12/4/2023

Microsoft Webinar December

Navigating Microsoft's Auto-Migration: Transitioning from Legacy CSP to NCE and Back to Basics

Presenters:
JY Wong - Solutions Director (Productivity)
James Buzzard - Partner CTO @ Microsoft

Agenda

- Understanding Microsoft CSP and New Commerce Experience
- Microsoft-led Auto-migration from legacy CSP to NCE timeline
- rhipe PRISM portal NCE migration tool
- Utilizing PRISM Portal Customer Subscription Reports for NCE Migration and Renewal Planning
- PRISM Basics: Connecting Tenant, GDAP Requests, Aligning Subscription End Dates
- Microsoft Ignite Updates from James Buzzard from Microsoft
- Q&A Session

12/4/2023

Understanding Microsoft CSP and New Commerce Experience

Understanding Microsoft CSP and New Commerce Experience

Key difference: Microsoft enforces cancellation policy after 7 days.

Legacy CSP Offer	vs.	NCE		
12 Months #	**Term length**	1 Month	12 Months	36 Months
Annual Commit RRP	**Price**	20% Premium vs Annual Commit RRP	Annual Commit RRP	Annual Commit RRP
Cancellation policy not enforced. Cancel / Suspend anytime. No penalty. Charges prorated.	**Cancellation Policy**	**Enforcement of cancellation policy.** 7 days from start of term: Prorated After 7 days: No cancellation possible and partner/customer has to pay for remaining term (1 month, 12 months or 36 months).		
Enforcement of cancellation policy. Add or reduce seat anytime. No penalty. Charges prorated.	**Seats adjustment policy**	**Enforcement of cancellation policy.** Add seat any time. Charges prorated. After 7 days: No reduction of seats possible and partner/customer has to pay for remaining term (1 month, 12 months or 36 months).		
Annual or Monthly	**Payment Options**	Monthly, available to all partners	Annually, available to most partners Monthly*, available to whitelisted partners in mature market.	3 Years upfront
All CSP seat-based products.	**Products Available**	All products including Windows 365.	All products including Windows 365.	Available to some Dynamics 365 SKUs. No confirmed timeline for M365 and other products.
Create new subscription and suspend existing subscription.	**Upgrade**	Upgrade to higher-tier SKU allowed by contacting rhipe/Crayon support		
Full subscription term (12 months)	**Price Protection**	Full subscription term (1 month)	Full subscription term (12 months)	Full subscription term (36 months)

- Customer can have a mixture of annual term and monthly term offers for the same product to suit their requirement.
- Mixture of legacy CSP and NCE subscriptions in the same tenant is allowed.

36-month term offer also available for some Dynamics 365 products.

Microsoft-led Auto-migration from legacy CSP to NCE timeline

Legacy seat-based subscription Migration to NCE

What?

- Microsoft will be retiring the CSP Legacy Commerce Platform and start moving legacy CSP subscriptions to NCE on subscription renewal date.
- This affect all commercial, Edu and NFP subscriptions

From January 2024

- **Commercial:**
  - Microsoft will begin Automatic Migration of all renewing commercial Legacy seat-based subscriptions to NCE on subscription renewal date.
  - Migrated subscriptions will be set to the Annual term, billing frequency unchanged
  - As per NCE cancellation windows, partners will have seven days to change the subscription term and/or quantity or cancel the subscription,
  - If customer wants monthly subscription term, partner should migrate the subscription to NCE monthly commit subscription before anniversary.
- **NFP / Education:**
  - NCE NFP/Education offers will become available in 4 waves
  - Partners can begin migrating NFP/Education subscriptions to NCE.
  - Pre-requisite: Partners need to be on new PRISM experience

From July 2024

- Microsoft will begin auto-migration of legacy NFP/Education customer subscriptions to NCE on subscription renewal date.

FAQs and resources:

- Partner Center Announcement

Legacy offers targeted for new commerce	When partners can begin migrating the legacy offers on their own	When Microsoft will migrate the legacy offers
Commercial offers (Microsoft 365, Security, Office 365, Dynamics 365)	Now	On the subscription renewal date in 2024, starting with January 11 2024 renewals
Public sector: Education, NFP, GCC	Jan 2024	On the subscription renewal date in 2024, starting with July 2024 renewals
Multiyear offers (for example, six-year education SKUs)	When the offers are published in the legacy offer matrix	On the subscription renewal date in 2024, 2025, and onward

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Moving legacy CSP Subscription that cannot be migrated

- Not all legacy CSP subscriptions can be migrated to NCE.

- Products not available using migration tool:
  1. Special Promo product
  2. Retired or deprecated products
  3. Subscriptions without a corresponding offer available in New Commerce
  4. Migratable base subscriptions with ineligible add-ons won't be migrated.
     - For example, base is commercial but has an education addon

- For these subscriptions:
  1. Creating new subscription for the product
  2. Check the new subscription is provisioned successfully
  3. Assign new products to users (if needed)
  4. Suspend the legacy CSP subscription

Promo SKUs
Advanced Communications Promo
Dynamics 365 Business Central Device SMB OnPrem Transition Promo
Dynamics 365 Business Central Essentials (36 mo) Cloud Migration Promo
Dynamics 365 Business Central Essentials SMB OnPrem Transition Promo
Dynamics 365 Business Central Premium (36 mo) Cloud Migration Promo
Dynamics 365 Business Central Premium SMB OnPrem Transition Promo
Dynamics 365 Business Central Team Members (36 mo) Cloud Migration Promo
Dynamics 365 Business Central Team Members SMB OnPrem Transition Promo
Dynamics 365 Commerce (36 mo) Cloud Migration Promo
Dynamics 365 Field Service (36 mo) Cloud Migration Promo
Dynamics 365 Finance For AX Migration Promo
Dynamics 365 Sales Enterprise Attach to Qualifying Dynamics 365 Base Offer (36 mo) Cloud Migration Promo
Dynamics 365 Supply Chain Management Attach to Qualifying Dynamics 365 Base Offer For AX Migration Promo
Microsoft 365 Audio Conferencing Adoption Promo
Microsoft 365 Business Voice (without calling plan) Adoption Promo
Microsoft Teams Rooms Standard Promo
Teams Rooms Premium for faculty Promo
Teams Rooms Premium Promo

Options for Whitelisted Partners

Manual Migration prior to renewal

- You can manually migrate subscriptions proactively before the renewal date
- You have greater control in best aligning the transition to their preferences.
  - Subscription End date
  - Qty of annual vs monthly commit license
- This is required to migrate to different commitment term and/or billing frequency.

Microsoft's Auto-Migration

- For subscriptions that Microsoft auto-migrates at their 2024 renewal date, partners will have a 7-day window for adjustments or cancellations.
- Seat count of migrated subscriptions remains unchanged.

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Public sector: Academic, NFP	When Academic and NFP NCE offers become available under NCE	On the subscription renewal date, starting with July 2024 renewals
Multiyear offers (for example, six-year education SKUs)	When Academic and NFP NCE offers become available under NCE	To be confirmed, on the subscription renewal date in 2024, 2025, and onward

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Options for Non-whitelisted Partners

Manual Migration prior to renewal

- **Non-whitelisted partners** need to migrate their customers' legacy CSP subscriptions to either:
  - NCE monthly commitment monthly payment, or
  - NCE annual commitment annual payment subscriptions
- An EDM has been sent out to notify whether you are whitelisted based on payment history.
- rhipe reserves the right to cancel out of policy subscriptions.

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Availability of Academic and Not-for-profit SKUs in NCE

- The public sector NCE offers those that of Academic and NFP for new and renewing customers will be **January 1, 2024** in four waves.
- Wave 1 will include the offers with the highest customer volume. The remaining offers will be launched in the subsequent waves.
- We will update the list of Education and NFP NCE offers available at http://rhi.pe/1bq

Education, nonprofit offers	Price list preview	Available in new commerce
Wave 1	December 1, 2023	January 1, 2024
Wave 2	January 1, 2024	February 1, 2024
Wave 3	February 1, 2024	March 1, 2024
Wave 4	March 1, 2024	April 1, 2024

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NCE NFP/Edu Preview Pricelist

M365

Microsoft 365 A3 (Education Faculty Pricing)
Microsoft 365 A3 (Education Student Pricing)
Microsoft 365 A3 for DStudents use benefit (Education Student Pricing)
Microsoft 365 A5 use benefit (Education Student Pricing)
Microsoft 365 A5 (Education Faculty Pricing)
Microsoft 365 A5 Security (Education Faculty Pricing)
Microsoft 365 A5 Security for student use benefits (Education Student Pricing)
Microsoft 365 A5 without Audio Conferencing (Education Faculty Pricing)
Microsoft 365 Apps (Education Faculty Pricing)
Microsoft 365 Apps use benefits (Education Student Pricing)
Microsoft 365 Apps for enterprise (Non-Profit Pricing)
Microsoft 365 Audio Conferencing (Education Faculty Pricing)
Microsoft 365 Audio Conferencing (Non-Profit Pricing)
Microsoft 365 Business Basic (Non-Profit Pricing)
Microsoft 365 Business Premium Donation (Non-Profit Pricing)
Microsoft 365 Business Standard (Non-Profit Pricing)
Microsoft 365 E3 (Non-Profit Pricing)
Microsoft 365 E5 (Non-Profit Pricing)
Microsoft 365 E5 Security (Non-Profit Pricing)
Microsoft 365 F1 (Non-Profit Pricing)
Microsoft 365 F3 (Non-Profit Pricing)

Microsoft Teams Phone Resource Account (Education Faculty Pricing)
Microsoft Teams Phone Standard (Education Faculty Pricing)
Microsoft Teams Phone Standard (Non-Profit Pricing)
Microsoft Teams Rooms Pro (Education Faculty Pricing)
Microsoft Teams Rooms Pro (Non-Profit Pricing)
Office 365 A1 (Education Faculty Pricing)
Office 365 A1 (Education Student Pricing)
Office 365 A3 use benefit (Education Student Pricing)
Office 365 A3 (Education Faculty Pricing)
Office 365 A3 (Education Student Pricing)
Office 365 A5 use benefit (Education Student Pricing)
Office 365 A5 (Education Faculty Pricing)
Office 365 E1 (Non-Profit Pricing)
Office 365 E3 (Non-Profit Pricing)
Office 365 E5 (Non-Profit Pricing)
Office 365 Extra File Storage (Non-Profit Pricing)

http://rhi.pe/1bq

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NCE NFP/Edu Preview Pricelist

Dynamics

Dynamics 365 Operations – Order Lines (Education Pricing)
Dynamics 365 Business Central Additional Environment Addon (Education Faculty Pricing)
Dynamics 365 Business Central Additional Environment Addon (Non-Profit Pricing)
Dynamics 365 Business Central Database Capacity (Education Faculty Pricing)
Dynamics 365 Business Central Database Capacity (Non-Profit Pricing)
Dynamics 365 Business Central Database Capacity 100GB (Non-Profit Pricing)
Dynamics 365 Business Central Device (36mo) (Non-Profit Pricing)
Dynamics 365 Business Central Device (Education Student Pricing)
Dynamics 365 Business Central Essentials (Education Faculty Pricing)
Dynamics 365 Business Central Essentials (Education Student Pricing)
Dynamics 365 Business Central Essentials (Non-Profit Pricing)
Dynamics 365 Business Central External Accountant (Education Faculty Pricing)
Dynamics 365 Business Central External Accountant (Education Student Pricing)
Dynamics 365 Business Central External Accountant (Non-Profit Pricing)
Dynamics 365 Business Central Premium (Education Faculty Pricing)
Dynamics 365 Business Central Premium (Education Student Pricing)
Dynamics 365 Business Central Premium (Non-Profit Pricing)
Dynamics 365 Business Central Team Members (Education Faculty Pricing)
Dynamics 365 Business Central Team Members (Education Student Pricing)
Dynamics 365 Business Central Team Members (Non-Profit Pricing)
Dynamics 365 Commerce Attach to Qualifying Dynamics 365 Base Offer (Education Faculty Pricing)
Dynamics 365 Commerce Attach to Qualifying Dynamics 365 Base Offer (Education Student Pricing)
Dynamics 365 Commerce Attach to Qualifying Dynamics 365 Base Offer (Non-Profit Pricing)
Dynamics 365 Customer Service Chat (Education Faculty Pricing)
Dynamics 365 Customer Service Chat (Education Student Pricing)
Dynamics 365 Customer Service Chat (Non-Profit Pricing)
Dynamics 365 Customer Service Digital Messaging add-on (Education Faculty Pricing)
Dynamics 365 Customer Service Digital Messaging add-on (Non-Profit Pricing)
Dynamics 365 Customer Service Digital Messaging and Voice Add-in (Education Faculty Pricing)
Dynamics 365 Customer Service Digital Messaging and Voice Add-in (Non-Profit Pricing)

Dynamics 365 Customer Service Enterprise (Education Faculty Pricing)
Dynamics 365 Customer Service Enterprise (Education Student Pricing)
Dynamics 365 Customer Service Enterprise (Non-Profit Pricing)
Dynamics 365 Customer Service Enterprise Attach to Qualifying Dynamics 365 Base Offer (Education Faculty Pricing)
Dynamics 365 Customer Service Enterprise Attach to Qualifying Dynamics 365 Base Offer (Education Student Pricing)
Dynamics 365 Customer Service Enterprise Attach to Qualifying Dynamics 365 Base Offer (Non-Profit Pricing)
Dynamics 365 Customer Service Professional (Education Faculty Pricing)
Dynamics 365 Customer Service Professional (Education Student Pricing)
Dynamics 365 Customer Service Professional (Non-Profit Pricing)
Dynamics 365 Customer Service Professional Attach to Qualifying Dynamics 365 Base Offer (Education Faculty Pricing)
Dynamics 365 Customer Service Professional Attach to Qualifying Dynamics 365 Base Offer (Non-Profit Pricing)
Dynamics 365 Customer Service Voice Channel Add-in (Non-Profit Pricing)
Dynamics 365 e-Commerce Tier 1 Band 1 (Education Faculty Pricing)
Dynamics 365 e-Commerce Tier 1 Band 2 (Education Faculty Pricing)
Dynamics 365 e-Commerce Tier 1 Band 3 (Education Faculty Pricing)
Dynamics 365 Field Service - Resource Scheduling Optimization (Non-Profit Pricing)
Dynamics 365 Field Service (Education Student Pricing)
Dynamics 365 Field Service (Non-Profit Pricing)
Dynamics 365 Field Service Attach to Qualifying Dynamics 365 Base Offer (Education Faculty Pricing)
Dynamics 365 Field Service Attach to Qualifying Dynamics 365 Base Offer (Non-Profit Pricing)
Dynamics 365 Field Service for Device (Education Faculty Pricing)
Dynamics 365 Finance (Education Faculty Pricing)
Dynamics 365 Finance (Non-Profit Pricing)
Dynamics 365 Fraud Protection Account Protection (Education Faculty Pricing)
Dynamics 365 Fraud Protection Loss Prevention (Education Faculty Pricing)
Dynamics 365 Fraud Protection Loss Prevention (Non-Profit Pricing)
Dynamics 365 Fraud Protection Loss Prevention Addon (Non-Profit Pricing)
Dynamics 365 Guides (Education Faculty Pricing)
Dynamics 365 Guides (Education Student Pricing)
Dynamics 365 Guides (Non-Profit Pricing)
Dynamics 365 Human Resources (Education Faculty Pricing)
Dynamics 365 Human Resources (Non-Profit Pricing)
Dynamics 365 Human Resources Attach to Qualifying Dynamics 365 Base Offer (Education Faculty Pricing)
Dynamics 365 Human Resources Attach to Qualifying Dynamics 365 Base Offer (Non-Profit Pricing)
Dynamics 365 Human Resources Sandbox (Education Faculty Pricing)
Dynamics 365 Human Resources Self Service (Education Faculty Pricing)

http://rhi.pe/1bq

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rhipe NCE blog

- https://www.rhipe.com/resources/insights/blogs/transitioning-from-csp-to-nce/

Updated on 16th November 2023: Microsoft will make NCE for academic and NFP customers available from January 1, 2024 in waves. Microsoft will begin the auto-migration of academic and NFP customers to NCE from July 1, 2024.

Microsoft is embarking on a significant next phase towards retiring the CSP legacy commerce platform. For our CSP reseller partners, these changes bear important implications for managing your customers' subscriptions effectively. Let's delve into the pivotal steps that Microsoft is taking and how you can prepare your customers for these changes,

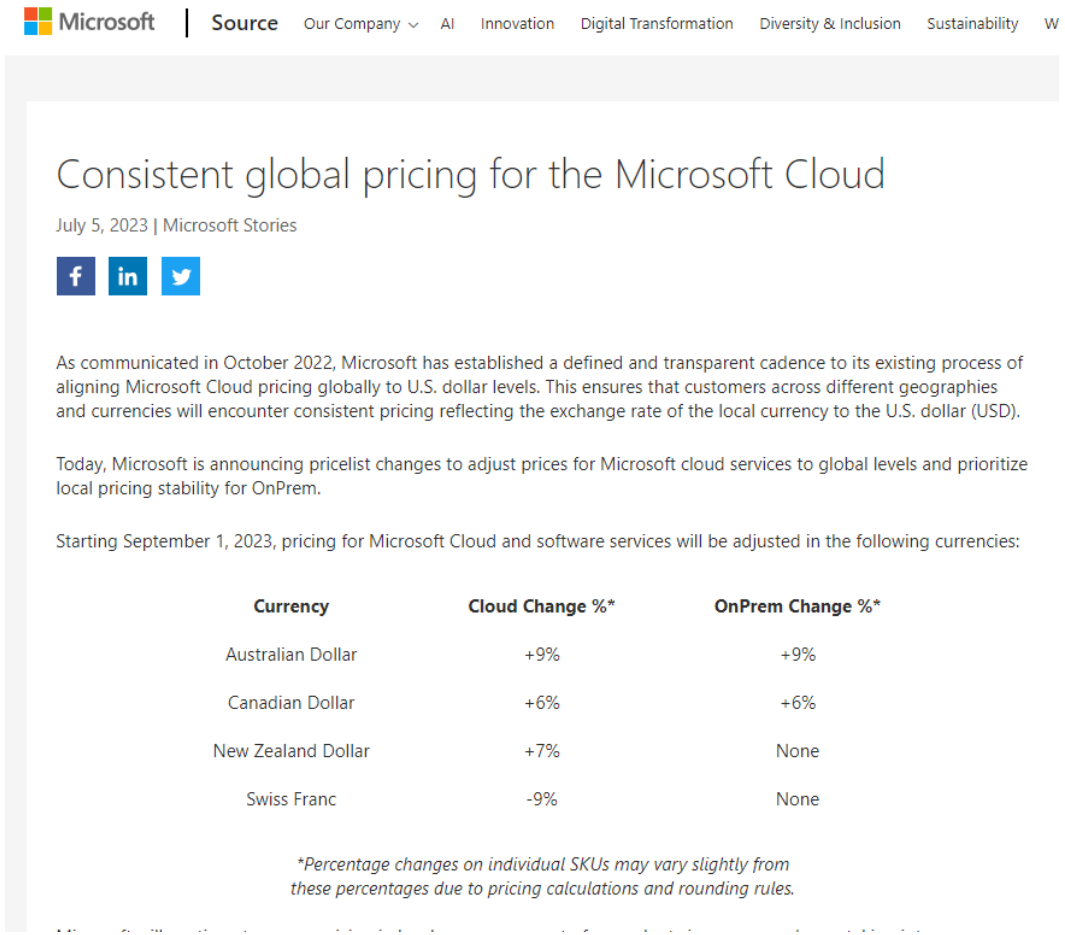
- From January 11, 2024, Microsoft will begin **Automatic Migration** of all renewing Legacy Commercial seat-based subscriptions to NCE, on the date of subscription renewal. The migration will be for legacy Commercial subscriptions only.
- Starting January 1, 2024, Microsoft will also launch CSP public sector offers, including those for Academic and Not-for-profit (NFP) customers, in the new commerce system. Microsoft launch of CSP education and nonprofit offers in four waves, with more details available in later section of this blog.
- To give partners time to adjust to this change, Microsoft-led automatic migration of public sector offers will begin starting July 1, 2024.

Here are the key dates for each migration:

CSP offers	Available in new commerce	Microsoft-led migration begins for offers renewing on this date
Commercial SKUs	Now	January 11, 2024
Education, nonprofit, US GCC SKUs	Starting January 1, 2024	July 1, 2024

Pricing Impact when Migrating

- Price for the latest CSP pricelist will be used.
- For ANZ customers, it means that the new price from September 1, 2023 will be used.
- Partners should consider moving these subscriptions at the closer to subscription anniversary.



Microsoft | Source Our Company AI Innovation Digital Transformation Diversity & Inclusion Sustainability W

Consistent global pricing for the Microsoft Cloud

July 5, 2023 | Microsoft Stories

As communicated in October 2022, Microsoft has established a defined and transparent cadence to its existing process of aligning Microsoft Cloud pricing globally to U.S. dollar levels. This ensures that customers across different geographies and currencies will encounter consistent pricing reflecting the exchange rate of the local currency to the U.S. dollar (USD).

Today, Microsoft is announcing pricelist changes to adjust prices for Microsoft cloud services to global levels and prioritize local pricing stability for OnPrem.

Starting September 1, 2023, pricing for Microsoft Cloud and software services will be adjusted in the following currencies:

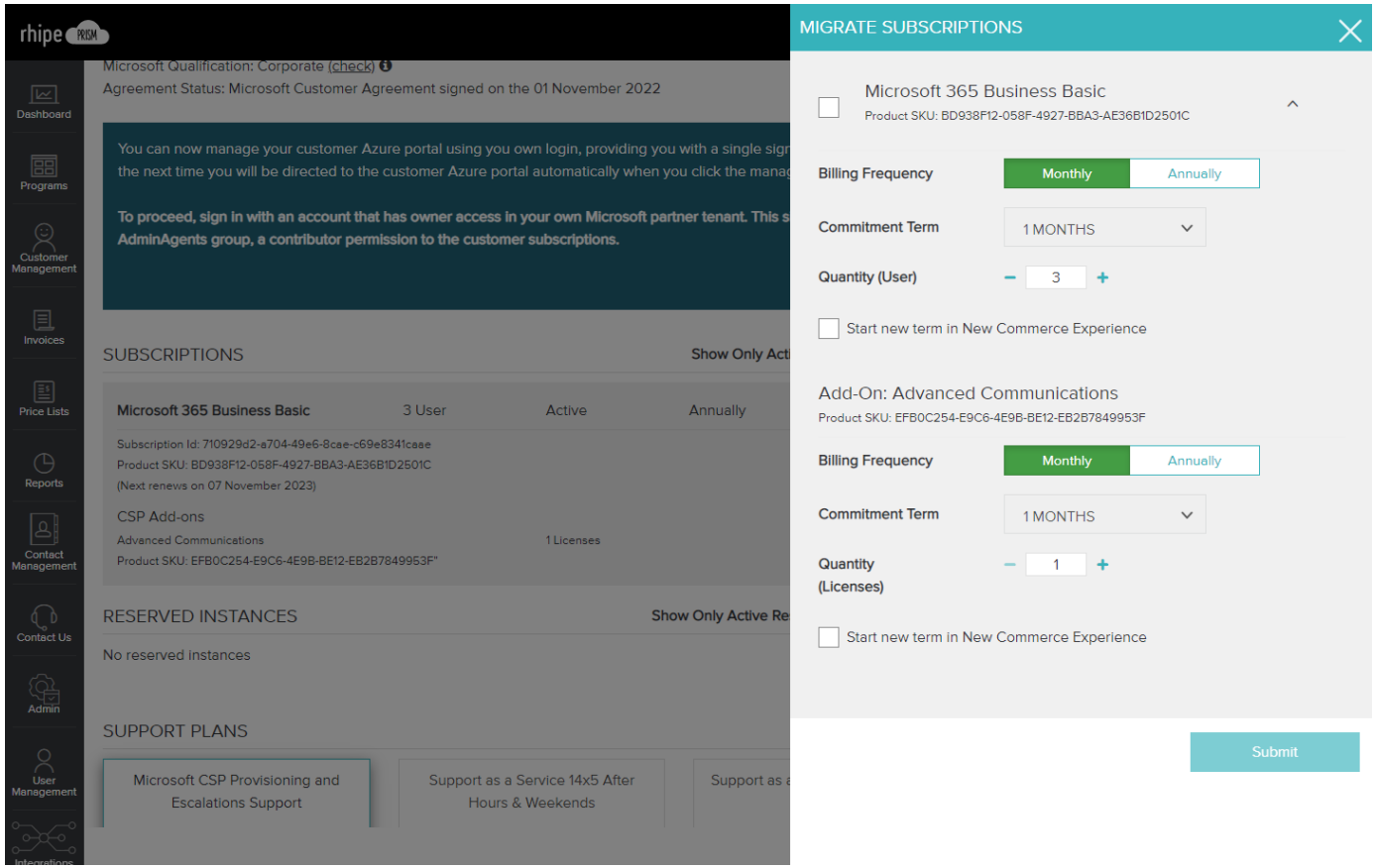
Currency	Cloud Change %*	OnPrem Change %*
Australian Dollar	+9%	+9%
Canadian Dollar	+6%	+6%
New Zealand Dollar	+7%	None
Swiss Franc	-9%	None

**Percentage changes on individual SKUs may vary slightly from these percentages due to pricing calculations and rounding rules.*

rhipe PRISM portal
NCE migration tool

NCE Migration Experience

- Options available:
  - Billing Frequency: Monthly, Annual
  - Commitment Term: 1 month, 1 year*
- Adjust the quantity as needed.
- Select **Start new term in New Commerce Experience** if you want to start a fresh 1 month / 1 year term
- Add-on needs to be moved to NCE together with base subscription.
  - Cancel subscription after migration if you don't need the add-on subscription anymore



Link to guide: https://operations.rhipe.com/portal/en/kb/articles/how-to-convert-a-subscription-new-commerce-experience-nce#Individual_Subscription_Migration

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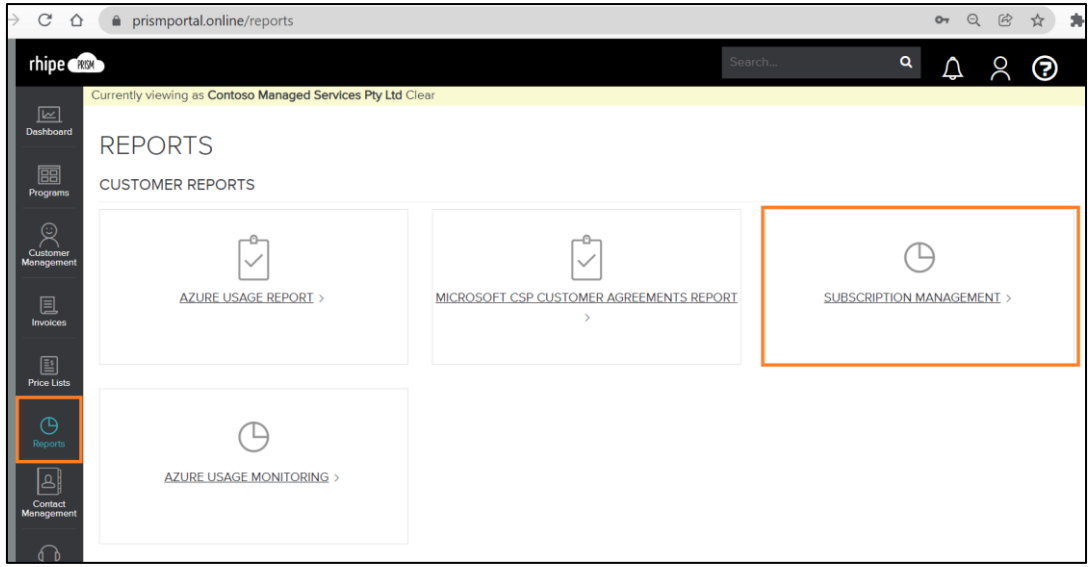
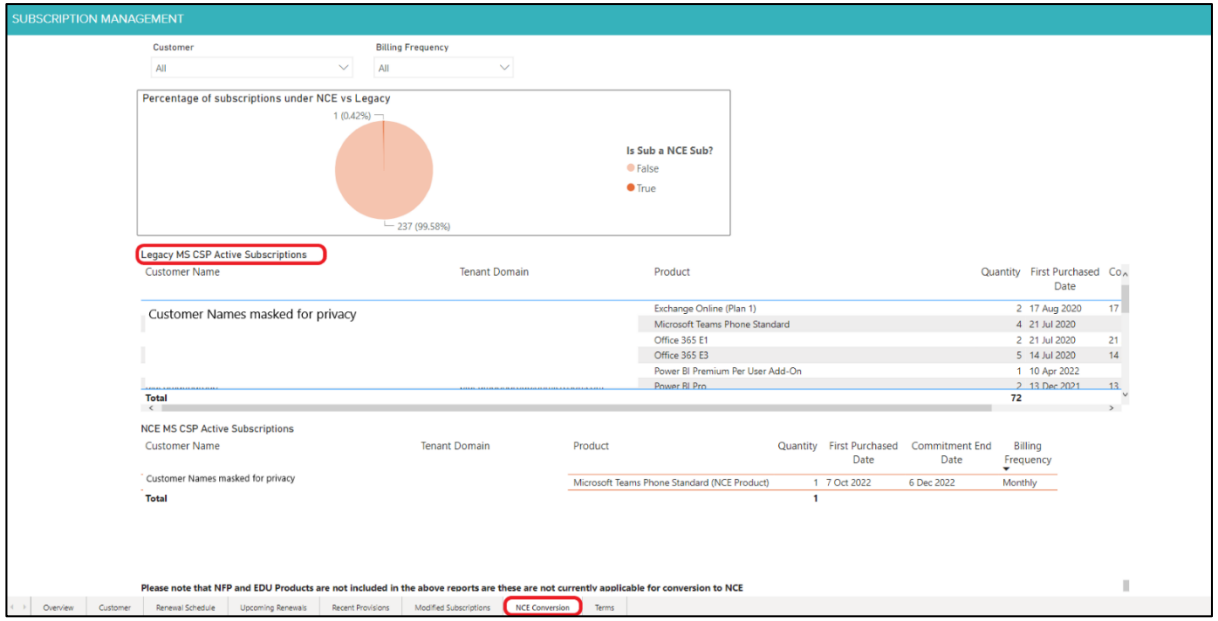
Utilizing PRISM Portal Customer Subscription Reports for NCE Migration and Renewal Planning

Legacy CSP Customer Subscription Report

1. Go to http://prismportal.online/reports, click **SUBSCRIPTION MANAGEMENT**

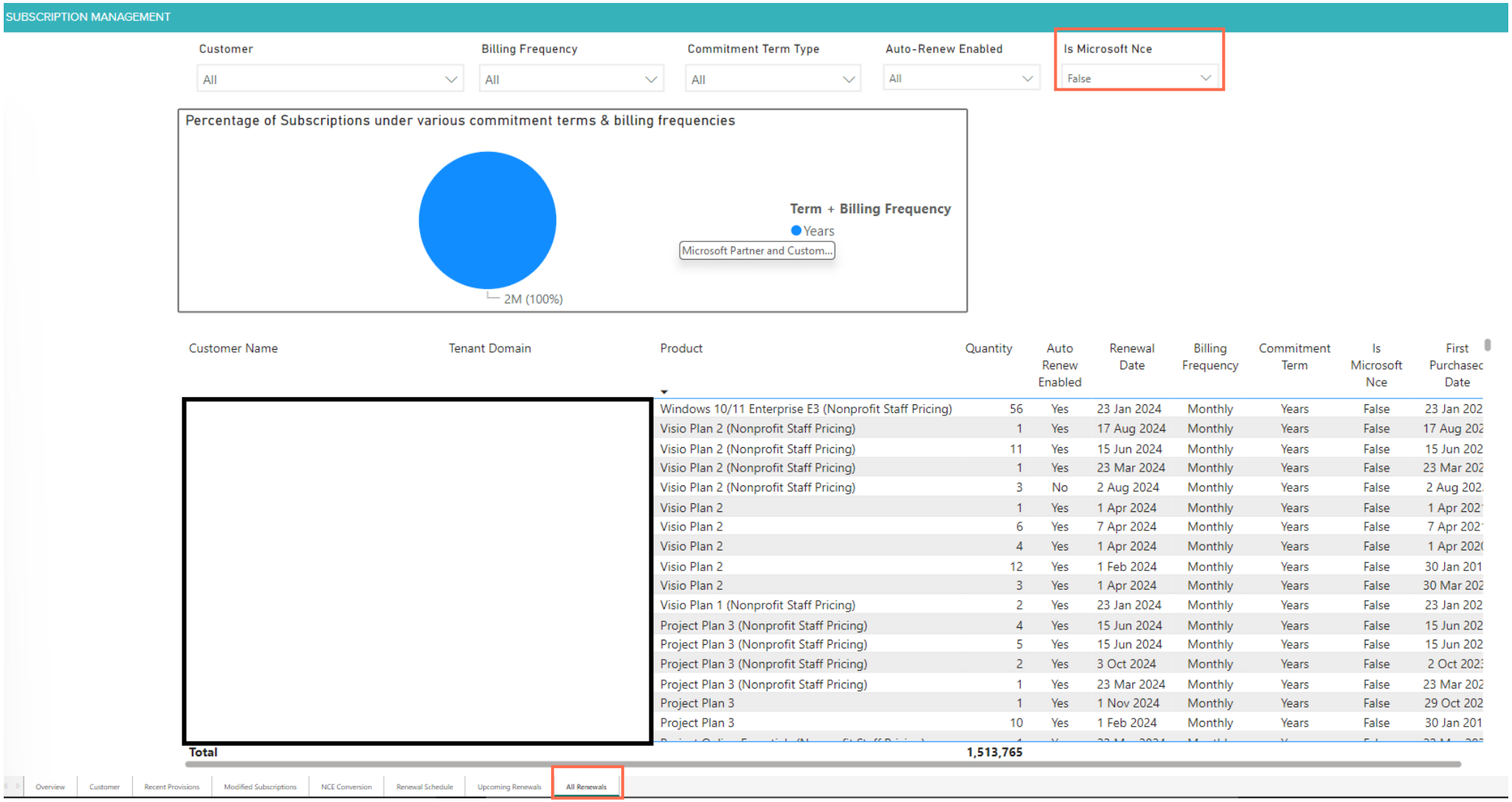


2. Go to **NCE Conversion** tab to see the list of your customer subscriptions on legacy CSP.



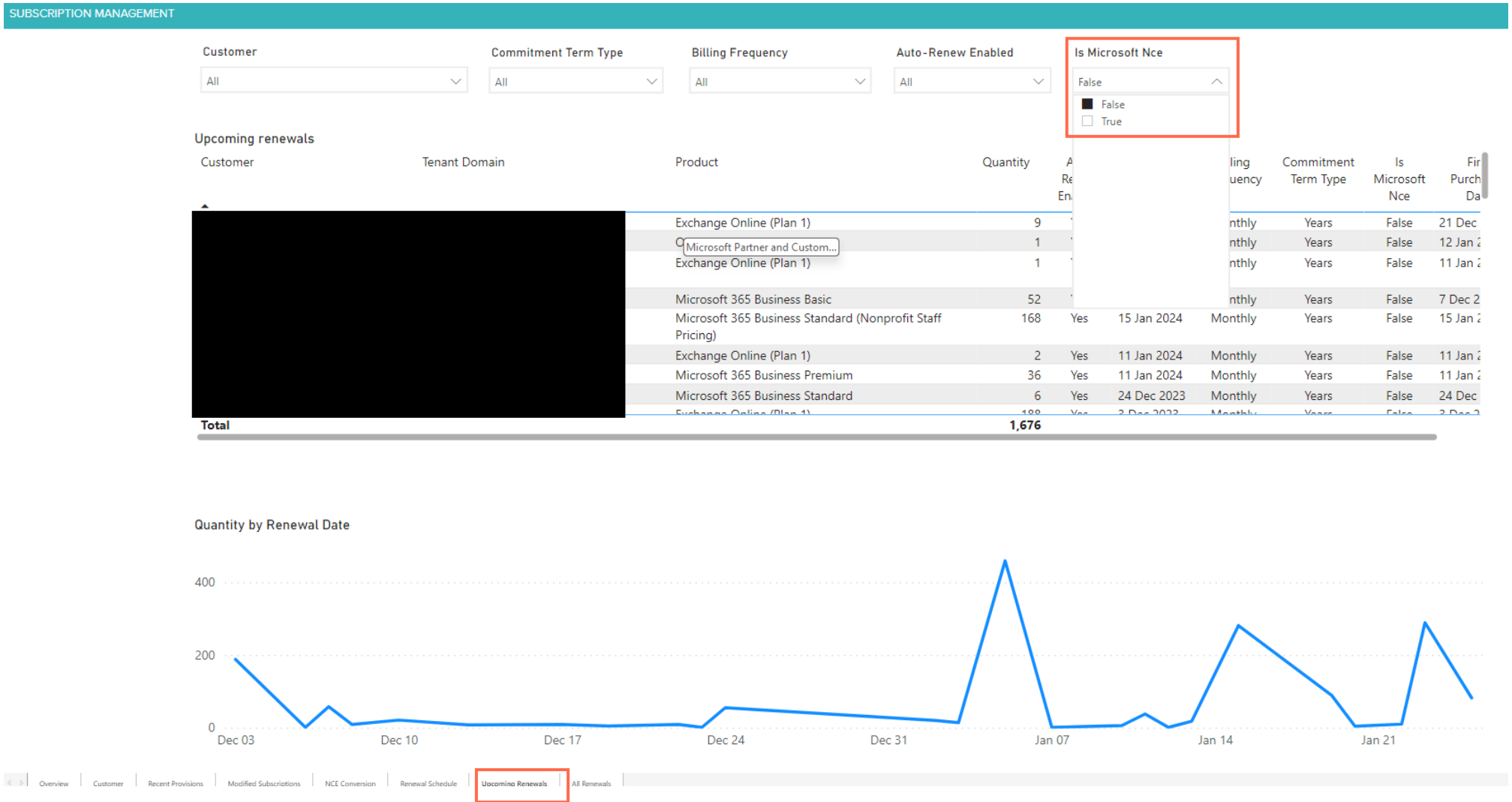
Legacy CSP Customer Subscription Report

ALL RENEWALS TAB



Legacy CSP Customer Subscription Report

UPCOMING RENEWAL TAB



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PRISM Basics: Connecting Tenant, GDAP Requests, Aligning Subscription End Dates

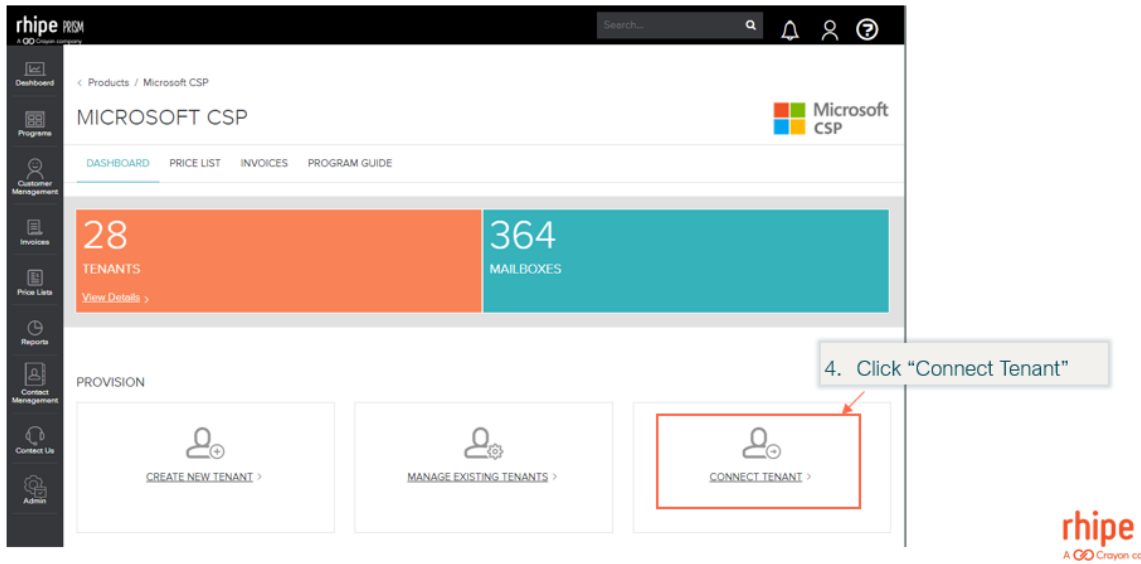
Microsoft CSP Onboarding slides

Download: http://rhi.pe/1bt

Operations Knowledge Base: Operations - APAC - Knowledge Base (zendesk.com)

MANAGING MICROSOFT CSP

Connect Tenant



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A Crayon company

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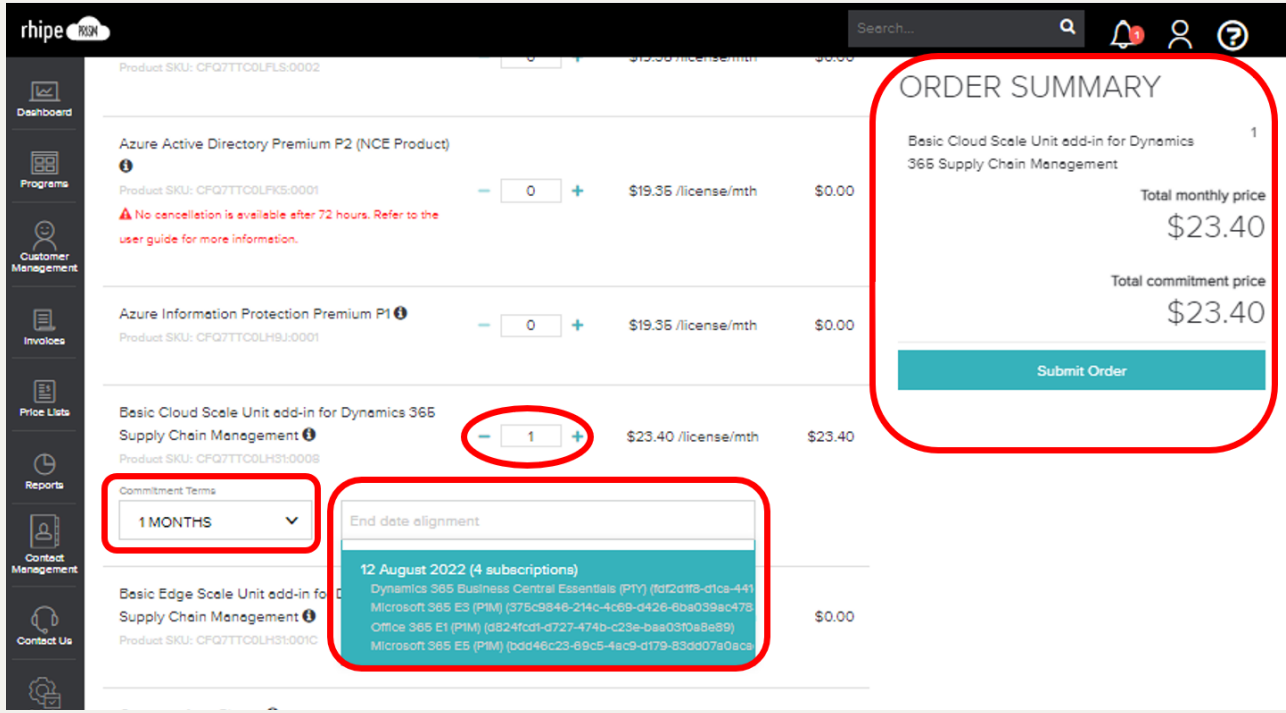
End Date Alignment

End Date Alignment while provisioning new subscription

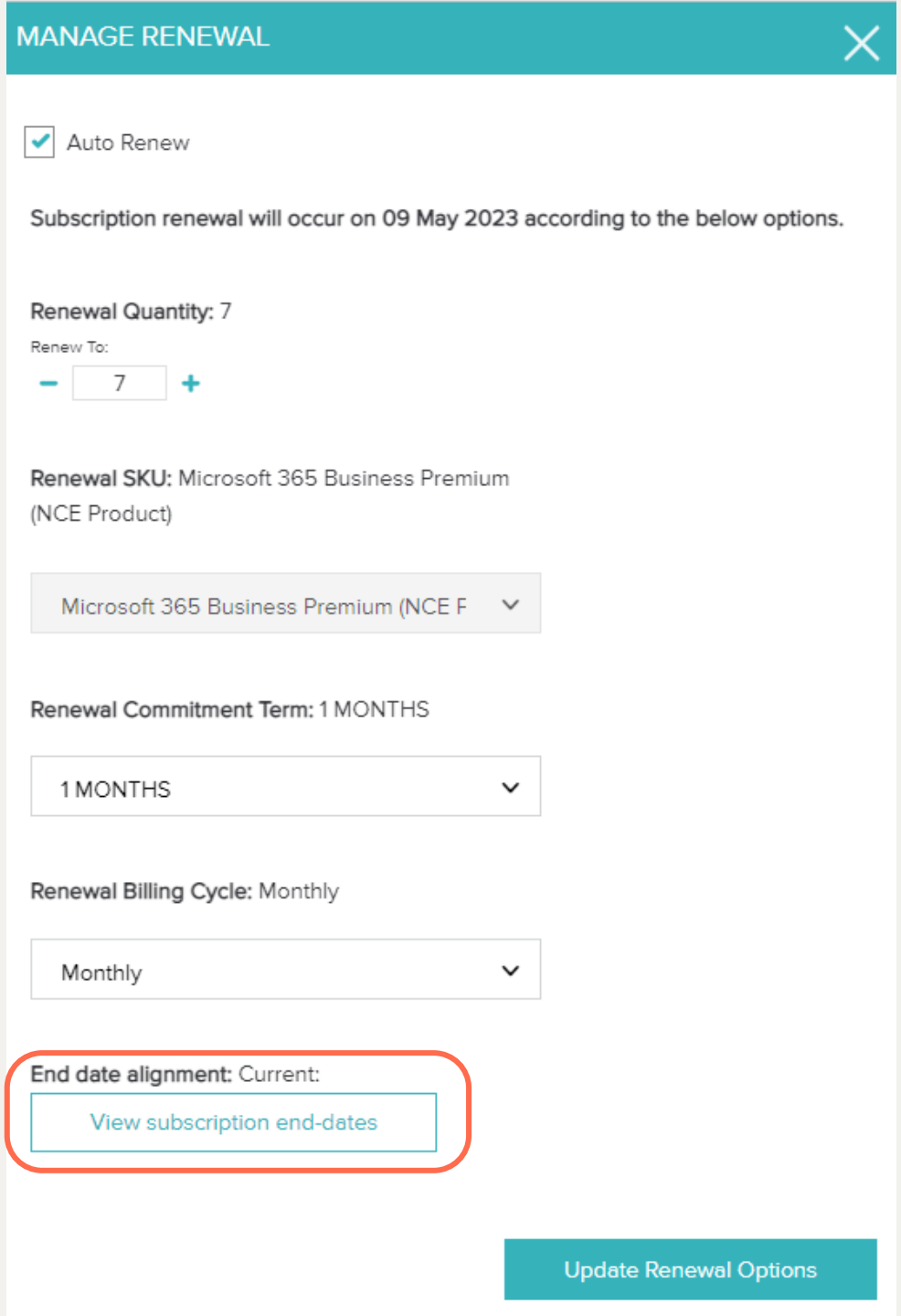


[Co-Termination - New Commerce Experience (NCE) – Operations - APAC - Knowledge Base (zendesk.com)]

End Date Alignment at Mange Renewal

End Date Alignment

Align/co-terminate your subscription with another subscription under this tenant if needed



Co-Termination - New Commerce Experience (NCE) – Operations - APAC - Knowledge Base (zendesk.com)

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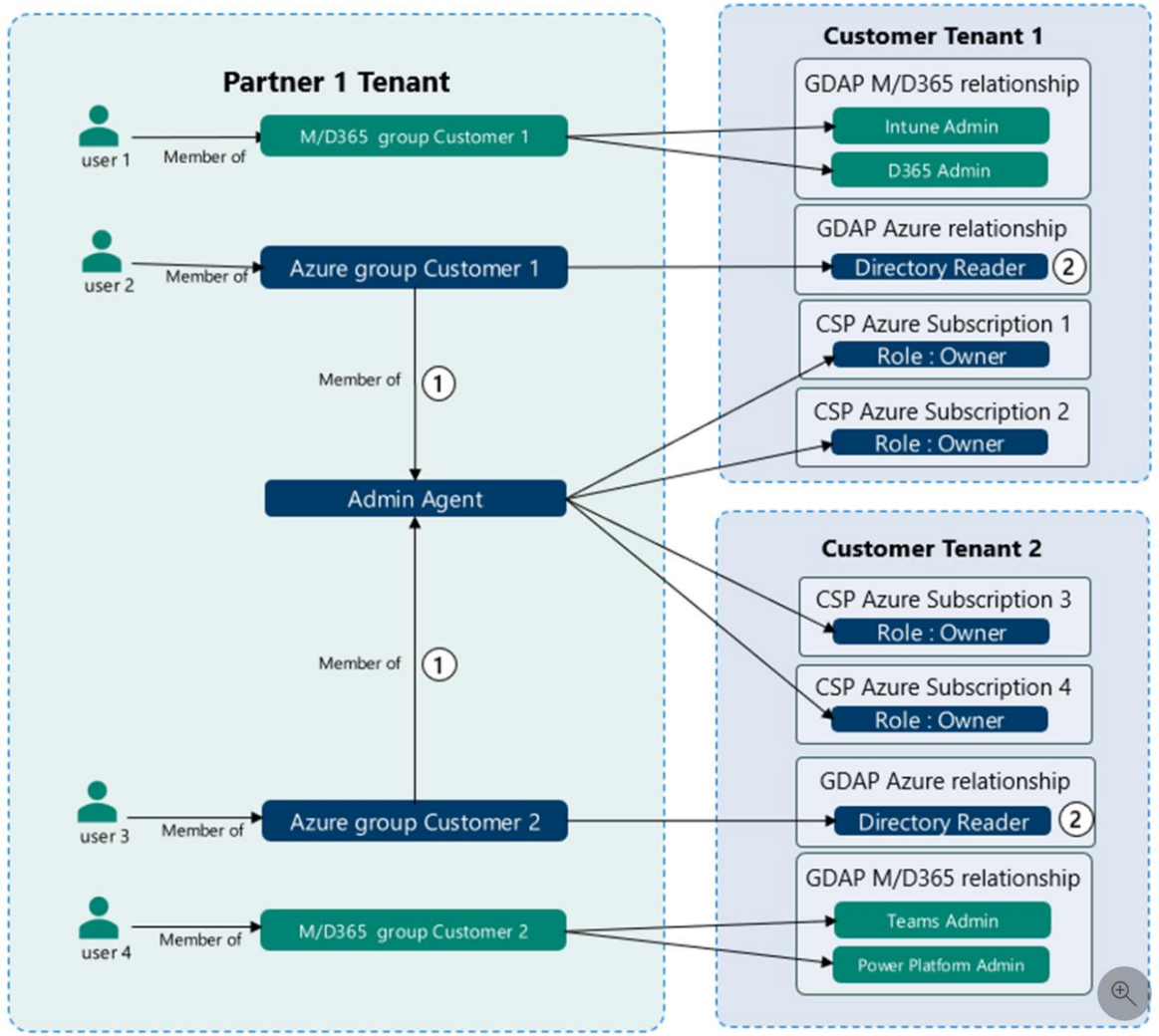
GDAP requests

MANAGING GDAP

GDAP in brief

GDAP is a security feature that provides customers with least-privileged access following the Zero Trust cybersecurity protocol. It lets customers configure granular and time-bound access to their workloads in production and sandbox environments. This least-privileged access needs to be explicitly granted to CSP Resellers by their customers. Access can be partitioned per customer.

Please note that for rhipe/Crayon to raise a "Premier Support Case" to Microsoft on a customer's behalf, we require that rhipe/Crayon is provided with at least Minimum permission via GDAP. This is indicated in our support agreement with Partners. The reason for this is that premier support cases are raised within the affected customer admin portal.



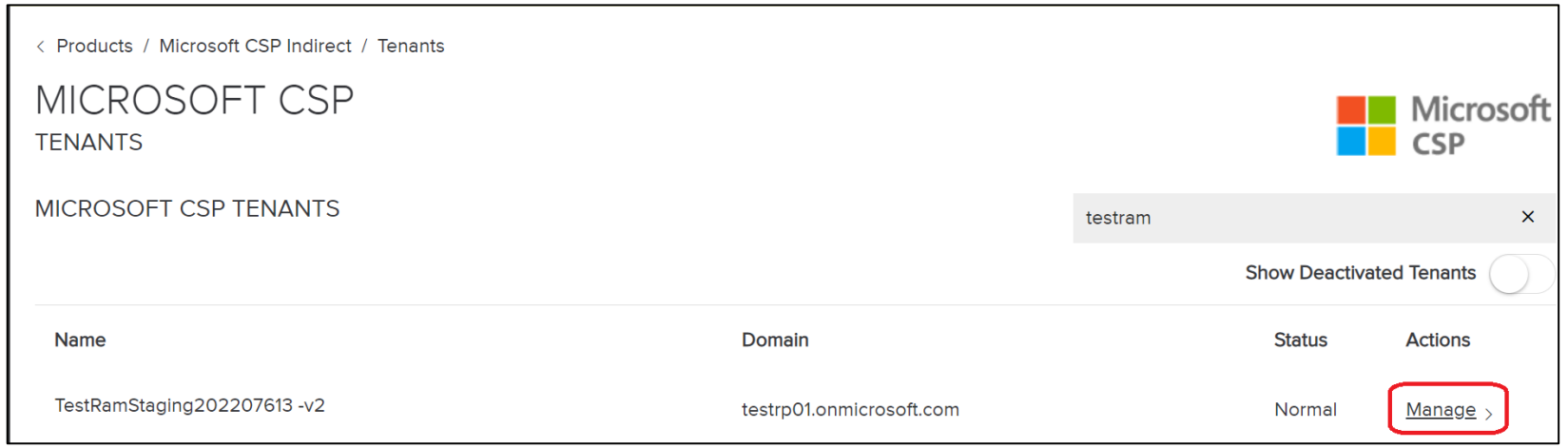
MANAGING GDAP

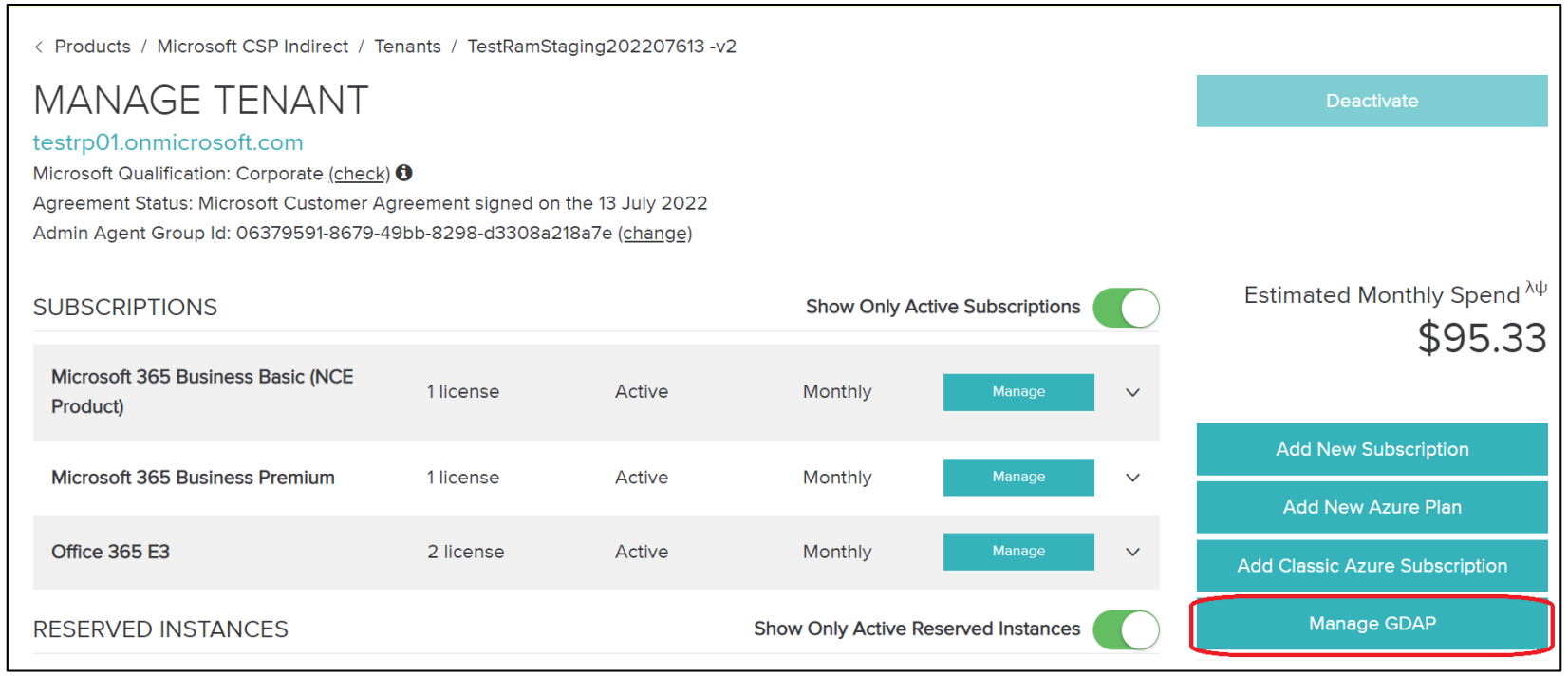
GDAP in Prism

Within PRISM the GDAP tooling is for managing the relationships between rhipe and the end customer. As a partner, you will also need to request to create a GDAP relationship with your end customer.

To manage GDAP for a tenant, navigate to the tenant and select “Manage”

Within the tenant select “Manage GDAP” to access the GDAP settings within PRISM

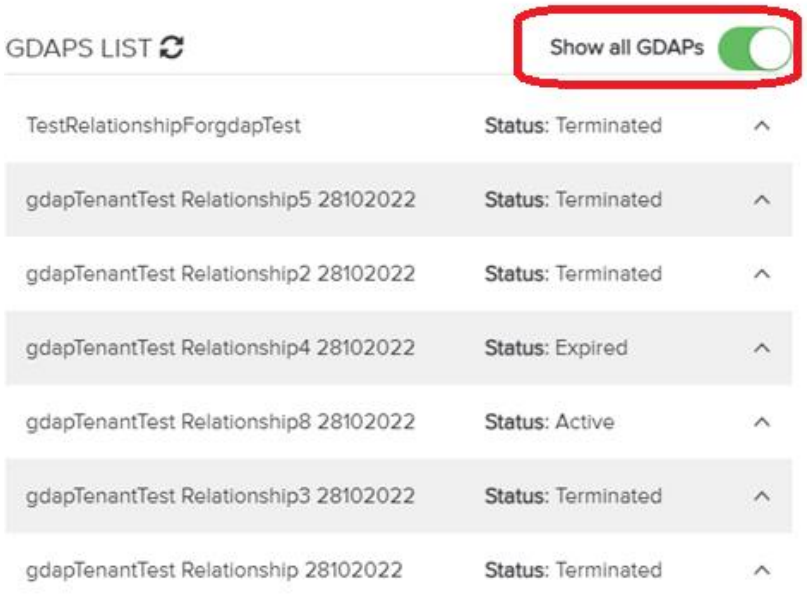


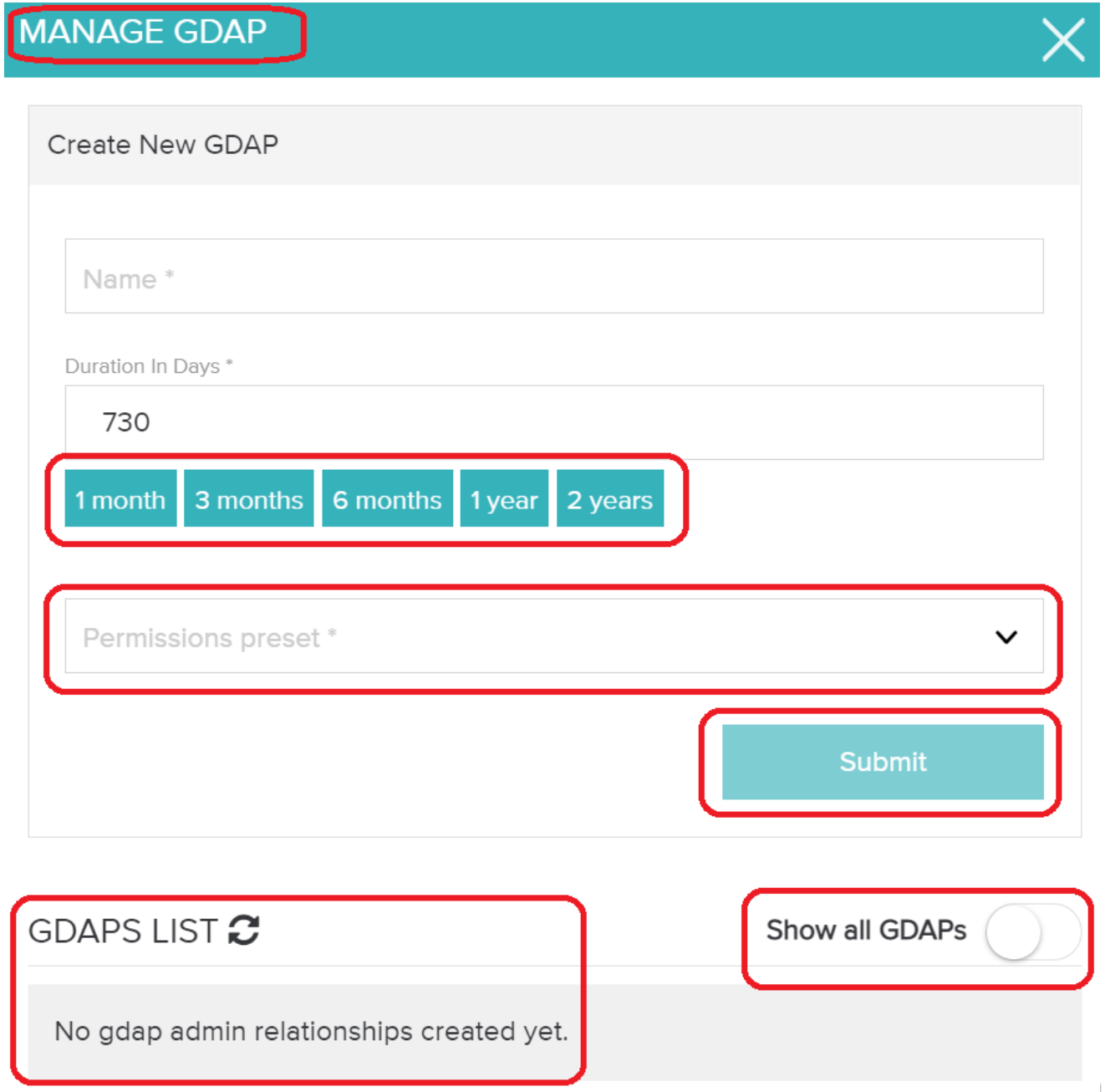


MANAGING GDAP

GDAP in Prism

Clicking the “Manage GDAP” button displays a small popup pane with a variety of options. The “Show all GDAPs” toggle will display all relationships with different GDAP permissions set for the tenant. Toggling this off would provide you with a list of all active and approval pending GDAP admin relationships.

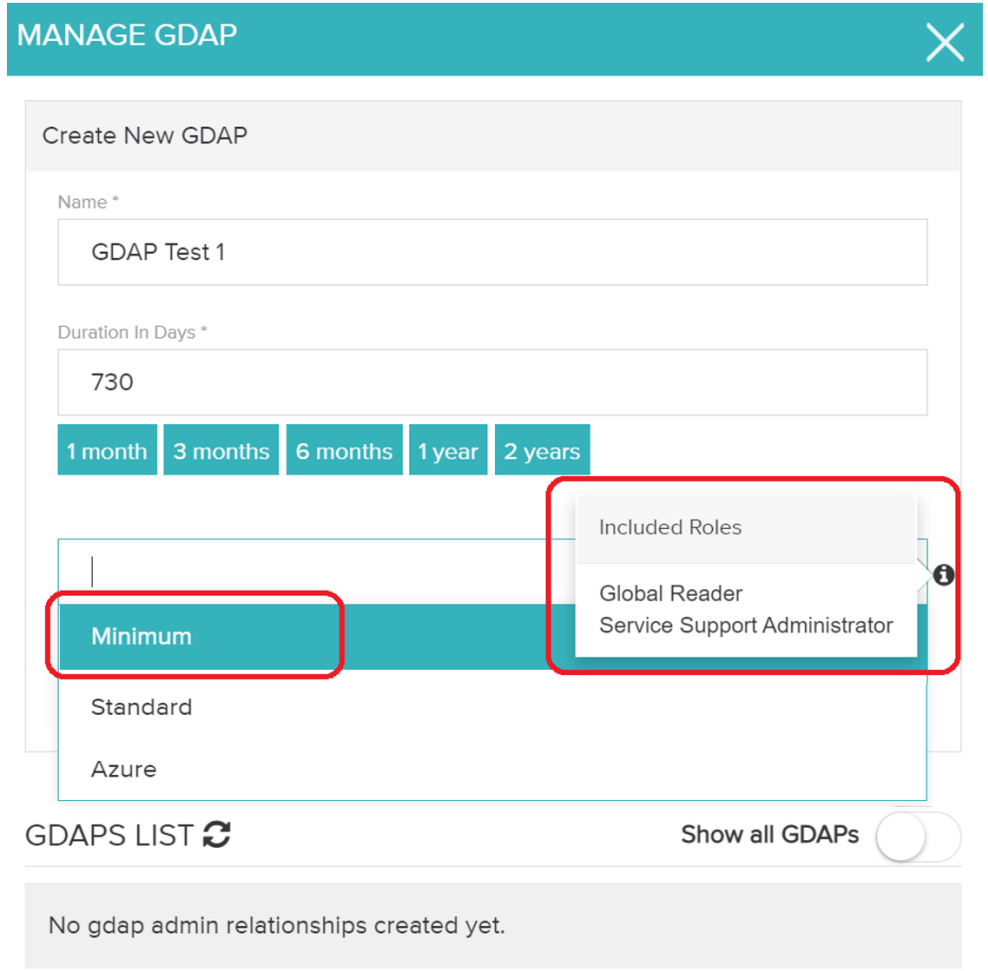


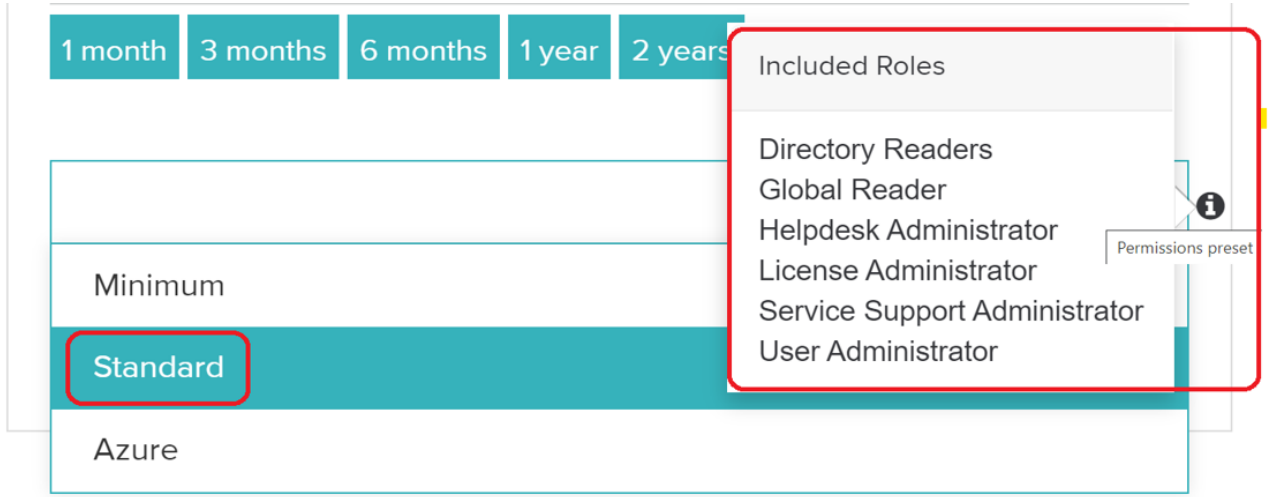


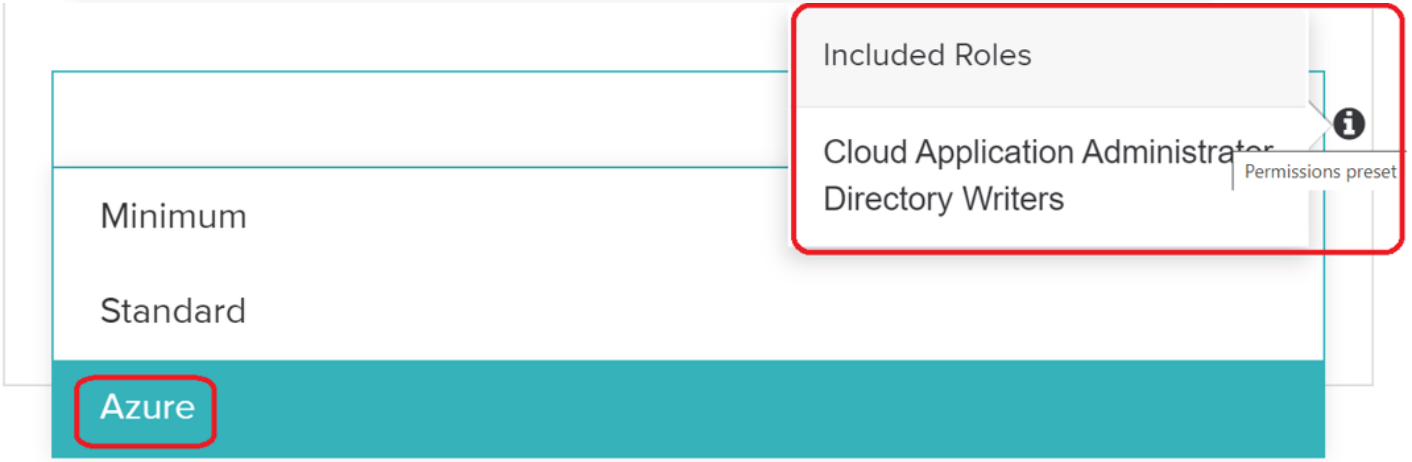
MANAGING GDAP

GDAP in Prism

Within the Manage GDAP popup pane, there is an option to set the duration (upto 2 years) for the GDAP permission preset. The 3 Permission Presets available are Minimum, Standard and Azure

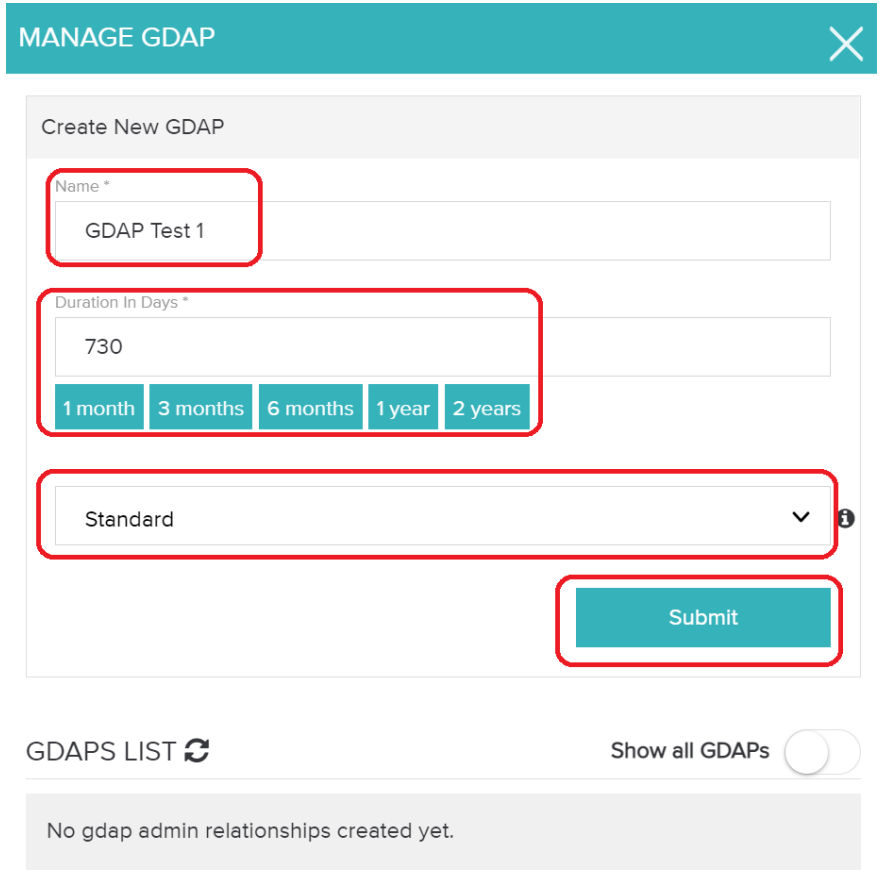


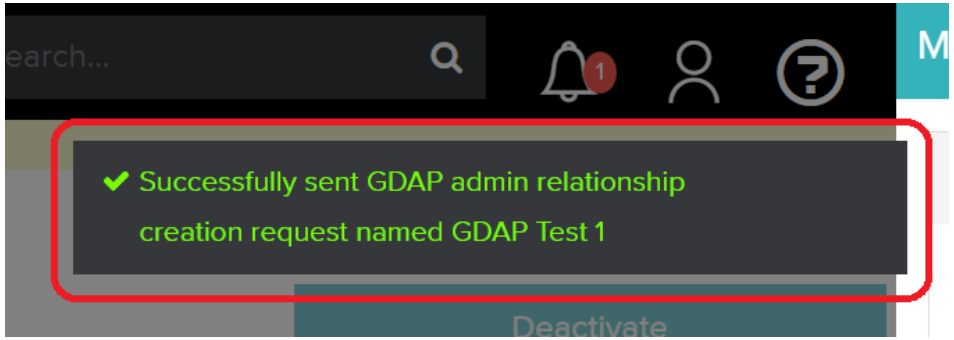




GDAP in Prism – Create New GDAP relationship

To create a new GDAP relationship, navigate to the Manage GDAP button within the Tenant, and on clicking it the manage GDAP popup pane opens up. Within the popup pane, enter the relationships name followed by the duration in days (or choose the most commonly used options below). Select the permissions level required and click Submit

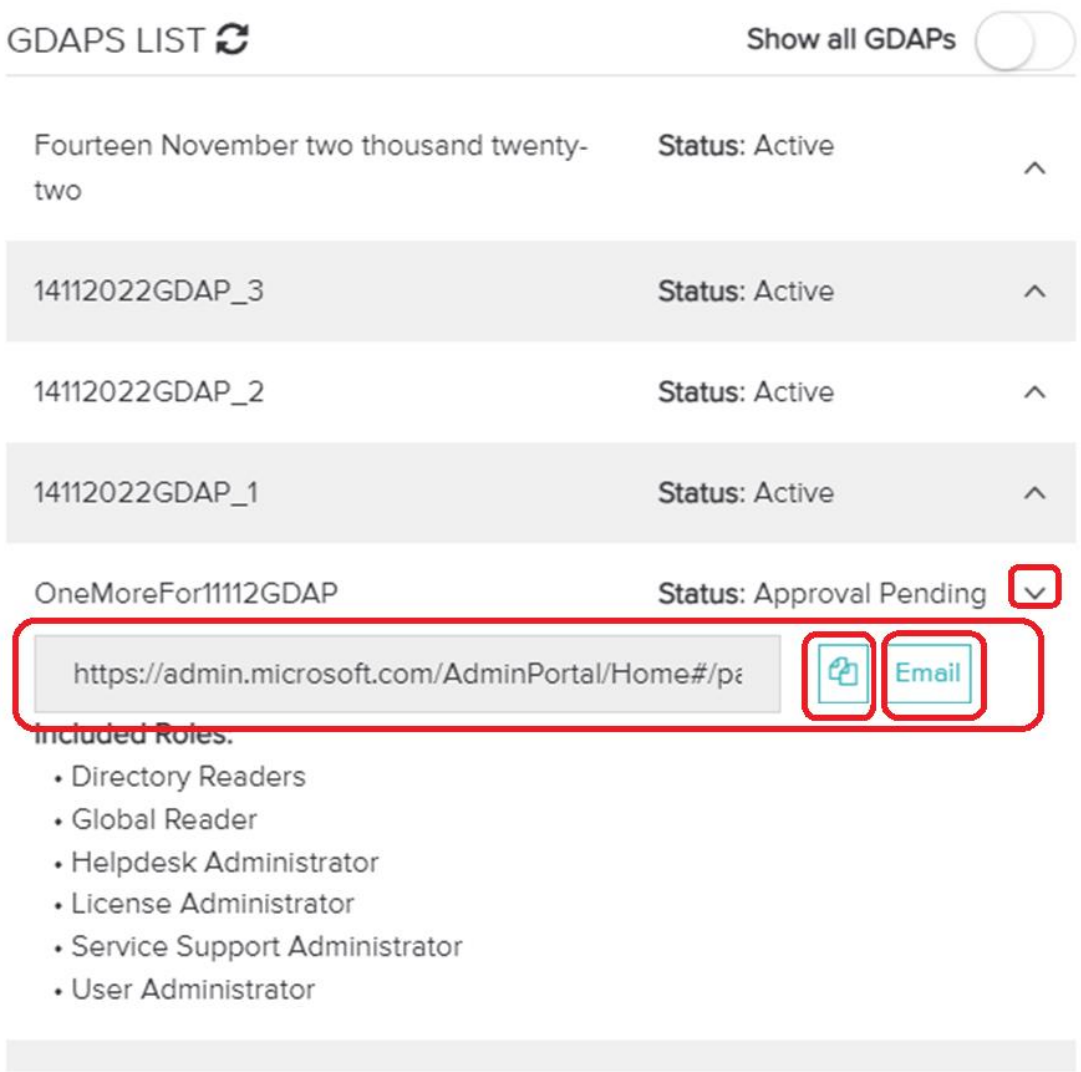




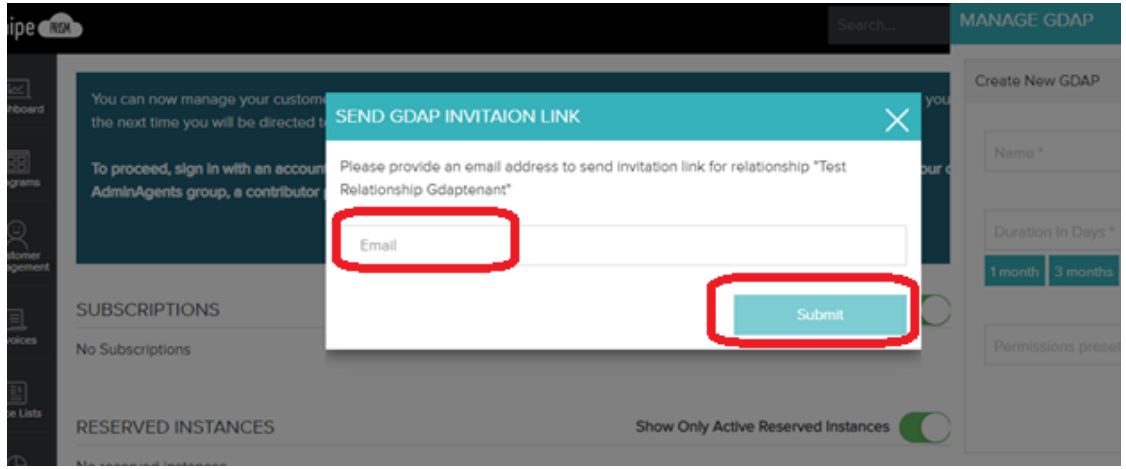
Once relationship has been successfully created in Microsoft Partner Centre, the following message is displayed

Crayon

GDAP in Prism – Email invitation link



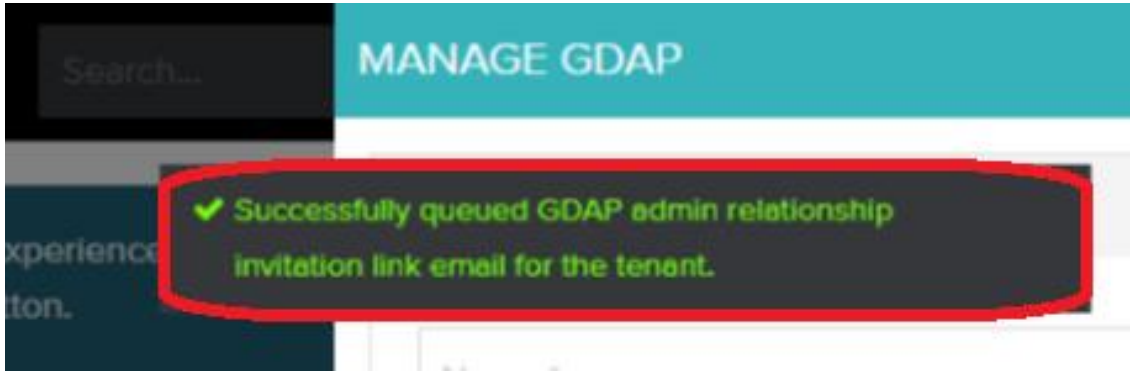
To request for approval to a GDAP relationship, copy or email a GDAP invitation Link by navigating to the GDAPS List within the Manage GDAP popup pane. Click on the GDAP relationship for which you would like to send the invitation to. Please use the email icon that's available, on clicking it the following popup is provided. Enter the email address of the person from whom you require the approval and click on Submit



Crayon

GDAP in Prism – Email invitation link

Once invitation has been submitted the following message would be provided on the successful submission and an email would be sent out.



Administration Request for gdaptesttenant28102022.onmicrosoft.com

rhipe has received a request to create an Admin Relationship with gdaptesttenant28102022.onmicrosoft.com. This admin relationship will allow access to the tenant by the rhipe team for the following actions:

- Configure access and permissions on new orders, specifically Azure and Azure Reserved Instances;
- Assist you in administering your products; and
- Raise vendor support escalations where required.

If these permissions expire or are removed, we will not be able to provide support to this tenant until they are reinstated with at least the 'Minimum Permissions' option in PRISM Portal.

Any Global Admin account on this tenant may remove these permissions at any time. This can be done in the Microsoft Admin Center under **Settings > Partner Relationships**.

Customer Tenant: gdaptesttenant28102022.onmicrosoft.com

Microsoft Ignite Updates from James Buzzard from Microsoft

12/5/2023

Q&A

12/5/2023

Thank you!