

MICROSOFT'S NEW COMMERCE EXPERIENCE

*WHAT IT IS AND HOW IT AFFECTS
HOW YOU BUY MICROSOFT 365*

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HERE'S WHAT WE'LL COVER...



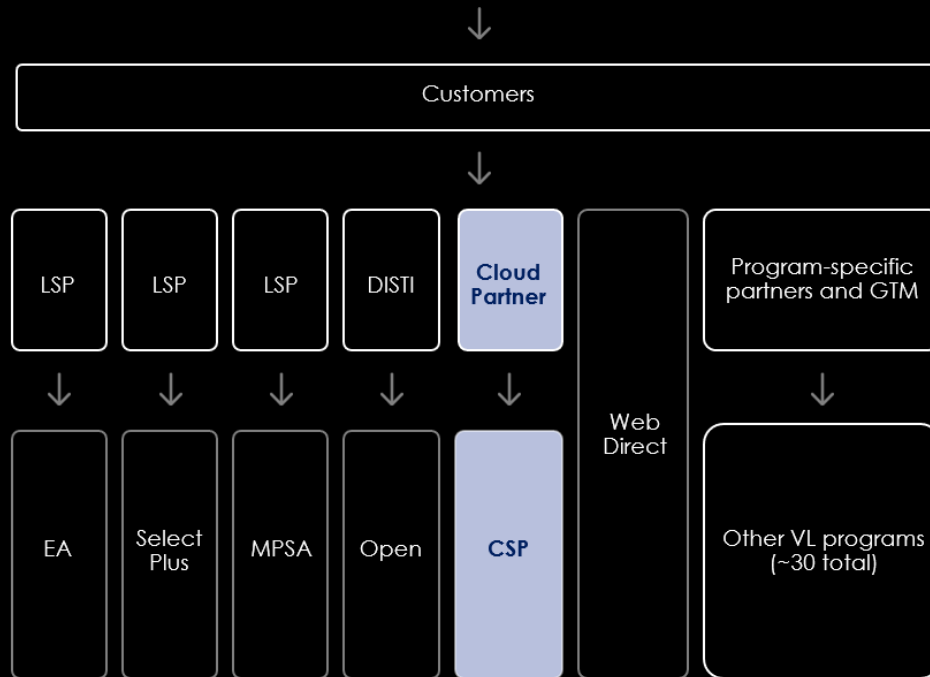
- The Microsoft NCE program
- Comparing CSP and NCE
- Key dates
- Contractual changes
- Positioning Microsoft 365
- Q &A

THE MICROSOFT NEW COMMERCE EXPERIENCE PROGRAM

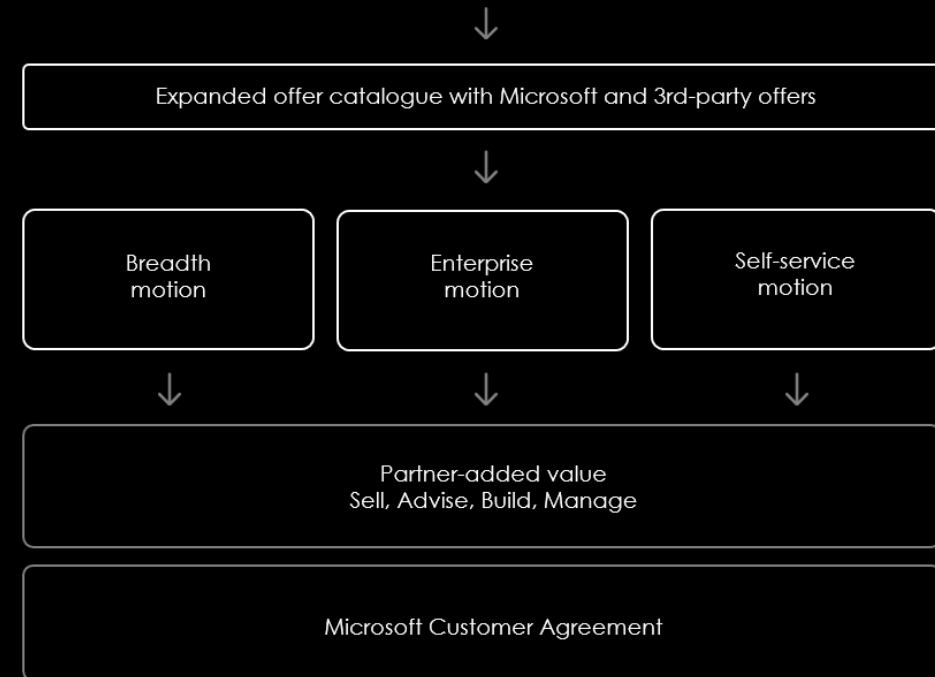
A SINGLE CONNECTED PLATFORM EXPERIENCE

A Single **Connected** Platform Experience

Today's "Multiple" Experiences Customers



The New Commerce Experience Customers



TODAY'S FOCUS: THE MICROSOFT 365 FAMILY OF PRODUCTS



- Microsoft 365 Business
- Microsoft 365 Enterprise
- Microsoft 365 Frontline
- Office 365 Enterprise
- Dynamics 365
- Enterprise Mobility + Security
- Azure Active Directory
- Teams Voice
- Power BI, Project, Visio
- and related products

MICROSOFT'S CLOUD SOLUTION PROVIDER VS NEW COMMERCE EXPERIENCE

CLOUD SOLUTIONS PROVIDER



- Old ordering program for Microsoft 365 products
- Each product carries a single price
- All products billed and renewed monthly
- Increase or decrease licenses as needed
- No term commitments
- No price protection
- No MSP-to-MSP subscription transfer restrictions

NEW COMMERCE EXPERIENCE



- New ordering program for Microsoft 365 products with new ordering considerations:
- Commitment terms with price protection
- Multiple payment options
- Pricing based on term and payment option
- License count decrease restrictions
- Early termination restrictions
- MSP-to-MSP subscription transfer restrictions

COMMITMENT, PAYMENT OPTION, AND PRICING



- **Commitment**

- Month to Month (MTM)
- Annual
- Tri-Annual

- **Payment Option**

- MTM – Monthly
- Annual – Upfront, Monthly
- Tri-Annual – Upfront, Annually, Monthly

PRICING CONSIDERATIONS: MONTH TO MONTH



- Pricing based on commitment, payment option, and timing
 - TCMP = Then Current Microsoft Price
- **Month to Month (MTM)**
 - **TCMP + 20%**
 - **No price protection**
 - Increase licenses as needed
 - Decrease licenses as needed
 - Paid monthly
 - No early termination costs

PRICING CONSIDERATIONS: ANNUAL AND TRI-ANNUAL



- Pricing based on commitment, payment option, and timing
 - TCMP = Then Current Microsoft Price
- **Annual and Tri-Annual**
 - TCMP
 - *DQ Only: 5% discount if paid Upfront!*
 - Price protection during the term
 - Increase licenses as needed (co-term)
 - **Decrease licenses only at renewal**
 - Paid monthly, upfront, or annually
 - **Early termination requires full payout**

THINGS TO REMEMBER: MONTH TO MONTH



- Flexibility...
 - Increase and decrease license counts as needed
- But at a cost
 - 20% premium on the published Microsoft price
- And with no price protection
 - Microsoft price increases take effect at the monthly renewal

THINGS TO REMEMBER: ANNUAL AND TRI-ANNUAL



- “Limited” flexibility...
 - Increase license counts as needed (co-term)
 - Decrease license counts only at renewal
- But better pricing
 - Published Microsoft price
 - Dynamic Quest’s exclusive 5% discount for upfront payments
- And price protection
 - Price locked for 12 or 36 months
 - License count increases at the commitment price
 - Microsoft price increases take effect only at renewal

MIX 'N MATCH



- **Mix 'n Match subscriptions to balance cost, commitment, price protection, and flexibility.**
 - **Mix a “floor” number of Annual and Tri-Annual subscriptions** (with upfront payment discounts, 12- or 36-month price protection, and multiple payment options) **to minimize costs.**
 - **Match with a “float” number of Month to Month subscriptions** (with the 20% premium and no price protection) **to maximize flexibility.**
- *Reach out to your Dynamic Quest Account Executive or Account Manager to help design the right mix for you.*

MICROSOFT NCE – KEY DATES

MICROSOFT NCE: KEY DATES

January 1 – June 30

- Subscriptions may be migrated from the legacy CSP platform to the NCE platform as of January 1.
- As an incentive, Microsoft will keep MTM NCE subscriptions at the “annual” rate (i.e.: without the 20% premium) through June 30.
- Price increases will still be applied.
- Starting July 1, the 20% premium will be applied.

March 1

- Microsoft will raise the price on 6 subscriptions by roughly 15%:
 - Office 365 Ent E1: \$10 (\$8)
 - Office 365 Ent E3: \$23 (\$20)
 - Office 365 Ent E5: \$38 (\$35)
 - Microsoft 365 Ent E3: \$36 (\$32)
 - Microsoft 365 Bus Basic: \$6 (\$5)
 - Microsoft 365 Bus Premium: \$22 (\$20)
- **To lock in current pricing, Annual agreements should be signed before February 28.**

March 10

- All **NEW** orders must be NCE

July 1

- All **RENEWAL** orders must be NCE
- MTM subscriptions start the 20% premium
- Unmigrated CSP orders will be disabled

DYNAMIC QUEST CONTRACTUAL CHANGES

ADDITIONAL CONSIDERATIONS



- Effective, Renewal, and Billing Dates
 - Effective Date specified by client
 - Renewal Date tied to Effective Date
 - Billing date is day after Effective Date
 - Billing date is tied to the 1st of the month
- Recission Period
 - 3 days starting with Effective or Renewal Date when you can cancel or decrease licenses in the order
 - Day 1 – Full refund
 - Days 2 and 3 – Partial refunds
 - After Day 3 – No refunds

ADDITIONAL CONSIDERATIONS



- Each new product / commitment pair will have its own **Effective Date**
 - So, the same product may have 1, 2, or 3 different **Renewal Dates**
 - Dynamic Quest will provide reporting on upcoming renewals
- MSP-to-MSP Transfer Considerations
 - Clients may not transfer products between MSP's ***except at renewal***
 - Must pay out Commitment to original MSP
 - Microsoft-based enforcement

DYNAMIC QUEST CONTRACTUAL CHANGES



- New “*Microsoft 365 and Cloud to Cloud Backup*” Addendum
 - Documents the new Microsoft terms and conditions
 - Handles commitments, payment options, renewals, discounts, early terminations, restrictions, etc
- No change at this time to the existing Microsoft Customer Agreement
 - Not updated since 2018 so stay tuned...

KEEP IN MIND...



- **Microsoft** is mandating these changes
 - This is not coming from Dynamic Quest
 - They are required no matter who you get your Microsoft 365 products from
 - Even directly from Microsoft
- That said...
 - Dynamic Quest has in-depth knowledge and expertise to help
 - You can capitalize on the relationship between your company and Dynamic Quest to design the best solution for you

“IT’S NOT JUST OFFICE ANY MORE...”

POSITIONING MICROSOFT 365

MICROSOFT 365 IS STRATEGIC



- Microsoft 365 is a **strategic** platform
 - Workstation OS / Server OS
 - Office suite and cloud apps
 - Azure
 - Microsoft Business Voice (Teams Voice)
 - Workstation deployment
 - Mobile device management
 - Security
- **Microsoft 365 Business Premium** targeted to clients with less than 300 licenses
- **Microsoft 365 Enterprise** targeted to clients with more than 300 licenses

POSITIONING MICROSOFT 365 PRODUCTS



- Microsoft 365 is becoming the hub of the local and cloud computing ecosystem
 - *It's not just Office any more...*
 - OS, Office, Cloud, Apps, Voice, Mobile, Security, Management
- Microsoft 365 Business Premium and Microsoft 365 Enterprise are foundational
 - Less expensive than piecemeal
- Now is a good time to review your products
- Use m365maps.com to compare plans

OFFICE 365 ENTERPRISE E3: \$20 / \$23

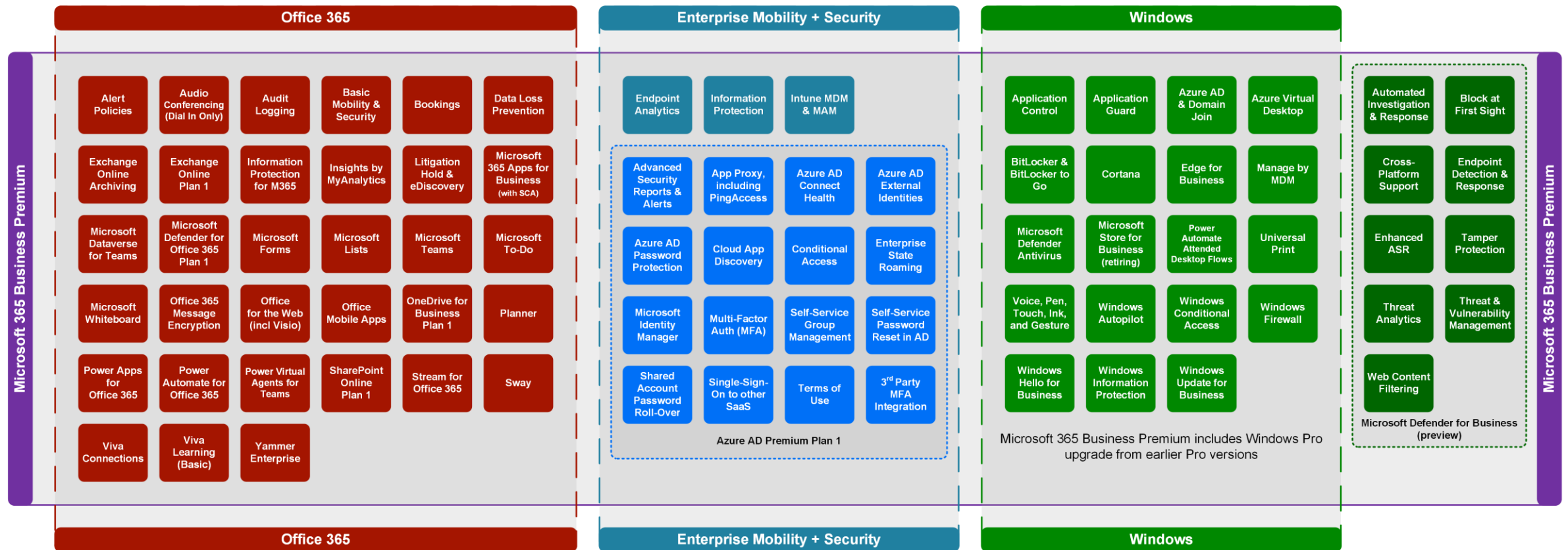
Office 365 E3							
Alert Policies	Audio Conferencing (Dial In Only)	Audit Logging	Azure AD for Office 365	Basic Mobility & Security	Bookings	Data Loss Prevention	Delve
eDiscovery	Exchange Online Plan 2	Exchange Online Protection	InfoPath App	Information Protection for M365	Insights by MyAnalytics	Kaizala Pro (retiring)	Live Events & Webinars
Microsoft 365 Apps for Enterprise	Microsoft Dataverse for Teams	Microsoft Forms	Microsoft Lists	Microsoft Teams	Microsoft To-Do	Microsoft Whiteboard	Office 365 Message Encryption
Office for the Web (incl Visio)	Office Mobile Apps	OneDrive for Business Plan 2	Planner	Power Apps for Office 365	Power Automate for Office 365	Power Virtual Agents for Teams	Productivity Server CAL
Retention Labels & Policies	SharePoint Online Plan 2	Stream for Office 365	Sway	Viva Connections	Viva Learning (Basic)	Yammer Enterprise	
							Enterprise

MICROSOFT 365 BUSINESS PREMIUM: \$20 / \$22

Microsoft 365 Business Premium

January 2022

m365maps.com



Q & A

MICROSOFT NCE: Q&A

