



GLOBAL DYNAMICS CLOUD SERVICES

**Deliver
DYNAMICS 365
with ease!**

**The SaaSPlaza
solution for
Microsoft Partners**

Earn Microsoft CSP rebates and recognition, without the investments required to build full CSP capabilities and a comprehensive 24/7 support organisation. How? You enjoy these benefits when you work with SaaSplaza as your Indirect CSP for Dynamics 365. Plus:

1. You remain the Microsoft Partner-of-Record for each customer & earn the deal recognition
2. You receive the rebates and associated benefits as a Microsoft CSP

A CSP Partnership with SaaSplaza is a non-exclusive relationship & does not conflict with other CSP arrangements you might have, either Direct with Microsoft or Indirect with other providers.

SaaSplaza will provide you with the following benefits:

SAASPLAZA CLOUDCARE

SaaSplaza CloudCARE combines our expertise delivering Cloud Services with our years of experience managing the requirements of Cloud customers, in collaboration with Microsoft Partners.

CloudCARE provides **services in 5 areas for Dynamics 365 customers** - Sales Support, Contract & Risk Management, Administration & Invoicing, Implementation Expertise and 24/7 Global Support:



SALES SUPPORT

Effectively selling Cloud Services requires different competencies compared to standard sales competencies. You can utilise our extensive Cloud pre-sales & sales experience to help:

- Offer effective scoping and requirements sessions with customers to ensure the optimum set-up.
- Provide demo environments and facilitate workshops to showcase the technical & business benefits of Dynamics 365 and other additional CSP services.

- We can offer alternative AX and NAV Cloud scenarios for customers where Dynamics 365 is not the right solution.
- We also offer joint sales & full support services for integrating complimentary CSP products, increasing your potential Microsoft rebate amount



CONTRACT & RISK MANAGEMENT

SaaSplaza will contract directly with customers for the CSP Services, including the Dynamics 365 licenses. We do this so the risk of potential liabilities and potential damage claims rests with SaaSplaza, not you. You also contract directly with the customer for the services you provide. Under this model:

- You remain the Partner of Record, retain the Microsoft deal recognition & receive CSP rebates on the Dynamics 365 licenses.
- You avoid potential liability issues or responsibility for any claims.
- Our Service Delivery teams deliver comprehensive monthly reports as standard, detailing the performance against contracted service levels & other agreed KPIs, and are available as needed for support.



ADMINISTRATION & INVOICING

Why is this important? The administration of Cloud Services is more complex than the administration required for regular projects. Providing accurate invoices for Cloud Services is also complicated and time consuming:

- Cloud Service invoicing is based on different CSP subscription types, in combination with changing user numbers.
- Users consume different license categories of these CSP subscription services and incur different costs, which all need to be accurately invoiced on a monthly basis.

- Then as the number of deals increase, with multiple subscriptions types, license types and a growing or changing user base taking different subscription levels, the complexity of this administration can explode.
- SaaSPlaza has been administering & invoicing Cloud Services exclusively, since 2008.



IMPLEMENTATION SUPPORT

Coping with the LCS & CSP overhead is not something your engineers need to contend with. Instead, let them concentrate on customer requirements. The SaaSPlaza engineers will manage the overhead by:

- Setting up the CSP Portal & creating the Dynamics 365 subscription as defined during the scoping sessions.
- Creating the support process, systems & escalation process based on SaaSPlaza's MySaaSPlaza Portal (MSP). MSP gives you and the customer full visibility into their account.
- Creating the Dynamics 365 environment using LCS, followed by detailed handover.
- In addition, SaaSPlaza delivers services globally from Azure datacenters, for customers with offices & users around the world.
- This experience ensures we can provide minimum latency & optimum performance.



24/7 GLOBAL SUPPORT

As a business critical application, the availability and stability of Dynamics 365 is key. If there are issues, Microsoft controls access to the environments to resolve problems.

- Customers expect timely, accurate communication, regardless of who handles their issues. Our experienced Support Staff ensure a professional and accurate experience.
- This applies to both Reactive (incident handling) & Proactive (service updates) situations.
- SaaSPlaza provides 24/7 access to staff in our support centres, based in the USA, Europe, Asia and the Pacific.
- Our service engineers are always available to understand issues, and to handle the communication regarding service interruptions, maintenance or incident reporting, utilising the LCS Support Portal in combination with the MSP portal to track all reported issues.
- SaaSPlaza has the backing of a Global Microsoft Premium Support agreement, which guarantees logged incidents & service requests will have Microsoft's highest attention. In the case of escalations our engineers also work directly with Microsoft engineers to solve issues.
- SaaSPlaza also supports all other CSP services, such as Office 365 and CRM Online.



WHAT SAASPLAZA DOES FOR YOU

Pre-Sales & Sales investment to close deals ✓

Negotiating & closing CSP contracts ✓

Setting up CSP subscriptions ✓

Preparing LCS Portals, including assigning you as Partner-of-Record ✓

Rolling out LCS Portals & related CSP Services ✓

24/7 support for all CSP Services ✓

Monitoring user requests via support portals & managing escalations to Microsoft ✓

Utilising our Microsoft Premium Support Contract when needed ✓

Comprehensive monthly SLA reporting ✓

Invoicing all CSP Services ✓

Paying monthly CSP rebates to you ✓

SAASPLAZA IN SHORT



Years **Cloud Experience** and 8+ years **exclusive focus** on Cloud Services for Microsoft Dynamics



Global Services on **Microsoft Azure** and **Private Cloud** across Europe, the USA & Canada, Asia and the Pacific



We serve more than 1200 customers in **40+ countries**



24x7x365 "Follow The Sun" support from offices in Amsterdam, Munich, San Diego, Shanghai, Singapore and Sydney



Microsoft Dynamics Partners



Microsoft Dynamics implementations



Microsoft CSP Cloud Solution Provider

AX
Azure
Office365
Dynamics 365



ALWAYS ON

99.9% minimum uptime guarantee for your Dynamics applications



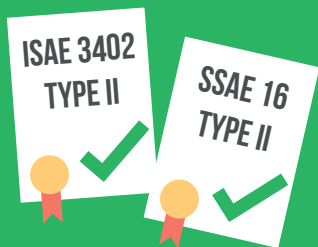
16+ INDUSTRIES

including automotive, retail, wholesale, manufacturing, distribution, commodity trading, media and professional services



EXPERTISE

The deepest level of Microsoft Dynamics Cloud expertise in the market today



Certified by PwC



2014, 2015 and 2016 Inner Circle for Microsoft Dynamics
Microsoft Partner **Gold** Cloud Platform **Gold** Hosting



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www.saasplaza.com