Weekly Technical Office Hours for Partners
Remote Work in the new normal

Friday, June 26, 2020

The meeting will start at
WEST 12:00 - **CET 13:00** – EEST 14:00

Agenda

1. **Introduction**

2. **Partner Technical Presales and Deployment Services**

3. **STARBUSTER Program**

4. **Q & A**

5. **Closing**

Our Virtual Team

Jos Verlinde
Partner Tech. Architect (Teams)

Sara Canteiro
Partner Tech. Architect (Teams)

Jing Liu
Cloud Solution Architect (Azure)

Toni Willberg
Cloud Solution Architect (Azure)

Philippe Goldstein
Partner Tech. Manager

Teodor Deaconescu
Partner Tech. Consultant (MW)

Paulo Ivas
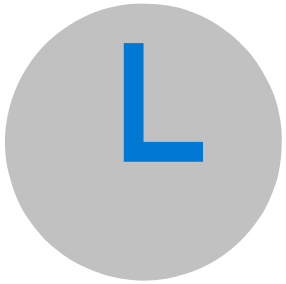Partner Tech. Consultant Mgr.

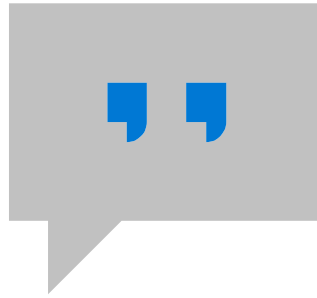**Alexandru Coltea**
Partner Tech. Consultant Mgr.
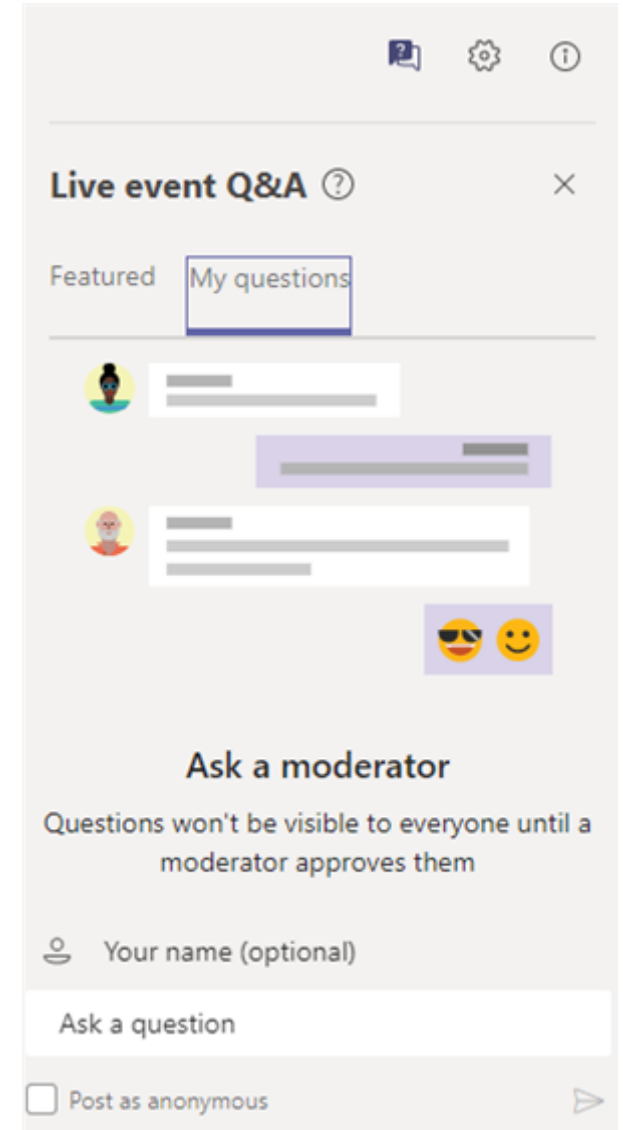
Dennis Couperus
Partner Recruit Lead (MW)

WE Weekly Technical Office Hours – How it works

60 minutes
40 min, presentation
20 min, Q&A

Questions via
chat through

Q&A

(WEEKLY) Technical Office Hours for WE Microsoft Partners:

Remote Work in the new normal

Currently we are receiving a lot of questions from our partners and customers with regards to recommendations and help on working remotely.

To address the **main technical topics** around **working remotely**, Microsoft's Western Europe OCP Technical Team set up a series of Weekly **Office Hours for Partners**,

All sessions were held in **English** and **Materials and Recordings** will still be available.

https://aka.ms/WE-TechOfficeHours

Materials & Recordings	Other Resources	Feedback Form

Hey, This landing page is actually a PowerPoint. Click through to see the next slides.

Microsoft

Partner Technical Presales and Deployment Services

Paulo Ivas
Partner Tech. Consultant Mgr.

Alexandru Coltea
Partner Tech. Consultant Mgr.

Teodor Deaconescu
Partner Tech. Consultant (MW)

Build your technical capabilities faster to accelerate sales, deployments and app development

Engage in technical services

Receive technical guidance from a Microsoft Partner Technical Consultant through a recommended path of interactive technical webinars and personalized consultations with virtual white-boarding, architecture reviews and shadowing of real-world scenarios aligned to solution areas.

Modern Workplace	Business Applications	Azure

Engage with a Microsoft Partner Technical Consultant (PTC):

Technical consultations

- Personalized one-to-one technical guidance
- Screen-sharing

Partner Network benefits used to to engage with Partner Technical Consultants

Technical consultations

Personalized one-to-one technical consultations for presales, development and deployment scenario guidance with screen-sharing.

Gold

Unlimited technical presales assistance

50 partner advisory hours for deployment scenarios

Silver

Unlimited technical presales assistance

20 partner advisory hours for deployment scenarios

Action Pack

5 partner advisory hours for presales/deployment scenarios

Network

Not available

Get the details

1. Learn how to qualify for Partner Network technical presales & deployment benefits
2. Review supported products and scenarios
3. Learn more about how to use technical presales and deployment services

Helping our partners

Partner Technical Consultants

https://aka.ms/tpdmsform

https://aka.ms/tpdform
(submit Request on behalf of partners)

Technical Presales and Deployment

Partner Center

https://aka.ms/RSC

https://aka.ms/contactsupport

All Partner Center help in one place

Partner Cloud Support

https://support.microsoft.com/en-us/help/4020188/technical-support-for-microsoft-partners/

Technical Support

Partner Technical Consultant engagement boundaries

Find the right support for your needs

View the supported products & scenarios
https://support.microsoft.com/help/3094111

Unsupported scenarios	Examples	Where to get support
Technical support	Break-fix support, hotfixes or troubleshooting	*Use Signature Cloud Support or product support incidents*
Account management	Partner development, sales pipeline planning	*Contact Partner Development Manager or Services Account Manager (ASfP)*
MPN or CSP program support	MPN program questions (credential association to MPN organization, support contract activation, membership, benefits)	*Contact partner frontline support*
On-site support	Going on-site to partner or customer locations	*Review partner support offerings*
Long-term consulting	Partners using more than 25 partner advisory hours for a single engagement are usually considered to be out of scope	*Review partner support offerings*
Pricing/licensing questions or contracts	Prices that are not public, reseller price list, discounts or contract issues	*View commercial licensing and contact Microsoft Operations*
Directly support the end customer	Discussions with the end customer for technical presales & deployment scenarios *(Partner owns customer relationship)*	*Review partner support offerings*

Some Resources for partners
https://partner.microsoft.com/en-us/dashboard/directory

Partner programs

- **Microsoft Partner Network**
    - Tap into the power of MPN to find the solutions, tools, and resources you need to grow your business.
    - Get started
- **Microsoft Action Pack**
    - Get software, support, and other invaluable benefits to help move your cloud business forward.
    - Get started
- **Competencies**
    - Demonstrate your proven expertise in delivering quality solutions in a specialized area of business.
    - Get started
- **CSP**
    - Discover how CSP helps you go beyond reselling licenses and own the end-to-end customer relationship.
    - Get started
- **Device partner support**
    - Visit our self-service portal to find everything you need to build, sell, and market Microsoft devices.
    - Get started
- **PartnerSource**
    - Bring together CRM and ERP to accelerate customers' digital transformation with Dynamics 365
    - Get started
- **Incentives**
    - Incentivize your efforts to help you grow while supporting our joint strategic goals.
    - Get started
- **Referrals**
    - Help your organization scale and make more meaningful customer connections.
        - Get started

Partner Center Walkthrough

Teodor Deaconescu – teod@microsoft.com – Partner Technical Consultant Modern Workplace

Microsoft

Open an Advisory Request with the PTC Team:
https://aka.ms/tpdmsform

Step by step flow

More information

Modern Workplace Consultations

General:
Technical Presales and Deployment Consultations

STARBUSTER Program

Dennis Couperus
Partner Recruit Lead (MW)

What Happened?

The COVID-19 crisis
demanded remote working

Not Microsoft Teams

Enormous increase of
Teams users

Microsoft Teams as crisis response

![Microsoft Teams]

From Crisis User To Business User

Crisis User

- Resistance to digital
- Copy the old proces
- Using chat & video in limited way
- Not using the full potential
- Convinced it will return to the old

Business User

- Embracing the digital journey
- Redesign processes in a digital way
- Integrate business apps with Teams
- Creating true collaboration hubs
- See this as a new digital era

Future Usage

Recruit for Teams
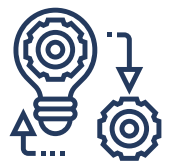
Adoption & Change Management
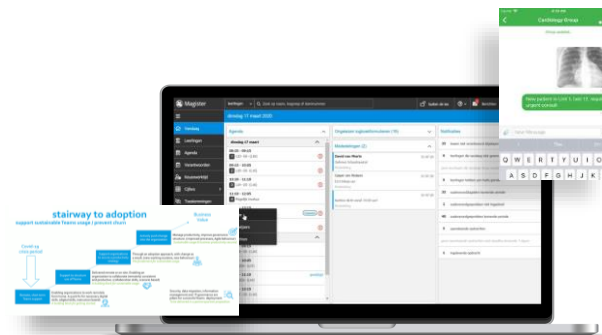
Business Application Integration

Starbuster program

"Starbuster" Program

Integrating business applications with Microsoft Teams

The Bell X-2 (nicknamed **"Starbuster"**) was a research aircraft built to investigate flight characteristics in the Mach 2–3 range. To explore aerodynamic supersonic flight and to expand the speed and altitude regimes

The Starbuster program is set up to define **existing ISV applications** that can benefit from **integration with Teams**.

The program provides ISVs with the tools and support needed to integrate their application in Teams in a **super short period of time** and creates the opportunity to **launch at supersonic speed**.

Criteria to consider for your nomination and app development
Build the right business case

Does your new app solve a real problem for a team/company/industry

How often can the app be used?

Who will use it?

The whole company? A department? A specific job role?

What ROI does it provide?

Time savings? Money saving, new functionality?

Starbuster Engagement – Join the program for fast path to success

Personalized **remote** engagement for Starbuster partners for up to 4-6 months.

Partners engage with a **single point of contact** to help accelerate their **(technical) journey** to GTM ready and co-sell ready.

At least one touch point per month (minimum for the program). This could be more depending on the partner's needs.

Language coverage in WE: English, German, French, Spanish, Italian, and Portuguese

There are **no costs** for the partner to engage with the Starbuster program. **Partner investment required** for the development of code, pricing models, marketing materials and GTM Strategy

Support from Development to GTM

Once your nomination is accepted for the Starbuster program, you will benefit from Microsoft support including:

- Solution onboarding to Marketplaces

- Solution onboarding to co-sell

- Partner Center lead share activation

- ....
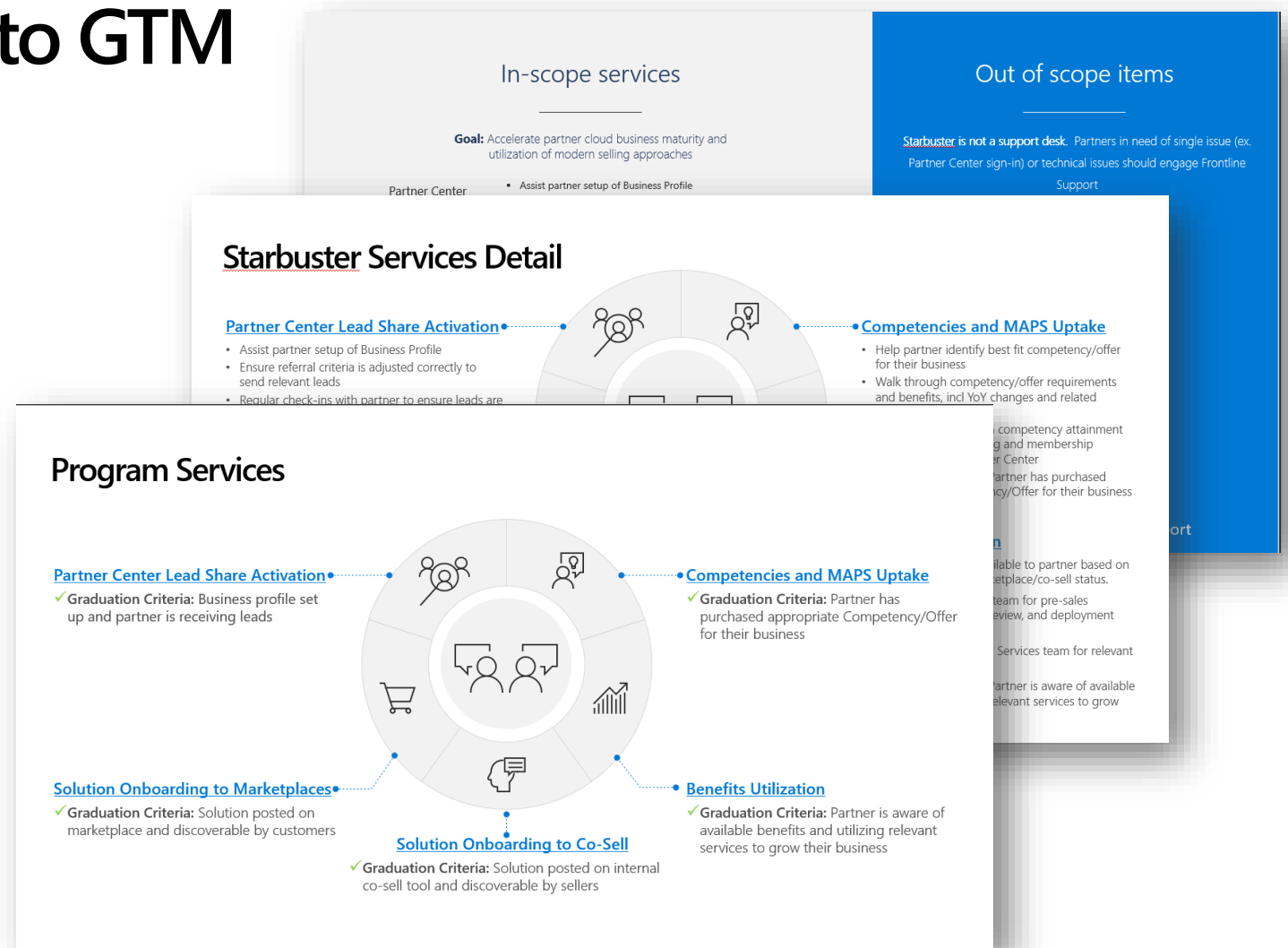
Next steps to get started

- Check out the Teams Custom Solutions page for key scenarios, the art of the possible & learning paths

- Find out where your business benefit is for integrating with MS Teams.

- Check out what the Starbuster program can bring you.

- Nominate your company by completing the form

- Build your app with Solution Workspace

- Deploy to the Teams App Store

Unleash the power of Teams

https://www.microsoftevents.com/profile/11144508

Nominate your company for the Starbuster program

aka.ms/starbuster

Open Q & A

Please ask any question in the Q&A

We will read your questions and answer them in this meeting , or a next meeting.

A few Highlights

18 Tech Office Hours across 3½ months

- Licencing , O365 MFA, Teams , PowerApps,
- Microsoft Virtual Desktop , Security , Guest Access
- Hybrid Environments, Sentinel, Networking ,
- Support , Teams for Education , Teams in HealthCare ,
- Passwordless, Phone System, Cloud Voice & Meetings
- Accessibility in the modern workplace , Devices and Mangement

More than 1000 Live attendees

- 1500+ views of the recordings
- 150+ direct questions answered
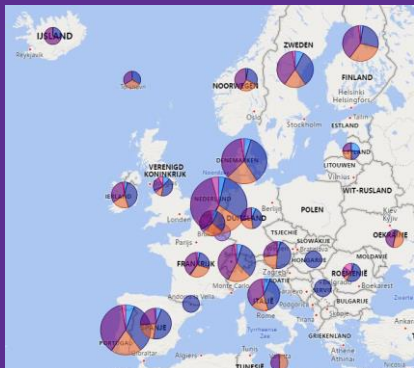
Participation across Europe,
and beyond

Technical Office Hours for WE Microsoft Partners   aka.ms/WE-TechOfficeHours
Remote Work in challenging times

Total Users

traffic data may be 2 days delayed

Month ● March ● April ● May ● June
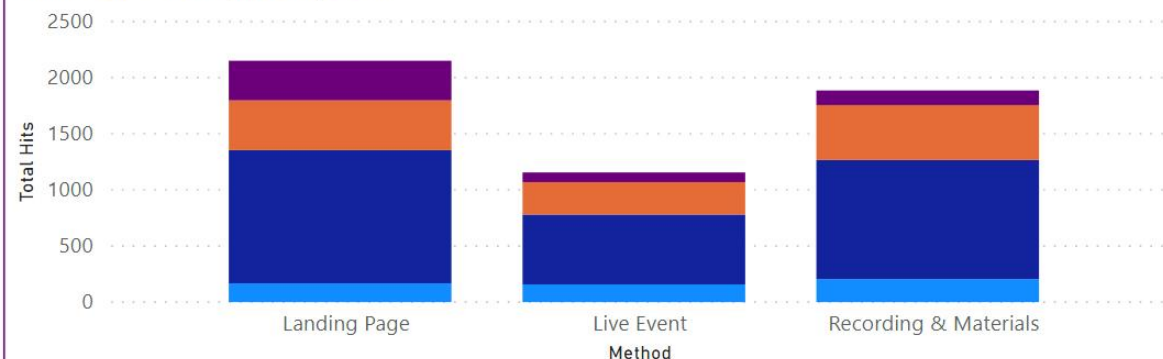
Method	Total	Unique
Agenda	255	234
Landing Page	2150	1449
Live Event	1155	837
other	35	28
Recording & Materials	1885	1376
Survey	127	98

Referrer

Unique Users

Region
■ Western Europe

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Interactions

Month	Day	Type	Count
March	27	Question	56
April	1	Question	12
April	3	Question	8
April	9	Question	11
April	15	Question	6
April	17	Question	20
April	22	Question	10
April	29	Question	4
May	6	Question	5
May	8	Question	2
May	15	Question	8
May	22	Question	5
May	29	Question	2
June	5	Question	3
Total			**169**

Live Attendees

Month	Day	Role	Unique	Total Users
March	27	Attendee	219	308
April	1	Attendee	70	90
April	3	Attendee	59	75
April	9	Attendee	33	40
April	15	Attendee	39	51
April	17	Attendee	46	57
April	22	Attendee	43	48
April	24	Attendee	41	49
April	29	Attendee	29	34
May	6	Attendee	26	36
May	8	Attendee	25	28
May	15	Attendee	68	84
May	22	Attendee	23	45
May	29	Attendee	19	22
Total			**785**	**1025**

Combination of 2 sources

- Teams Live Event Reporting
  - Q&A report
  - Attendee Reporting

- Short URL Server
  - Short URL → Meeting Join URL
  - Match date in event URL to event
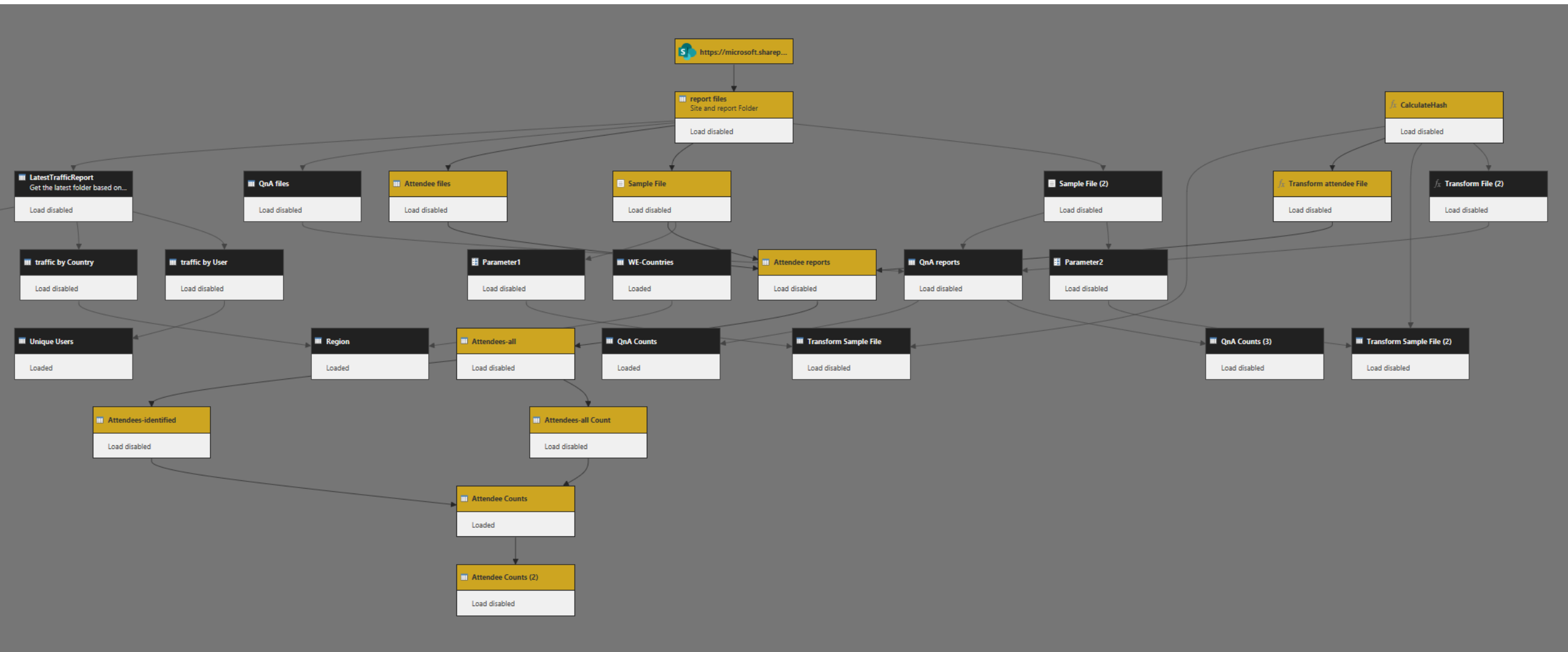 - Generates traffic reports ,
    Location, referrer , date, URL

A glimpse under the bonnet

Resources

WE Weekly Technical Office Hours

- **Goal:** address the main technical topics around working remotely and leveraging Microsoft technology (incl. Teams, Security, Power Platform, Windows Virtual Desktop…)

- Session information and Materials – aka.ms/WE-TechOfficeHours

- Materials & Recordings – aka.ms/WE-TechOfficeHours-Materials