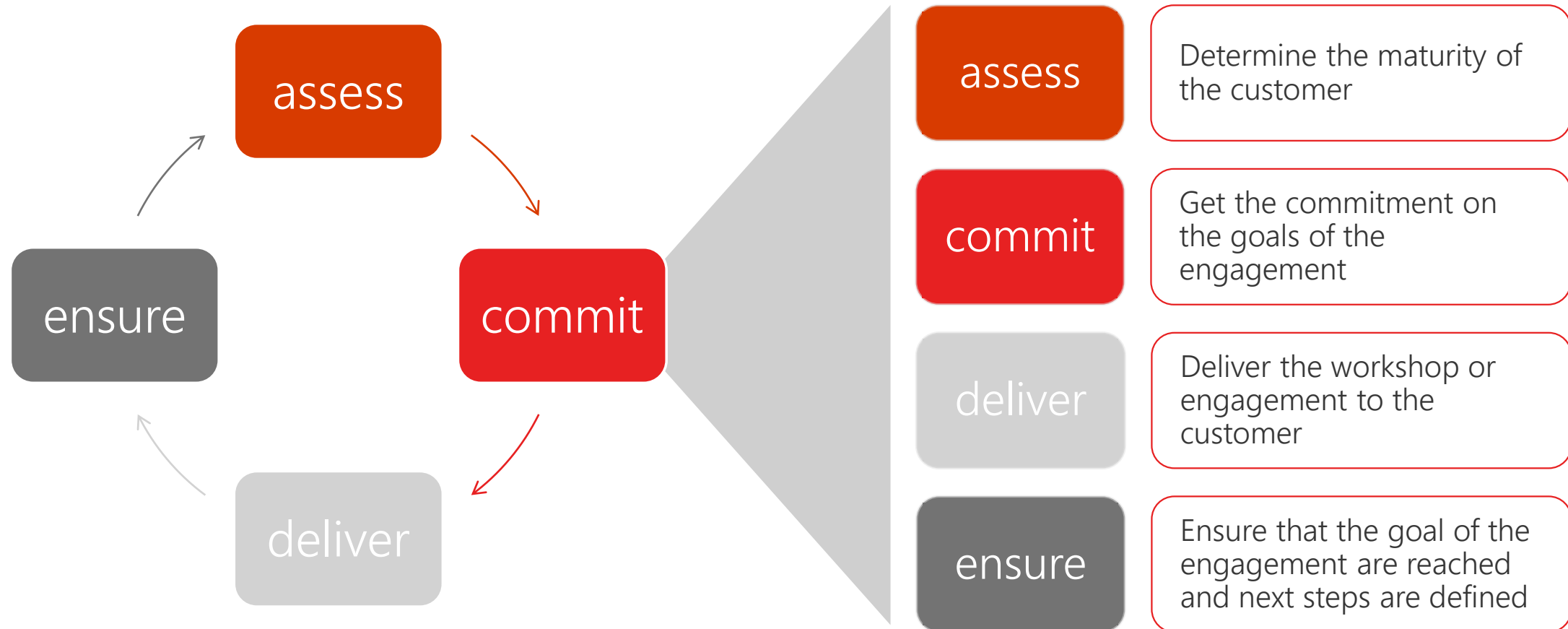


Azure – Customer Success Framework for Partner

Drive ACA and ACR through partner...

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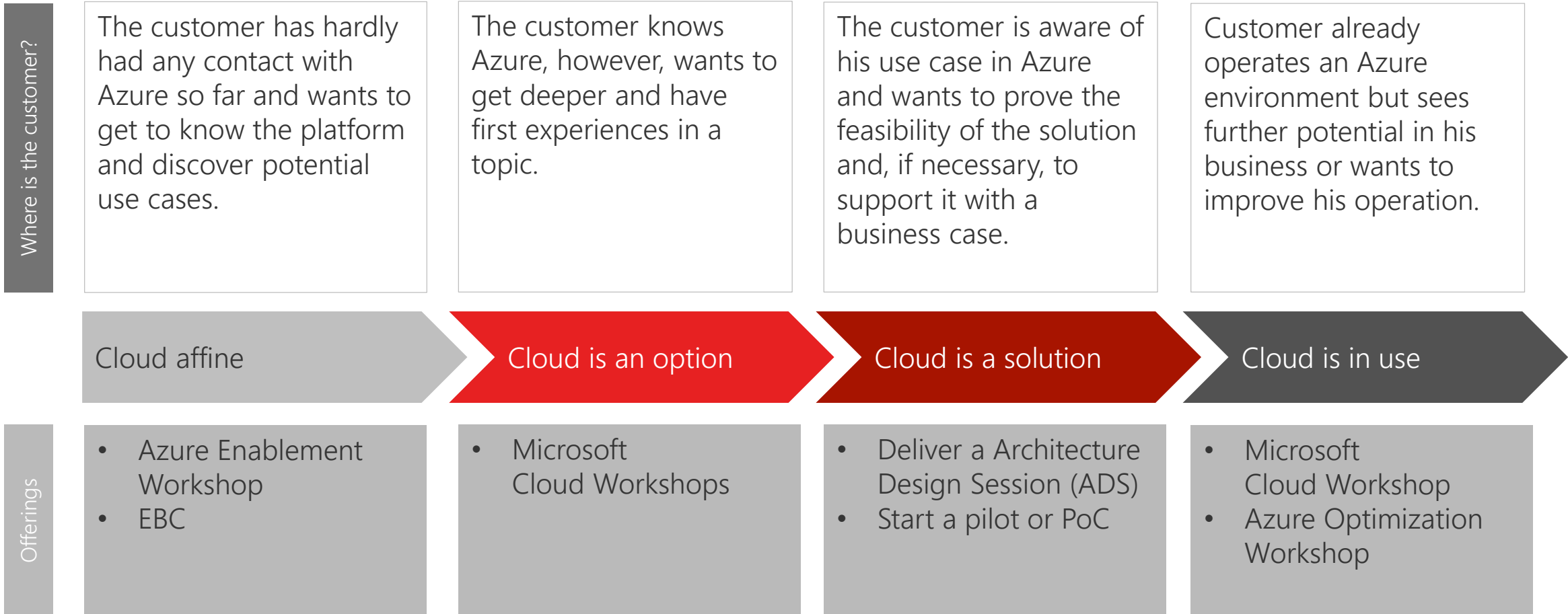
Customer Success Framework for Partner



Maturity

assess

Start the cloud journey based on customer maturity

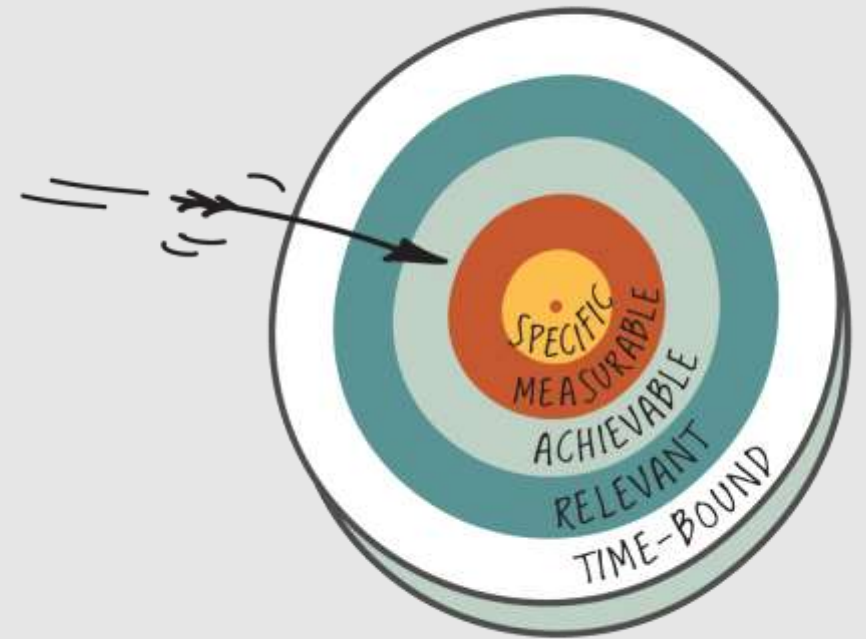


commitment on the goals

commit

Define a proof able target with the customer

- Think about SMART defined targets:
 - A **SMART** goal should be
 - **S**pecific,
 - **M**easurable,
 - **A**chievable,
 - **R**ealistic and
 - **T**ime-bound



Define a statement of work (SoW)

example

Project	
<div>Situation</div> <div><ul style="list-style-type: none">• xx</div>	<div>Project Goal (Target State, Benefit)</div> <div><ul style="list-style-type: none">• xx</div>
Risks	
<div><ul style="list-style-type: none">• xx</div>	
Notes	

Parameters		
Project manager:		
....		
	Next Phase	Total project
Time		
Start:	01.01.13	01.01.13
End:	31.01.13	31.12.13
Budget (cash-out)		
kEUR:	100	1.100
Tolerance:	20%	10%
Expenses, in Days		
Internally:	78 + PM	
External:	5 *	
*Depending on internal Availability		

Objectives

example

Objectiv	Success criteria	Responsible
• xx	• xx	• ..
• xx	• xx	• ..
• xx	• xx	• ..
Delimitation		
• xx		

Deliver

deliver

Azure Enablement Workshop

Content

- Initial coordination with the customer and handing over of the **Cloud Readiness Assessment** in preparation for a joint workshop appointment
- Return of the completed assessment and final coordination for the on-site workshop at the customer's
- Deliver the workshop
 - Results from the Assessment/Cloud Basics
 - First look inside Azure/Azure resource manager
 - Deployment of a service (VM, database, etc.)
 - Identify other possibilities (app services, etc.)
 - Development of a first use case
 - Documentation of the workshop
- Handing over the results
- Reply and, if necessary, offer a Microsoft Cloud Workshop

Effort / Result

- Timeline is about 1-2 weeks from the first telko to handing over the results
- **The customer knows what Azure is and has found a first use case**

Microsoft Cloud Workshops

Content

- Initial coordination with the customer and definition of the workshop content (see 35 possible [Microsoft Cloud Workshops](#)), and determine the subscription which can be used in the cloud workshop for the participants.
- Deliver the workshop
 - Introduction into the chosen topic
 - Deliver the Whiteboard Design Session
 - Accompany the Hands on Labs or Hackathons
 - Summary and projection on the customer's use case
- Documentation of the workshop in the form of a first "architecture blueprint" for the customer Use Case

Effort / Result

- Timeline is about 1-2 weeks from the first telco to handing over the results
- a 1,5 Days engagement of an Azure Consultant
- The customer has seen exemplary see how something is implemented in Azure and can transfer it to their use case

Pilot or PoC

Content

- Initial coordination with the customer and definition of a specific objective for piloting in the form of a project plug or Statement of Works (SoW)
- Joint fixing of work packages and responsibilities
- Caring the piloting and documenting progress
- Handing over the pilot and the documentation of the pilot
- (if needed) Help with the creation of a business case

Effort / Result

- Timeline is a maximum of 3-4 weeks from the first telko to handing over the results
- Should be around 5 days Azure Consultant
- **The customer's use case has been technically piloted, and the customer is able to set up a business case.**

Azure Optimization Workshop

Content

- Initial coordination with the customer and building an understanding of the current Azure implementation with the customer.
- Analysis of the Azure environment by the Azure Consultant
 - Analyze Azure Security Advisor Recommendations and evaluate them for the customer
 - Analyze Azure Advisor Recommendation and evaluate it for the customer
 - Review customer's monitoring operating tools (monitoring, update management, backup, etc.) and evaluate them with the customer
 - Architecture Review of existing implementations in Azure in relation to new services and products
- Handing over a documentation of the findings
- Handing over a coordinated set of measures

Effort / Result

- Timeline is a maximum of 1-2 weeks from the first telko to handing over the results
- 3-4 PT of highly experienced Azure Consultant
- **The customer has an assessment of their Azure environment and a catalogue of measures to improve.**

Proof of Execution and next steps

ensure

Proof of Execution (PoE)

example

Objectiv	Success criteria	Acceptance
<ul style="list-style-type: none">• xx	<ul style="list-style-type: none">• xx	<ul style="list-style-type: none">• ..
<ul style="list-style-type: none">• xx	<ul style="list-style-type: none">• xx	<ul style="list-style-type: none">• ..
<ul style="list-style-type: none">• xx	<ul style="list-style-type: none">• xx	<ul style="list-style-type: none">• ..
Open points		
<ul style="list-style-type: none">• xx		

Next steps

example

Next Steps	Notes	Responsibility/Timeline
<ul style="list-style-type: none">• XX	<ul style="list-style-type: none">• ...	<ul style="list-style-type: none">• ..
<ul style="list-style-type: none">• XX	<ul style="list-style-type: none">• ..	<ul style="list-style-type: none">• ..
<ul style="list-style-type: none">• XX	<ul style="list-style-type: none">• ..	<ul style="list-style-type: none">• ..
<ul style="list-style-type: none">• XX	<ul style="list-style-type: none">• ..	<ul style="list-style-type: none">• ..

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