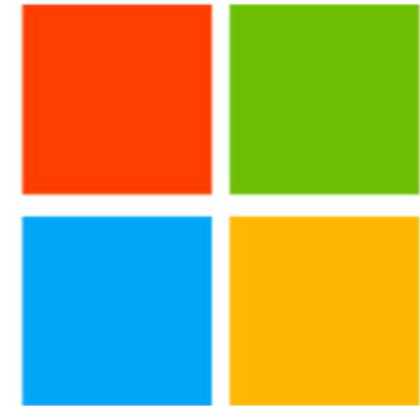
Microsoft NCE changes.



72-hour cooling off period after placing order

- 72-hour window after placing order, during which a partner may cancel the subscription.
- After this 72-hour window, the partner is responsible for full payment of the 1, 12 or 36 months of service.

Microsoft NCE changes.

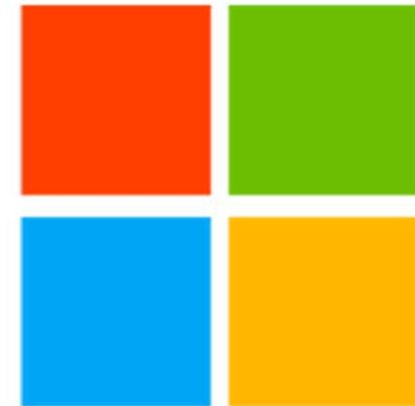


Subscription anniversary dates

- **Upgrades and Additions** to subscriptions will have the same renewal date as the original term commitment and will be billed for the remaining term of the agreement in advance (pro-rated).

Important: Manage Protect will not pass on the pro-rated charge if subscription is cancelled within the 72-hour cooling off period.

Microsoft NCE changes.

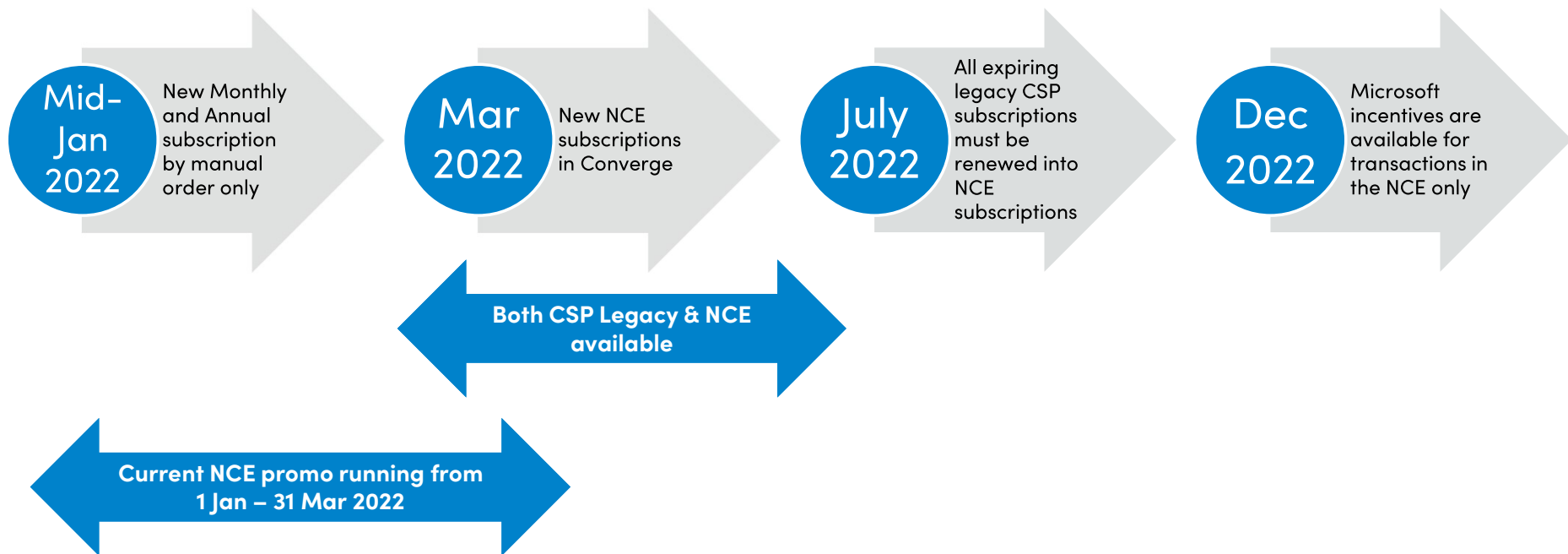


NCE Upgrade Policy

- Full and partial upgrade of licenses to a higher tier product will be possible, with same subscription end date end date that's co-termined with the original subscription end date.
- Full upgrade does not require license reassignment, unless the customer has purchased the upgraded product from another source.
- Partial upgrade requires the customer to assign upgraded product to existing users.
- Subscription downgrades are NOT supported.
- Billing term change upgrade is allowed, but downgrade is not allowed:

Allowed	Not allowed
1 month up to 12 month or 36 month 12 month up to 36 month	36 or 12 month down to 1 month 36 month down to 12 month

NCE Roadmap.



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Planning for NCE

Things to consider.

When planning for NCE with your customers, consider:

*There are some products that are only available on Monthly or Annual terms – please see Appendix for full list.

CSP & NCE may co-exist

Licenses from both may co-exist on a tenant until CSP is no longer available.

No transfer between indirect providers

12- or 36-month tenancies may not move between indirect providers until anniversary date.

Mix & match

Annual and monthly NCE licenses may be mixed.

Terms of Microsoft's NCE.

Pause

- Partner continues to be billed
- Subscription immediately enters "Disabled" status:
 - Users can't access services or files
 - Admins can access data until the end of the Subscription term
- Subscription can be made "Active" again



Cancellation

- Partner receives a pro-rated refund in the first 72 hours
- NO refunds after 72 hours
- Subscription immediately enters "Disabled" status:
 - Users can't access services or files
 - Admins can access data for 90 days
- Cancellation cannot be reversed



Auto-renew

On:

- Subscription renews at the end of the term
- 72-hour cancellation period restarts



Off:

- Subscription does not renew at the end of the term
- Subscription enters "Disabled" status



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What Manage Protect can do to assist.

To make the changes easy for partners

- Opt-in to auto-renew your tenancies on CSP Legacy for an additional 12 months to lock-in current prices.
- Offer a Subscription Renewal Date Report to assist with planning for NCE changes and notify when changes come into affect.
- No pro-rata charges.
- Manage Protect incentives for CSP/NCE.

Important: Manage Protect will not pass on the pro-rated charge if subscription is cancelled within the 72-hour cooling off period.

04.

Manage Protect Incentives.

Manage Protect Incentives for CSP/NCE.

Aggregate your customers with Manage Protect

- No upfront fee to Microsoft, no need to meet Microsoft certification requirements – **an easy go-to-market model**
- Access to Manage Protect training and support.
- Get a 3% rebate paid monthly on modern workplace SKUs*.
- Month-by-month finance options**.

05.

Options for Partners.

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What are your options.

Embrace the NCE

- Take advantage of current NCE promotion

Current
promotion
ends 31
March 2022

Promotion details:

- Promotion period 1 Jan – 31 Mar 2022
- **5% cashback** for existing tenants, OR **10% cashback** for net-new tenants
- Eligible partners who purchase the following on NCE:
 - O365 E5
 - M365 E3
 - M365 Business Premium
- Available to Australian partners and customers only

What are your options.

Renew before 1 July cut-off to lock in current price

- Current licenses with a renewal date between Mar-Jul 2022.
- Lock in current pricing for the next 12 months with an annual plan before 1 July 2022.
- Automatically process in Converge to lock in legacy CSP pricing and take advantage of higher margins.

Move your CSP from another distributor

- Transfer CSP to Manage Protect and start a new NCE subscription.
- Transition CSP to Manage Protect before March 2022 to lock in 12 months at the CSP legacy price.
- Take advantage of Manage Protect incentives.

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What are your options.

Remove MSP out of the equation

- Customers buy direct from Microsoft

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Other things to note.

Month-on-month plans

- Maintain flexibility and limit risk.
- Price increase 35% - 40% when compared with current CSP plans.

Increase price

- Pass on the price increases to the customer.

Consider other alternatives

- MPexchange Hosted Exchange + Microsoft Teams Essential for greater flexibility.

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Other things to note.

Check NCE Auto-Renew setting

- Know your subscription dates (request **Subscription Renewal Date Report** from your Account Manager).
- Check your NCE subscriptions and set Auto-Renew ON/OFF in the Microsoft Admin Center.

Tip: To manually manage subscriptions, ensure Auto-Renew is set to **OFF**

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Support.

Let's chat.

Contact us to discuss all the alternatives available to you.



David Bugeja



Robert Dale



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Resources.

[Microsoft's FAQ for NCE](#)



06.

Q&A.



Q&A.

Any questions?

07.

Appendix

Products Only Available on Monthly or Annual Terms.

Standalone offerings also available on monthly term

- Power BI Pro/Premium
- Project Plan 1/3
- Visio Plan 1/2
- Microsoft Teams Phone Standard
- Power Apps per user/app plan
- Windows 10/11 Enterprise E3

Available on Annual term only

- OneDrive for business (Plan 1/2)
- SharePoint (Plan 1/2)
- Exchange Online (Plan 1/2), Kiosk
- Enterprise Mobility + Security E3/5
- Azure Active Directory Premium P1/P2
- Common Area Phone
- Microsoft Teams Rooms Standard / Premium
- Project Online Essentials
- Project Plan 5
- Office 365 Extra File Storage/ Data Loss prevention
- Microsoft Defender for Endpoint P1/2
- Microsoft Defender for Identity
- Microsoft Intune Device
- Office 365 Data Loss Prevention
- Windows 10/11 Enterprise E5

Contact Us.

Support

Support Portal <https://manageprotect.freshdesk.com/support/login>

Phone 1300 657 500

Email support@manageprotect.com



Online chat
available

Knowledge Base

Central source of handy resources and useful information for partners
www.support.manageprotect.com

Converge

Provisioning and management portal with PSA integrations
<https://converge.mp/dashboard>

Connect.



Email

info@manageprotect.com

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Thank you.