# Insight Cloud Partner Services Welcome Pack



We'd like to take this opportunity to thank you for choosing Insight as your Cloud Services provider.

Through the Insight Cloud Partner Programme, you will have the opportunity to become a trusted business advisor to your Microsoft customers, taking ownership of the complete customer lifecycle, from direct billing and provisioning, through to management and support.

We have dedicated significant time and resources into developing our Cloud Partner programme to ensure that you, and your customers, receive the very best services available. Our offerings have been based on years of customer feedback and have been designed to help you optimise your IT cloud services.

By partnering with Insight, you have instant access to the complete portfolio of Microsoft's cloud-based services and solutions, as well as the industry-leading systems, infrastructure and expertise that Insight brings to the market.

Once again, thank you for choosing Insight. If you have any questions that are not answered in this guide, please contact your dedicated Account Manager or Customer Success Manager for additional information.

Software as a Service has had a profound impact on the reseller model. Customers can buy solutions directly from vendors more easily than ever, so convincing them to purchase via the channel poses a challenge for many resellers. Why should your customers choose to buy their cloud solutions from you, when they can procure them directly from the vendor? The answer is, of course, your 'value add'. Your value proposition for your Microsoft business that sets you apart from the competition. We have designed the Cloud Partner programme specifically to help you capitalise on this fast-growing market.

The Insight Cloud Partner programme provides you with the tools and infrastructure necessary to integrate cloud services into your portfolio. The service includes training, support, resources and knowledge needed to align your business with your customers' evolving requirements.

This Welcome Pack is designed to give you an overview of the products, services and support available to you as a Cloud Partner customer.

## There are three tiers of service:

Cloud Partner Services **Basic**

Cloud Partner Services **Plus**

Cloud Partner Services **Pro**

## Cloud Management Portal (CMP)

**Available for**

The Cloud Management Portal (CMP) is your central hub for your Cloud Partner activity. From the CMP, you can buy, provision, manage your customers' cloud applications and easily adjust your license numbers in accordance with your monthly user requirements.

To begin using the CMP download the Indirect User Guide

**Features:**

- Self-serve capabilities
- Instant access
- Buy new subscriptions
- Increase/decrease subscriptions

Does not include management of Support Services.

Cloud Partner Services **Basic**

Cloud Partner Services **Plus**

Cloud Partner Services **Pro**

## Cloud Service Provider (CSP) Dashboard

**Available for**

The Insight CSP Dashboard provides valuable data into all aspects of your customers' usage, giving you the opportunity to upsell or cross-sell to your clients. You can use the dashboard to become a trusted advisor, helping customers see their return on investment through operational improvements, improved security and optimised licensing.

From a single pane of glass, you will have the insight needed to help customers speed up ROI through operational improvements, improve security, achieve compliance and optimise licensing.

To get started with the CSP Dashboard download the CSP Dashboard User Guide

**Features:**

- Optimise license assignments by identifying appropriate plans for individual users within a company
- Identify unused licenses within an organisation
- Improve security by limiting the content visible to non-admin operators
- Perform administrative tasks without the use of PowerShell

Cloud Partner Services **Plus**

Cloud Partner Services **Pro**

## myInsight eCommerce Tool

**Available for**

myInsight is Insight's eCommerce tool, designed to simplify and automate the procurement of additional IT. The tool streamlines the purchasing of additional products and services, providing you with solutions tailored to the needs of your business.

myInsight provides an extensive catalogue of hardware, consumables and software and allows you to manage licensing across all of the major software vendors. By streamlining the procurement process, you can reduce expenses and deliver timely results.

For an overview of the myInsight tool see the 'myInsight Training' section.

**Features:**

- Customer-specific product catalogues and pricing
- Fully customised and branded purchasing experience
- 24-hour availability, 365 days a year
- Ability to define user profiles
- Invoice and Purchase Order history
- Invoice and Purchase Order history
- Order tracking facility
- Online returns
- Real time stock supported by an Enhanced Stock System (ESS)
- Dynamic search engine

Cloud Partner Services **Plus**

Cloud Partner Services **Pro**

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## Partner Migration

**Available for**

If you are moving from an existing Microsoft CSP supplier to Insight Cloud Services, we can help you with the transition, supporting you through the necessary steps, ensuring continuity of service for your end users.

Contact your account manager to discuss Partner Migration Services.

Cloud Partner Services **Pro**

## Any Azure to CSP migration

**Available for**

Insight will work alongside you to transition your customers Azure resources from their current subscription whether that be under Open, EA, MPSA or Direct agreement models across to CSP.

We will provide you with all the relevant information regardless of the design to your customers environment to ensure a smooth migration of billing.

Cloud Partner Services **Basic**

Cloud Partner Services **Plus**

Cloud Partner Services **Pro**

**Contact your Customer Success Manager to discuss CSP Migration Services.**

## On-boarding service

**Available for**

The On-boarding service provides a comprehensive one-to-one overview of the Cloud Management Portal, ensuring that your nominated administrator has the knowledge needed to use the self-service software management platform.

The On-boarding service will show you how to rapidly deploy software subscriptions and efficiently manage your customers' on-going software needs.

**Features:**

Cloud Partner Plus customers enjoy high-level overview of all available applications to key users across the organisation and deeper demonstration of the applications that the client has selected as business critical.

Cloud Partner Pro customers have the addition of companywide overview demonstrations and deeper training on selected applications.

To discuss the On-boarding service service, please contact your account manager.

Cloud Partner Services **Basic**

Cloud Partner Services **Plus**

Cloud Partner Services **Pro**

## myInsight eCommerce Training

**Available for**

The myInsight eCommerce Training is an online webinar with one of our dedicated eCommerce specialists. The web-based training provides all of the information needed to fully manage your Insight catalogues, invoices and purchases via the procurement portal.

To book your myInsight webinar, contact your dedicated account manager.

Cloud Partner Services **Plus**

Cloud Partner Services **Pro**

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## On-boarding service to CSP Dashboard

| | Available for |
|---|---|

This 45-minute on-boarding session provides partners with a high-level overview of the CSP Dashboard. As well as providing an overview of how the tool works, you will gain an understanding of how it can be used to drive cross-sale and up-sell opportunities.

To book your On-boarding service meeting, contact your dedicated account manager.

Cloud Partner Services **Plus**

Cloud Partner Services **Pro**

## Billing

| | Available for |
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One of the primary benefits of the Cloud Partner programme is that you can choose a pricing structure that suits your business objectives.

By becoming an Insight Cloud Partner, you have full control of customer billing via Insight's robust and secure billing platform.

You set the pricing and manage the relationship, leaving the heavy lifting to Insight.
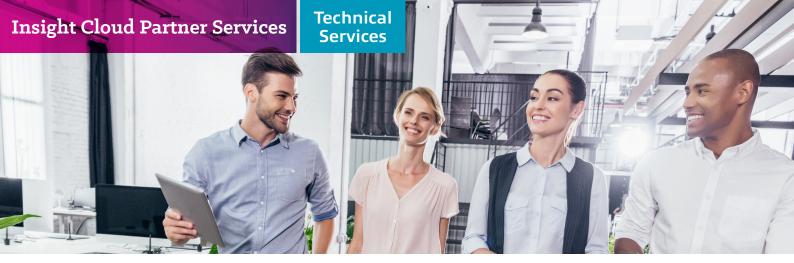
**Features:**

In addition, as an Insight Partner, we provide you with simple, understandable billing that gives you a comprehensive overview of all subscriptions and total usage across your entire spend with Insight.

Cloud Partner Services **Basic**

Cloud Partner Services **Plus**

Cloud Partner Services **Pro**

*Insight*

## Hybrid Cloud Discovery Workshop

**Available for**

Cloud Partner Services **Pro**

Our aim is to ensure that every one of our CSP Partners is successful. Our broad experience in designing and deploying cloud services enables us to offer our partners a unique level of insight. Hybrid Cloud and our Discovery Workshops bridge the gap between business consultancy services, vendor-specific workshops and formal design services.

These workshops are designed to help you choose the right cloud approach for your business. These strategic services look at the best way to deliver applications and resources, taking into account suitability and dependencies.

The Hybrid Cloud Discovery service is designed to help customers identify the 'first or next' candidate(s) for IT services, utilising cloud resources. We look at the key considerations for deployment and assess the suitability of specific cloud services – delivering a high-level design through to basic onboarding to ensure a smooth and secure path for cloud adoption.

The workshop provides in-depth analysis across business, technical, process and commercial aspects of your IT services. The engagement delivers customers with a detailed-level design, project plan, service design and advanced onboarding for cloud services.

To book your place on the Hybrid Cloud Discovery Workshop, simply contact your account manager.

## Technical Support

**Available for**

Cloud Partner Services **Basic**

Cloud Partner Services **Plus**

Cloud Partner Services **Pro**

Insight Managed Services (IMS) for Cloud Partners provides organisations with the most comprehensive managed support package available on the market today.

We provide direct access to our specialist team of Microsoft Cloud Solutions professionals, within a modular service package that we customise to fit your business needs. Our proactive approach ensures that IMS support becomes an integral part of your business.

Available in two tiers: Basic* and Standard, the service provides you with access to the people and information needed to support your Microsoft Cloud journey. As a foundation, both service levels cover you for unlimited issues or incidents relating to your Microsoft Cloud platform. Standard level support provides enhanced coverage, including valuable 'Advisory' services to provide guidance and help to optimise your cloud environment and includes a broader scope of problem resolution.

**Features:**

Standard tier customers have the option to extend and tailor the IMS service to meet their needs using Add-On modules, including:

- Advisory Units - add more advisory service credits as you need them
- Change Management - we perform changes and configuration on your behalf
- Office 365 Security and compliance - advisory and reporting support for security and compliance services that allow Insight to proactively work with you to implement and maintain your security posture around Office 365
- Direct End User Support - enable Insight to act as the first port of call/service desk for end users
- OMS Insight and Analytics Management - advisory and reporting support for monitoring and alerting services
- Licensing and Compliance - advisory services for Microsoft Licensing Optimisation and third-party compliance
- Azure Security Centre advisory and reporting support for Azure Security Centre

Cloud Plus / Pro customer receive IMS Standard support for three months at no additional charge

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## Go-To-Market as a Service (GTM-aaS)

| | Available for |
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We understand that to have greater engagement with your customers, it is necessary to exceed expectations, which is why we have gone the extra mile, providing you with the tools and support you need to grow your cloud business. GTM-aaS is a support ecosystem that provides you with vouchers to spend on your GTM activities.

**Cloud Partner Services Plus**

**Cloud Partner Services Pro**

**Features:**

You can use GTM-aaS vouchers to develop strategies, discover new business opportunities and expand your reach by marketing your products and solutions effectively.

To find out more about GTM-aaS, please contact your account manager.

## Loyalty Service Credits

| | Available for |
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Our service credit scheme rewards Insight CSP Partners for their loyalty and incentivises them to grow their businesses. The more your customers spend, the more you save.

Cloud Partner Services Plus: Qualify for our Cloud Partner Plus services and receive 1% of total CSP Revenue*

Cloud Partner Services Pro: Qualify for our Cloud Partner Pro services and receive 3% of total CSP Revenue*

We add loyalty credits to your account every January and July.

*Reserved as service credit for Insight solution services

**Cloud Partner Services Plus**

**Cloud Partner Services Pro**

**Insight**

Your Cloud Services account is fully activated. As a Cloud Partner, you now have access to the tools, training and support needed to drive your cloud business forward.

Contact your dedicated Customer Success Manager to schedule training events and workshops.

**For on-boarding questions:**
**Customersuccessteam@insight.com**

**Alternatively, you can logon to the Cloud Management Portal at:**
**https://uk.insight.com/cmp-help-centre**

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