Stay Ahead of Microsoft in 2024

JASON LANE – CLOUD MANAGER

RICK TRUJILLO – DIRECTOR OF PROFESSIONAL SERVICES PRE-SALES

Agenda

License program requirements

- Microsoft NCE

Best Practices in 2024

- Microsoft Service and Support

Outsourcing for M365 in 2024

- Security
- Compliance
- Governance

Microsoft 365 Copilot

- Azure Open AI & Cognitive Services

License Programs

Microsoft Licensing in 2024

Close to **70%** of Microsoft NCE customers will have subscription renewals during February/March of 2024

85% of Microsoft NCE customers are overprovisioned on their licensing

Approximately **50%** of Microsoft NCE customers have plans and products that are not aligned with user use case or business initiatives

Approximately **60%** of Microsoft NCE customers have plans with core services that are not deployed

MICROSOFT CSP Partners and NCE

A Cloud Solutions Provider (CSP) should provide

Support

- "Tier one"
- "Basic"
- "Level 1"

- US based
- Offshore

- 24/7
- Business Hours

- Email request
- Call

- Additional Fees

License Provisioning

- Terms
- Credit card
- Prepay

- Self Service portal
- Email submission
- Call

Billing

New Commerce Experience (NCE)

- Cost depends on commitment
  - Month-to-Month (20% premium/license)
    - Monthly:
      - Partner changes
      - Reductions and downgrades
  - Annual agreement w/ monthly payments
    - No:
      - Partner changes
      - Reductions and downgrades
  - Yearly Prepaid
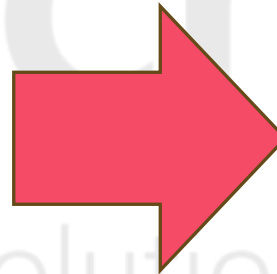
- Partner managed, billed and supported

At Renewal Time...

30-day window prior to your renewal date to make changes.

Changes can include:

- Downgrades to lower plans
- Reductions in license counts
- Removal of products
- Change of CSP partner

Once you renew:

- No CSP partner changes
- <u>Six</u> calendar days to cancel or reduce license counts
- No out of policy exceptions from Microsoft
- License upgrades and additions still permitted

Things to ask yourself...

When it comes to Microsoft Licensing, what are my business goals for 2024?

- Security
- Compliance
- Device Management
- Governance
- Azure Virtual Desktop
- Microsoft Copilot and AI
- Align use cases to Microsoft 365 users
- Cost Savings

Do I have an annual NCE agreement with monthly payments?

- If so, when is the renewal date?

Service and Support

Clients we speak to:
M365 Service and Support Statistics

- **50**% prioritizing Governance for the first time
  - "Post COVID cleanup"
    - Collaboration and Device Management
  - Identity Access Management
  - Data protection
- **60**% want next generation technologies, typically within Microsoft Cloud
  - Azure
  - Azure Virtual Desktop
  - Intune
  - Entra ID
  - Copilot
- **40**% are looking for a better support and knowledge/experience from a partner

MICROSOFT CSP and NCE – MICROAGE

MicroAge CSP/NCE

- **US Based Support**
  - MicroAge certified experts for Tier 1 support
    - Documentation and guidance
    - Assistance, Troubleshooting and problem resolution
  - Ticket escalation to Microsoft

- **Self Service Portal**
  - License and billing management

- **MicroAge Learning Management System (LMS)**
  - Gamified, Self Service Training
  - Runs within Microsoft Teams
  - Reduces Help Desk calls

- **Quarterly Reviews and License Consulting**

- **Access to Assessments, Consulting and Managed Services**

MicroAge LMS
(Quick Demo)

Outsourcing in 2024

Statistics

- **80%** of clients are investing in A.I.

- **60%** of clients want 3rd party evaluation of their M365 environment

- **50%** of clients using Microsoft 365 are not fully deployed or proficient in the included security and compliance products

- Notables:
  - **45%** of small businesses outsource to enhance efficiency*
  - **70%** of companies will outsource in 2024 to cut costs*

* Radix

ManageWise for M365

ManageWise for M365 Support Plans	ESSENTIALS	SILVER	GOLD
Onboarding & Discovery	✓	✓	✓
Comprehensive M365 Tenant Assessment of: • Licensing • Implementation Best Practices • M365 Admin portal • Entra ID • Endpoint Manager • Defender Security Admin • Purview Admin • Teams • OneDrive & SharePoint Online • Security & Compliance • Identity & Access Management (IAM)	✓	✓	✓
Complete Executive Summary Report	✓	✓	✓
Priority Actions Report	✓	✓	✓
Priority Actions Remediation		✓	✓
Number of hours pre-scheduled with project hours for remediation, support and troubleshooting		40	80

MicroAge Managed M365

"Our clients benefit from this comprehensive package by addressing the need for security, governance, and compliance with Microsoft 365 services tailored to each client's objectives."

Help Desk and Microsoft 365 Services

- **Desktop and M365 Support**

- **Lifecycle Management**

- **Managed Intune**

- **Managed Microsoft 365**
  - Licensing Included
  - Implementation
  - Support
  - Security and Compliance
  - Operational Management

- **Continuous Realignment**
  - Quarterly Business Review

	HELP DESK	USER LIFECYCLE	MANAGED INTUNE	MANAGED M365*
Ticket Management	✔	✔	✔	✔
Desktop and Microsoft 365 support	✔	✔	✔	✔
Support for non M365 and LOB applications with Escalation to IT Team	✔	✔	✔	✔
Support contract Escalation	✔	✔	✔	✔
Secure User Onboarding		✔	✔	✔
Microsoft 365 User Administration		✔	✔	✔
Secure User offboarding and reallocation of license		✔	✔	✔
Device provisioning and onboarding			✔	✔
Microsoft 365 Device Management and support			✔	✔
Device offboarding and reallocation of device			✔	✔
Cloud Backup for M365				✔
Managed, Detection, Response and Remediation				✔
Monitoring of M365 using Lighthouse				✔
Operational Management **				✔
Microsoft 365 Assessment				✔
Implementation Services (120 hours)				✔
Microsoft 365 Advanced Support				✔
Microsoft 365 Licensing and Consulting				✔
* M365 Business Premium, M365 E3, M365 E5				
** Operational management is defined as: managing, improving the quality of, or expanding of the environment				

Managed M365 Implementation & Deployment Services

120 Hours consumed throughout the year towards Microsoft 365

- Migrations
- Endpoint Manager Intune/Autopilot
- Microsoft Defender
- Microsoft Purview
- Teams Voice
- Power Platform
- Microsoft Copilot

Managed M365 License Options

M365 Business Premium

- Defender for Office 365 P1
- Defender for Endpoint Business
- EMS Entra ID P1
- Endpoint Manager Intune
- Purview DLP & Compliance
- eDiscovery Standard

M365 E3

- Defender for Endpoint P1
- EMS Entra ID P1
- Endpoint Manager Intune
- Purview DLP & Compliance
- eDiscovery Standard

M365 E5

- Defender for O365 P2
- Defender for Endpoint P2
- Defender for Identity
- Defender for Cloud Apps
- EMS Entra ID P2
- Endpoint Manager Intune
- Purview DLP & Compliance
- eDiscovery Premium
- Power BI Pro

Managed M365
Premier Services & Support

24x7x365
MicroAge Support

QBR License
Optimization

Monitoring &
Reporting with
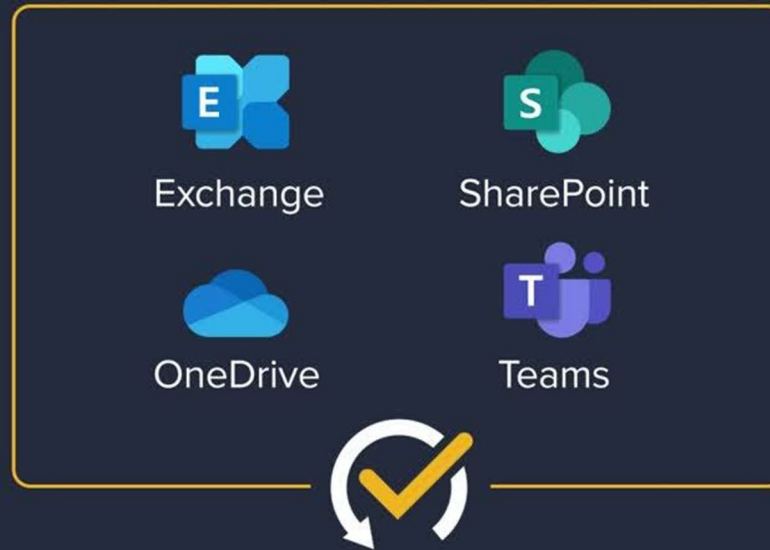Microsoft Lighthouse

Microsoft 365 Device
Management &
Support

User & Admin support
for Microsoft 365

Managed M365 Security

- Protection provided by Microsoft Defender

- Managed Detection, Response, and Remediation

- 24x7 SOC with Sophos Threat Team

- Live Action isolating user and devices when threats detected

- Monthly Reporting of Events

Microsoft 365 Backup

- Unlimited retention

- MicroAge will
  - Onboard the service
  - Support & Escalate
  - Perform quarterly restores

Microsoft Copilot

Microsoft Copilot Products

- **Microsoft 365 Copilot * - Now Generally Available in CSP**

- Microsoft Security Copilot – Not yet Available

- Bing Chat Enterprise Copilot – Available

- Microsoft Windows Copilot – Available on Windows 11

- Microsoft Sales Copilot – Available and included in D365 Sales Enterprise

- Copilot in Power Platform – Available with Copilot AI Tool

- Copilot in Microsoft Viva – Available in Viva Insights license

- GitHub Copilot – Available in individual, business and enterprise subscriptions

Microsoft 365 Copilot *

- Microsoft 365 Copilot
  - Word
  - PowerPoint
  - Excel
  - Outlook
  - Teams
  - Loop
  - Whiteboard
  - OneNote
  - Chat
  - Intelligent Search
  - Power Platform Connectors
  - Graph Connectors

Note:
- Dynamics 365 licensing not included
- Power Platform Licensing not included
- Graph Connector Capacity not included
- Teams Premium licensing not included
- Several items still TBD

Microsoft 365 Copilot

- **Generally available in CSP:**
  - Minimum 1 seat ($30, per user)

- **M365 subscribers are eligible to purchase**
  - Business Standard, Business Premium, Office 365 E3 and E5, M365 E3 and E5

- **M365 Copilot does not include Microsoft's other paid Co-Pilot branded services**

- **Not all components of M365 Copilot will be available right away**

- **Copilot Readiness ****

Microsoft 365 Copilot

Microsoft 365 Copilot Readiness**

- Licensing

- Understand Data Residency & Governance

- Identity and Access Management

- Data and Information Protection

- Azure Open AI Services

- User adoption

Microsoft 365 Copilot

Microsoft 365 Copilot Summary

Microsoft Copilot 365 **Yearly Prepaid** Licenses are available through MicroAge

Base License M365 Business Standard & Premium, O365 or M365 E3 & E5

NLP, Microsoft 365 Apps, Microsoft Graph, Semantic Indexing, Microsoft Loop

Copilot 365 Readiness & Optimization Assessment Center of Excellence (CoE)

Copilot 365 User Training Workshops

Create new products to address unmet needs

For customers that need more functionality than what Copilot offers out of the box, ISVs can build AI-enabled IP solution.

Sales assistant

Powerful sales assistants that revolutionize the sales process for customers and sellers

- Sales pipeline management
- Personalized Recommendation
- Intelligent Lead Qualification

Processes automation

Cutting-edge automated workflows that streamline processes and drive operational efficiency

- Employee onboarding
- Expense management
- IT service desk/Customer support

Predictive maintenance

AI-driven predictions used to optimize operational machine efficiency and reduce downtime

- Manufacturing Equipment Maintenance
- Fleet Management
- Building Management Systems

Fraud detection

AI-driven solution that monitors financial transactions to identify suspicious patterns and mitigate risks

- Expense fraud detection
- Insurance fraud detection
- Procurement fraud detection

Quality control

AI-driven quality control solutions in manufacturing, retail, pharmaceutical, or other industries

- Defect and anomaly detection
- Root cause analysis
- Real-time monitoring and alerts

Document management

AI technology such as optical character recognition (OCR), text analysis, and others to automate documents

- Document capture and indexing
- Content classification and tagging
- Content summarization and extraction

Azure Open AI

- Azure Cognitive Services

- Azure AI Studio Generative Apps

- Azure AI Document Intelligence

- Azure AI Language (Sentiment)

- Azure AI Speech

- Azure AI Translator

- Azure AI Vision

MicroAge AI Consulting Services

Data Governance

Azure Data Lake

Azure Kubernetes Service

Azure Containers

Azure Cosmos DB

Azure SQL

Azure App Service

AI Initiative

Plan AI Services

Create AI Integration

Implement AI Solutions

Train & Tune AI Services

MicroAge AI Consulting Services

- 40 Hour Engagement

  - Workshop AI Process Integration

  - Planning AI Enablement

  - Creating a Design Diagram

  - Implementing AI Solutions