

## FAQ:

### 1. What is Fasttrack used for?

- **Fasttrack provides hands off adoption and implementation guidance for eligible Microsoft customers. We follow the best practices for implementing M365 products as per the documentation of Microsoft.**

### 2. How to associate a customer in Fasttrack? Or What are the steps for associating a customer?

- Fill out the form:  
[https://forms.office.com/Pages/ResponsePage.aspx?id=ye37nOTH4ka-Ptf6gdB5ir3hsH1iHFRNlrY0\\_eU9bZVUM1FGVTg5TVZXS1hNMzJOS0IMN0g1UENXWC4u](https://forms.office.com/Pages/ResponsePage.aspx?id=ye37nOTH4ka-Ptf6gdB5ir3hsH1iHFRNlrY0_eU9bZVUM1FGVTg5TVZXS1hNMzJOS0IMN0g1UENXWC4u)
- Email will be generated and sent to customer/s which they can respond to.
- Once the customer responds we will associate the customer in the Fasttrack portal. Microsoft takes 2-3 business days to approve the association.
- Following that you can reach out to customer to setup a kick-off call.

### 3) Do we make GP on Fasttrack?

- No, the rebate from Fasttrack goes to Softchoice.

### 4) What is the benefit of using Fasttrack?

Accelerated deployment of M365 workloads, access to tools, resources, remote assistance, and best practices. Reduced costs associated with deployment and training.

Microsoft FastTrack offers businesses several advantages, including expert guidance, customized deployment plans, faster implementation of Microsoft 365 services, user adoption support, data migration assistance, risk mitigation, ongoing support, cost savings (better utilization of license resources), access to tools and resources, and enhanced productivity. FastTrack helps organizations make the most of their Microsoft investments by streamlining deployment, optimizing usage, and reducing risks.

### 5) What is the difference between Fasttrack and Professional Services?

FastTrack is purely hand-off guidance for enablement and adaption for M365 workloads where as Professional services is tailored according to customer needs, objectives based on thier environment which can includes break/fix and hands-on keyboard assistance.

#### 6) What is the difference between Fasttrack and a Workshop?

Workshops help customers understand the Microsoft technolugu/workload and gain hands-on experience in deploying and seeing art of the possible VS FastTrack provides hands-off guidance and Microsoft best practices to help organizations accelerate enablement and adoption of the Microsoft 365 solutions.

#### 7) **Who is eligible for Fasttrack?**

Referrals from Microsoft: Customers with over 150 licenses for targeted workloads are eligible for FastTrack assistance.

Internal: Customers with over 300 licenses for targeted workloads.

Microsoft source: <https://learn.microsoft.com/en-us/microsoft-365/fasttrack/eligibility>

#### 8) **What is CPOR?**

CPOR, or Claim Partner of Record, associates Softchoice as recognized partner for certain projects that are specific to each client. It only covers the work done on certain workloads. It allows us to be recognized by Microsoft for doing the work, providing guidance, helping to deploy services, etc. and it also allows Microsoft to measure and assess the quality of our work. It does not give us access to the tenant or to sensitive customer data.

#### 9) **What happens during Fasttrack process?**

Fasttrack team provides hands-off implementation guidance for customers during different phases after doing assessment of the environment. If at any point during the process customers' needs additional resources or move to

hands-on implementation we engage Sales and Services team or Journey Architect for help.

#### 10) **Why does the WLS team use CPOR?**

For the WLS team, CPOR is used to ensure Softchoice can use the customer's licensing usage metrics and insights, and enables us to provide them with personalized recommendations during QLRs.

#### 11) What do we do if a customer is not eligible for FastTrack services?

For customers not eligible for the FastTrack benefit, there are some self-service guides ([Setup guides for Microsoft 365 and Office 365 services - Microsoft 365 Enterprise | Microsoft Docs](#)).

If they need something more hands-on they can also request Professional Services engagements.

#### 12) Do customer need to be a current Softchoice buying account or customer to get Fasttrack assistance?

No , they do not need to be a Softchoice account to get Fasttrack assistance.

#### 13) Which products are in scope of Fasttrack?

The below products are supported by Softchoice's fasttrack program:

- Microsoft Entra ID also known as Azure AD
- Microsoft Intune
- Microsoft Defender (including Defender for Endpoint, defender for office, defender for Identity, Defender for Apps)
- Microsoft Purview (also known as Microsoft Compliance)
- Microsoft Viva (Employee Experiences)
- Office 365
- Migration to Exchange Online and Sharepoint Online

14) Below are the differences between Fasttrack vs Workshop vs Professional Services(PS):

<b>Fasttrack</b>	<b>Workshop</b>	<b>Professional Services</b>
Hands off Implementation guidance	Knowledge based learning + Product overview.	Hands on Implementation; customer is looking to offload all responsibilities
Customer has knowledge /exposure on product and human resources for implementation	Customer is new to product.	Customer is either new to product or do not have enough resources to deploy
Customer has fair timeline for project deployment/deadline. Since fasttrack is handsoff and does not help with Troubleshooting, the timeframe of project.. Especially multiple products is longer than PS	-	Customer has a tight deadline involving multiple projects, PS might be better fit even if they have resources and work is in scope of Fasttrack. (Mixture of fasttrack and PS is a possibility to offset cost)
Customer does not have a budget		Customer has budget allocated for the project.
Customer can do project management for engagement	Not relevant	Customer wants to offload project management as well.
Customer has utilized the product less than 10%. i.e. Not looking for troubleshooting help	Customer may or may not have done implementation and looking for comprehensive overview on product. E.g. A new team of taking over an existing environment looking to learn tools.	No relevant
e.g. Customer has not implemented Intune but have high level idea on the capabilities and vision of what they need for device management based on previous exposure to MDM tools.	e.g. Customer is need to MDM arena and looking to implement or learn about the capabilities of Intune	
Execution guidance to enable the workload.	Execution plan or Execution blueprint as the outcome	Execution is for full implementation

15) What is not in scope of Fasttrack?

Below items are not in scope of Fasttrack:

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Project management, on-site readiness and trainings

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Plan and ensure necessary Unified (Premier) Support is available  
Remediation and hands-on configuration

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Implement change management, user adoption and process  
optimization

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Migration scheduling, user communication and local troubleshooting

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[FastTrack Center Benefit for Microsoft 365 – FastTrack – Microsoft 365](#)

[Process and Expectations – FastTrack – Microsoft 365](#)

[Products and Capabilities – FastTrack – Microsoft 365](#)

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Provide survey contact and feedback to enable further process  
improvement

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