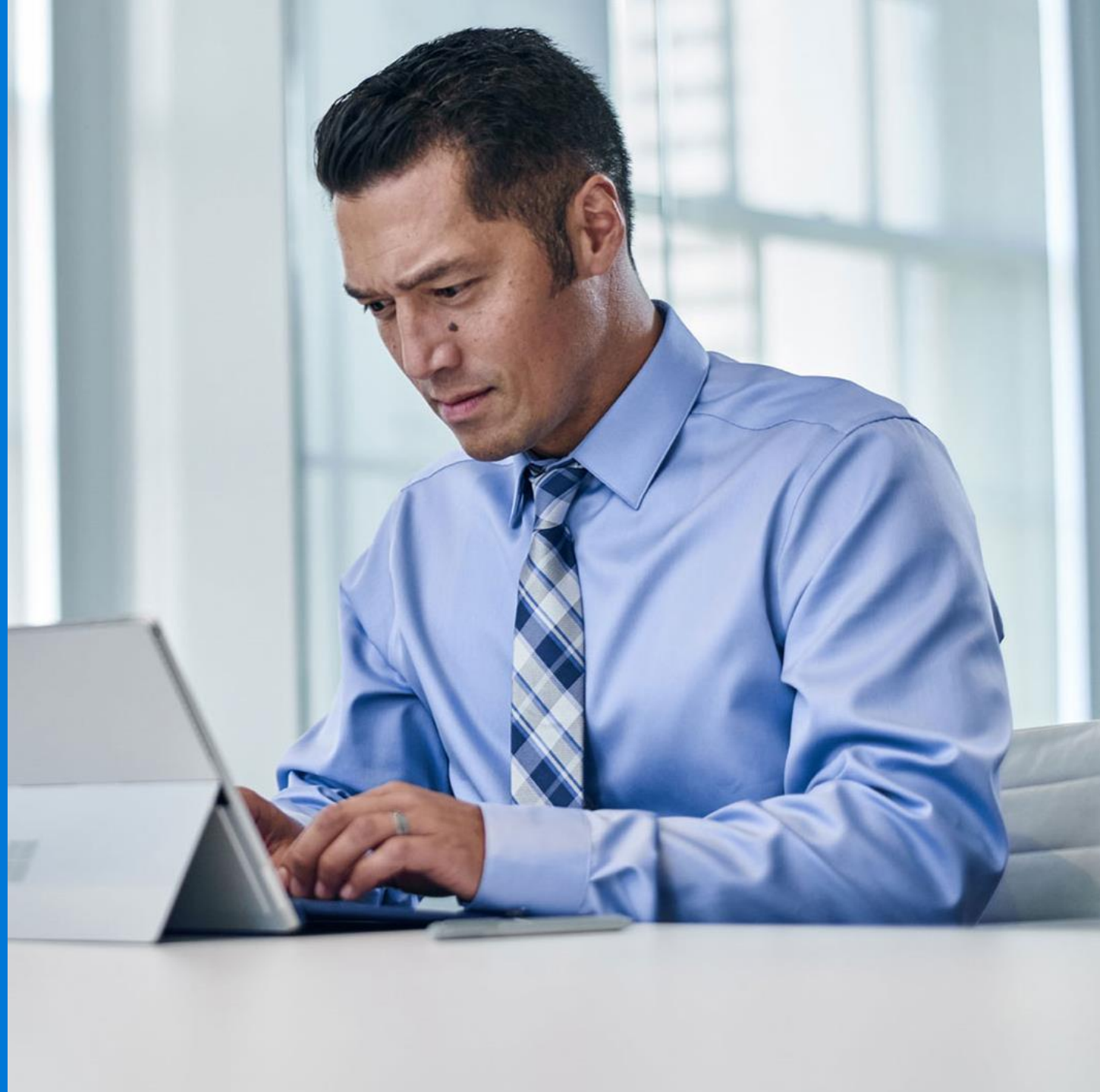


Microsoft Teamwork Opportunity for partners

Martina Ruggiero
Partner Technology Strategist

Alessandra Diciaula
Partner Recruit Lead

Raffaella Lualdi
Sam SMB Operations Manager



Agenda

- **Microsoft Teamwork Opportunity for Partners – 45'**
Martina Ruggiero - Partner Technical Specialist
- **Journey to a new practice / Inspire 2019 – 10'**
Alessandra Diciaula – PCMM Recruit Lead
Raffaella Lualdi - Sam SMB Operations Manager



Microsoft **Teamwork** Opportunity for Partners

Martina Ruggiero
Partner Technology Strategist - Teamwork

Alessandra Diciaula
Partner Recruit Lead

Teamwork Reimagined

- ✓ Teamwork is how work gets done
- ✓ The partner opportunity & resources
- ✓ Transition from SfB to Teams
- ✓ Your next steps



Teamwork Reimagined

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Trends in the workplace

Sense of purpose

Harnessing ingenuity

Multi-generational teamwork

Expertise without boundaries

Increased transparency



Teamwork is how work gets done

2_x

Teams compared to 5 years ago



Internal & External Members

People outside the firewall need unfettered access

50%

Increase in “collaborative” work



Geographically Distributed

Need varied ways to connect across locations and time-zones


5_x

More likely to be high performing



Diverse Workforce

Different expectations, preferences, and tool demands

A woman with dark hair, wearing a grey sweater, is pointing at a laptop screen. The laptop screen displays a dashboard with a circular chart and several smaller charts. In the background, other people are working at desks in a bright, modern office environment. A glass of coffee is on the desk next to the laptop.

Introducing

Microsoft 365

A complete, intelligent solution to empower employees to be creative and work together, securely.

Office 365

Windows 10

Enterprise Mobility + Security

Microsoft 365

A complete, intelligent, secure solution to empower employees



Unlocks
creativity



Built for
teamwork



Integrated
for simplicity

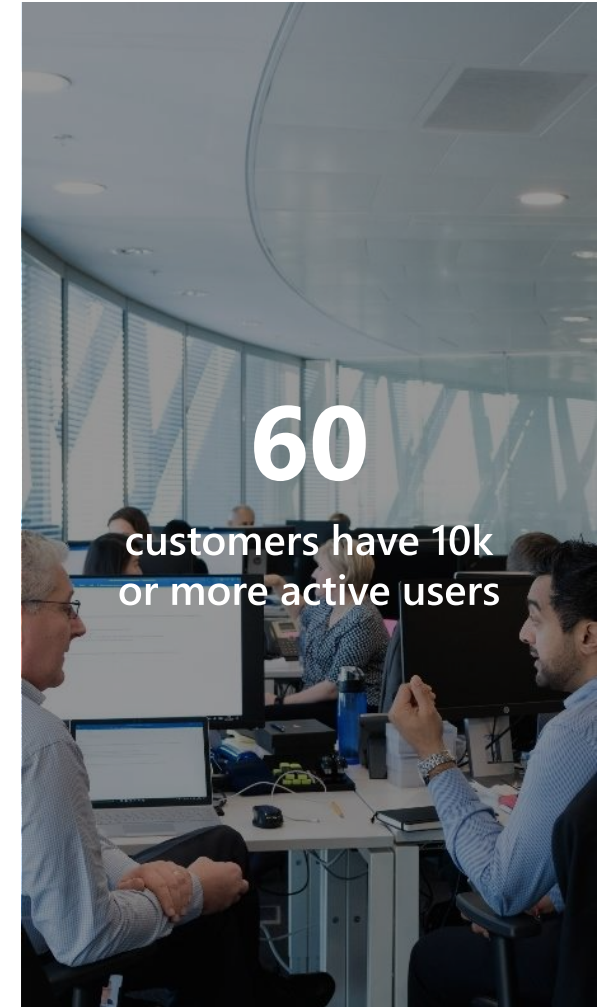
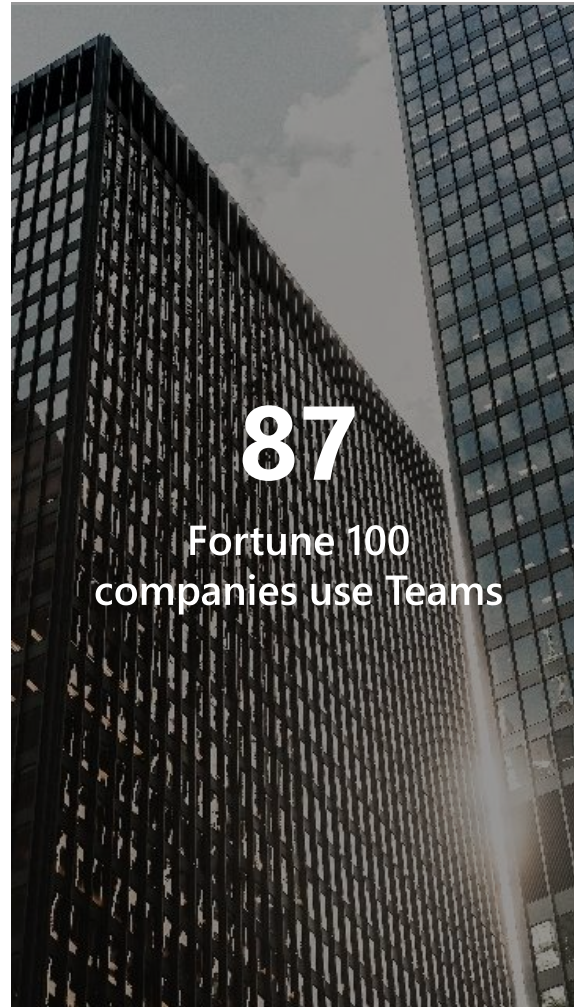


Intelligent
security



Learn more about what's included in Microsoft 365 [Business](#) & [Enterprise](#)

Teams is the fastest growing business app in Microsoft history



Microsoft Teams

The hub for teamwork in Microsoft 365



Communicate

through chat, meetings & calls



Collaborate

with deeply integrated Office 365 apps



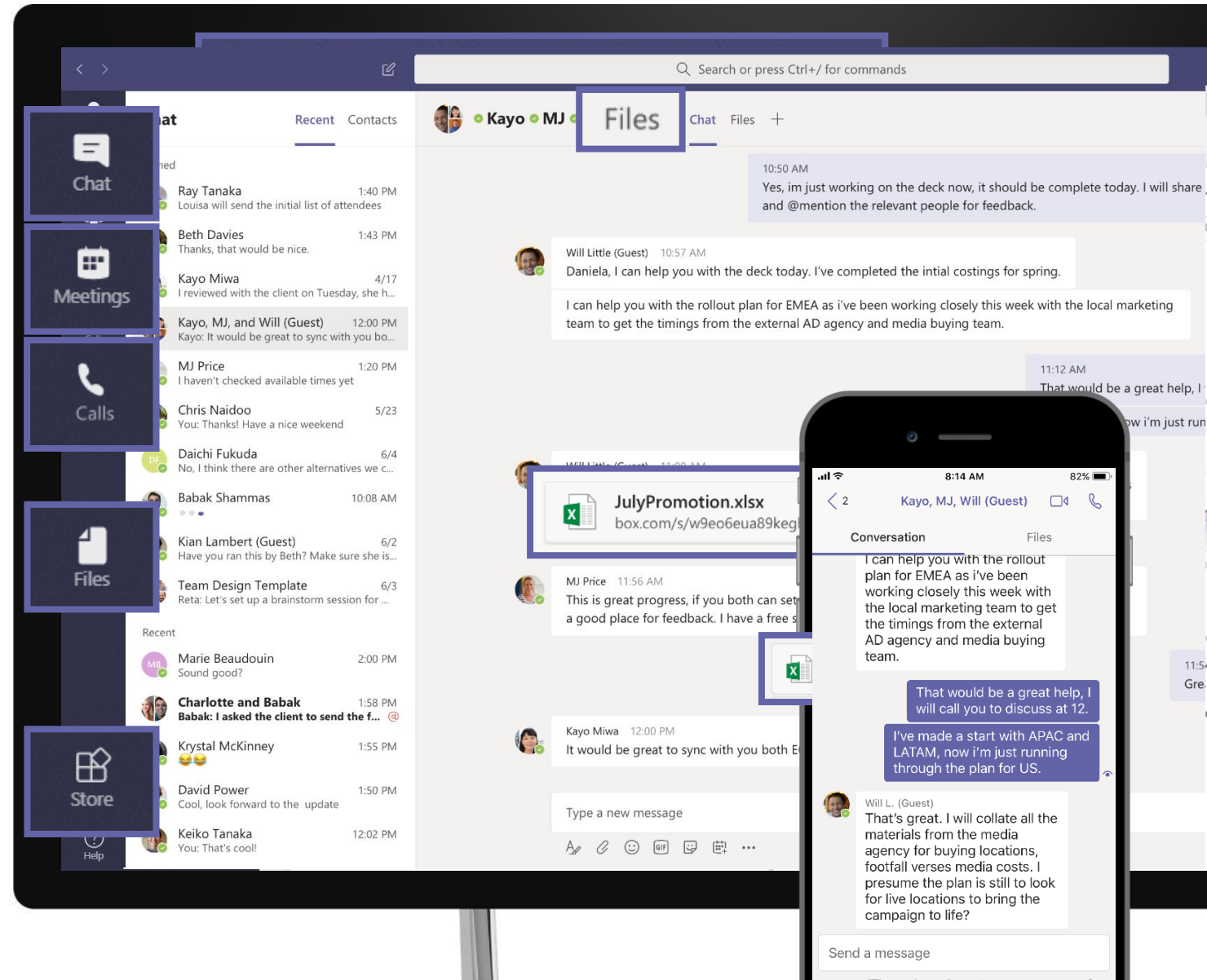
Customize & Extend

with 3rd party apps, processes, and devices



Work with confidence

enterprise level security, compliance, and manageability



Microsoft 365: Universal Toolkit for Teamwork

Outlook



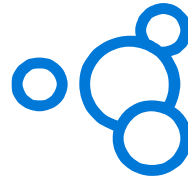
Email & Calendar

SharePoint



Intranets &
Content Management

Yammer



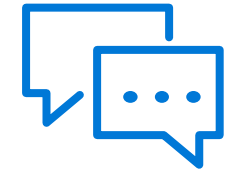
Connect Across
the Organization

Office Apps



Co-Author

Teams



Hub for Teamwork

Office 365 Groups

Single team membership
across apps and services

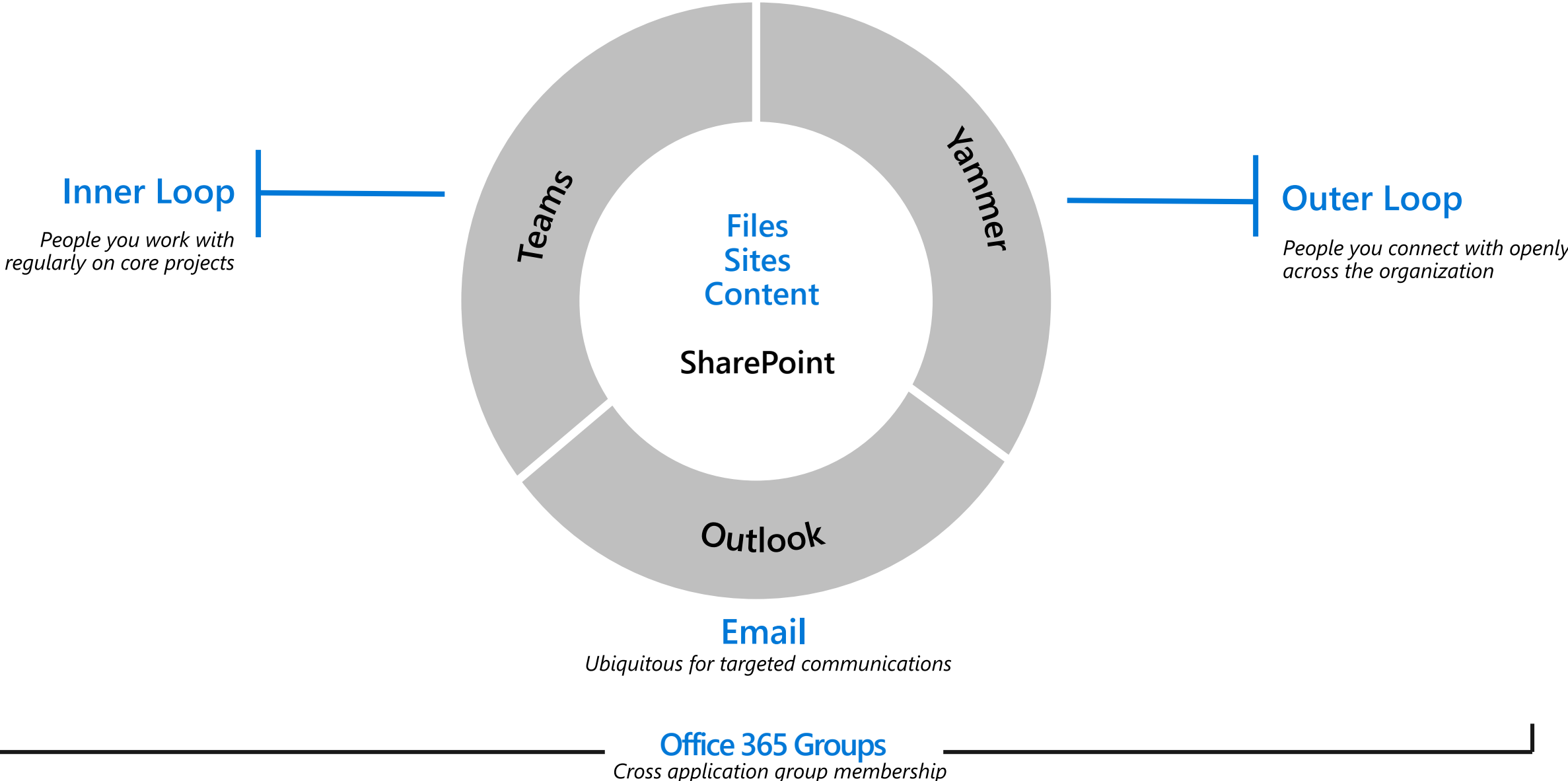
Microsoft Graph

Suite-wide intelligence
connecting people and content

Security and Compliance

Centralized policy management

Microsoft 365 Teamwork: Where to start a conversation



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Partners enable the digital transformation journey

Customer's
business
priorities

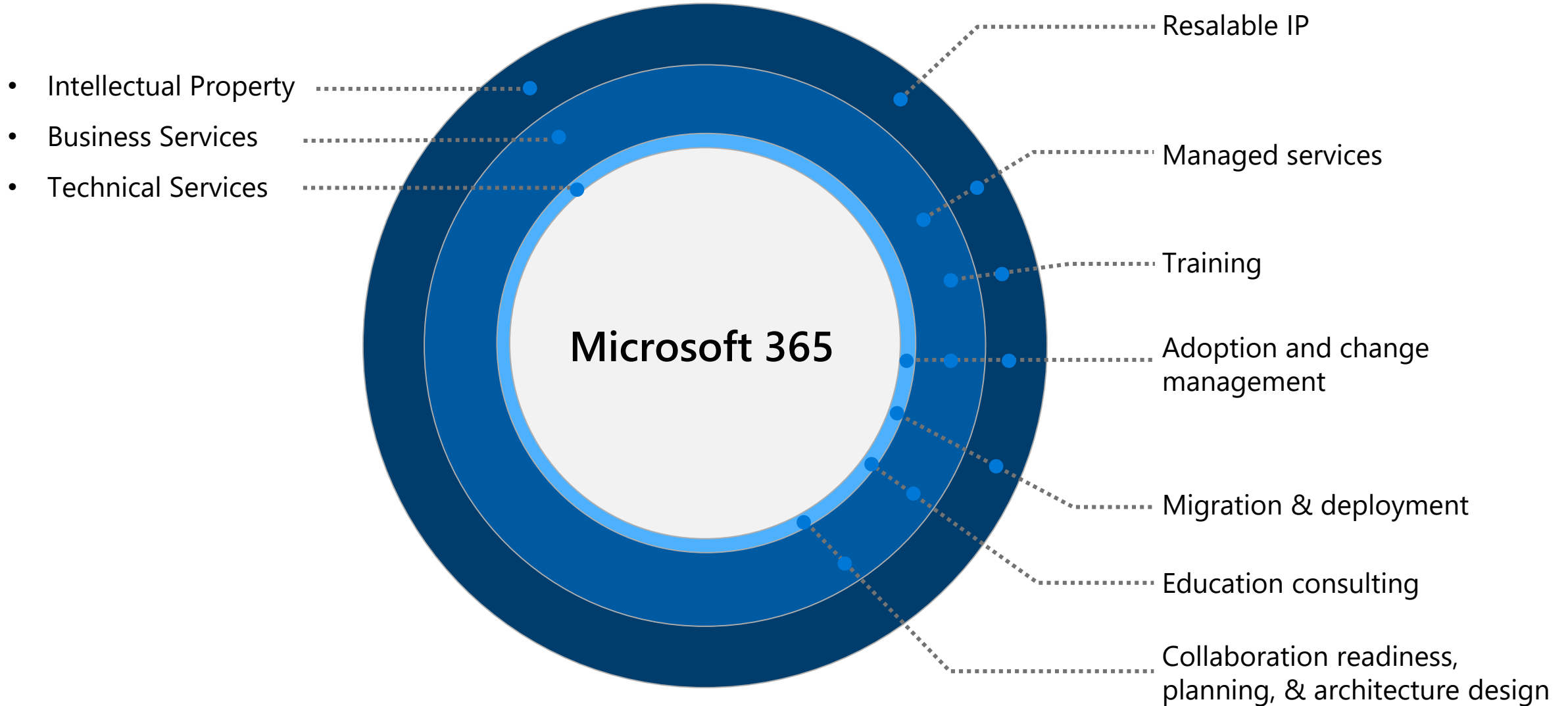


Digital
transformation

Partner value-add

Microsoft 365

Partner opportunity for value added services



Source: A commissioned study conducted by Forrester Consulting on behalf of Microsoft

Microsoft Teams increases collaboration practice revenue*

Teams and the extended Office 365 Toolkit opens new revenue opportunities



Watch the Microsoft and Forrester webinar:
New Revenue Opportunities for Collaboration Partners
<https://aka.ms/collaborationteiwebinar>



\$543

in incremental revenue, per user

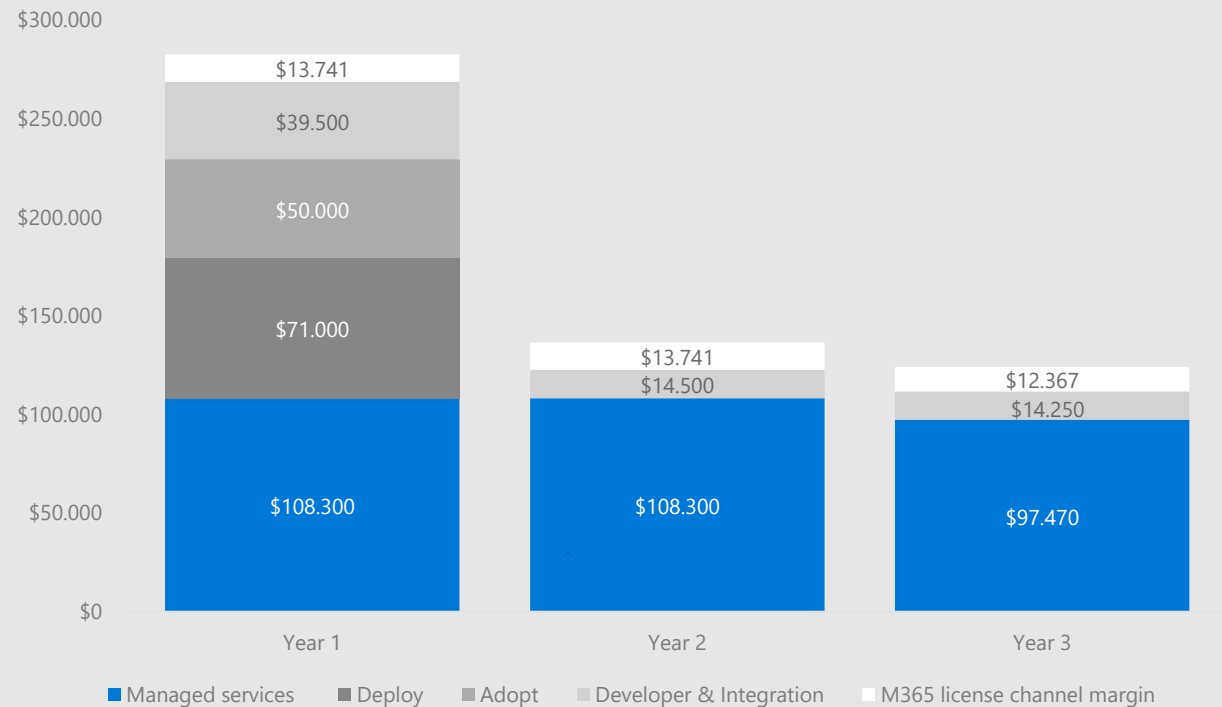


\$327

in incremental profit, per user



Average collaboration solution gross margin of over **60%**



*Based on a single 1,000 user deal, third year assumes 90% contract renewal for 2 year Managed Service Contract

Partner opportunity



Deployment

Proof of concept, pilot and production deployment of Microsoft Teams in a customer environment

Establishing best practices for governance controls including establishing guidance for how to use the Universal Toolkit

Create Teams from classic SharePoint sites and file shares



Adoption

Develop training and adoption solutions around teamwork, collaboration and communication

Start with Teams as the hub for teamwork, pull users together through channels for simplified communications across the company

Drive adoption by leveraging advanced workloads in Teams such as tabs, apps, and guest access



Managed services

Create IT Service Management processes in support of new collaboration scenarios powered by Teams

Maintain and support collaboration governance process such as lifecycle, administration, audit report and compliance

Leverage IT Roadmap to generate additional value for business stakeholders by improving the IT maturity level



Developer & integration

Integrate collaboration with line-of-business applications using Teams extensibility capabilities

Develop industry specific apps via apps and bots

Envision new business scenarios by leveraging the Microsoft Bot Framework

Add rich interaction to conversations with actionable messages

Use an **assessment** to get your foot in the door

[Microsoft Teamwork Assessment Workshop](#)

Duration: 1-3 days

Evaluate your client's organization by:

- Identifying business priorities
- Assessing current IT maturity
- Providing recommendations and best practices
- Creating an actionable roadmap



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Transition to Teams

Enable with transparency and communication

Upgrade when Teams meets your organization's needs

Empower IT to control and manage process

Ease user transition with in-product features

Support through partner and device ecosystem

<https://aka.ms/skypetoteams>

Customer scenarios



SFB Online
customer



Sfb Online
customer
using CCE



Hybrid
customer



On-Premises
Sfb server

What you can do today



Plan your journey to Teams relative to the Teams roadmap.

Onboard users and begin using Teams today to explore the benefits of the hub for teamwork in Microsoft 365.

Run Teams and Skype for Business side by side until Teams fully meets your needs. Check out these [Pilot Essentials Resources](#).

Drive value through user adoption. Customize and share Skype and Teams side-by-side [User Readiness](#) resources.





<https://aka.ms/skypetoteams>

[Update Framework](#)

Skype to Teams Roadmap





Skype for Business to Microsoft Teams Capabilities Roadmap

Messaging roadmap

	Available today
 Enterprise grade	<ul style="list-style-type: none"> ✓ Persistent 1:1 and Group ✓ Team + Channels for Teams ✓ Hide/Share/Mute Chat
 Skype for Business interop and federation¹	<ul style="list-style-type: none"> ✓ Teams-Skype for Business ✓ Guest Access for External ✓ Contact Groups ✓ Unified Presence
 Platform and devices	<ul style="list-style-type: none"> ✓ Windows, Mac, Edge, Chrome ✓ Windows Phone
 IT Pro	<ul style="list-style-type: none"> ✓ Tenant-Level Messaging ✓ eDiscovery/Hold/Archiving ✓ Messaging Interop IT Policies





This document reflects Microsoft's current expectations; however, dates and individual features may change and should not be relied upon in making purchasing decisions.
¹ Teams for DOD and Government GCC High tenants coming Q1 CY2019

Meetings roadmap

	Available today
 Enterprise grade	<ul style="list-style-type: none"> ✓ Scheduling ✓ Private ✓ User Federation ✓ 80 user limit ✓ Audio Conferencing ✓ Participation ✓ Improvements ✓ Audio Conferencing by country
 Collaborative meetings	<ul style="list-style-type: none"> ✓ Enable Pre/Duration ✓ Desktop
 Platform and devices	<ul style="list-style-type: none"> ✓ Windows ✓ Mobile
 IT Pro	<ul style="list-style-type: none"> ✓ Call Quality ✓ Tenant ✓ Call Analytics

This document reflects Microsoft's current expectations; however, dates and individual features may change and should not be relied upon in making purchasing decisions.
² Requires turning on first release before scheduling Teams meeting
³ Mac Outlook scheduling and Mobile Outlook scheduling (iOS and Android)

Calling roadmap

	Available today
 Enterprise grade	<ul style="list-style-type: none"> ✓ 1:1 to Group Call Escalation with Teams, Skype for Business, and PSTN participants ✓ Caller ID Masking ✓ Consultative Transfer ✓ Direct Routing ✓ Distinctive Ring ✓ Do not Disturb breakthrough ✓ e911 Support ✓ Enable Existing Calling Plan Support ✓ Extension Dialing ✓ Forward to Group ✓ Hold ✓ Multi-call Handling ✓ Organizational Auto-Attendant ✓ Safe Transfer ✓ Simultaneous Ringing ✓ Speed Dial ✓ Suggested Contacts ✓ Transfer to PSTN Call ✓ Translate user input to standard phone format ✓ Voicemail ✓ Out of Office Support ✓ Call Park ✓ Group Call Pickup ✓ Location-Based Routing [preview] ✓ Shared Line Appearance
 Skype for Business interop	<ul style="list-style-type: none"> ✓ Skype for Business to Teams Calling
 Platform and devices	<ul style="list-style-type: none"> ✓ Support for existing certified SIP Phones ✓ TTY Support ✓ Windows, Mac, Edge, iOS, Android ✓ USB HID control⁴
 IT Pro	<ul style="list-style-type: none"> ✓ Call Quality Diagnostic Portal ✓ eDiscovery Enhancements ✓ SfB-Teams Interop Policies

This document reflects Microsoft's current expectations; however, dates and individual features may change and should not be relied upon in making purchasing decisions.

⁴ Capability requires devices that implement standard USB-HID control support; [additional info can be found here](#)

✓ Delivered

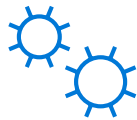
Upgrade assets for partners

Designed to help partners understand the Skype for Business to Microsoft Teams upgrade opportunity. The Quick Start Guide is made up of four kits:



Partner Readiness Kit

Develop the skills and knowledge required to engage with customers on their journey.



Partner Marketing Kit

Use these go-to-market materials to proactively engage customers, get leads, and start conversations.



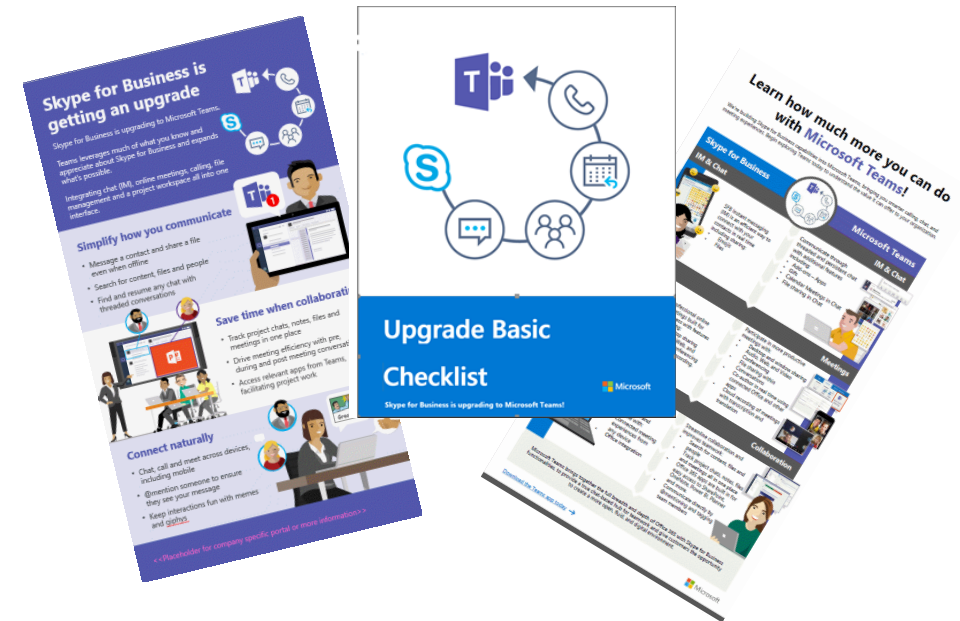
Customer Landing Kit

Talk with your leads about how upgrading can improve their bottom line.



Partner Offer Kit

Designed to position your Skype for Business to Teams upgrade offering




aka.ms/sfb2teamskit


Teams partner Toolkits

Microsoft 365 Teamwork Assessment


Workshop phases



Assess
Understanding the customer's environment



Analyze
Evaluate Meetings and Calling workloads



Roadmap
Develop a coexistence and deployment roadmap

Workshop content

- Teams Calling and Meetings usage scenarios
- Chat, calling, and meetings workload analysis
- Network planning
- Coexistence strategy
- Deployment roadmap

[Download workshop materials](#)


Workshop criteria

- Customer must have intent to move from Skype for Business to drive usage of Microsoft Teams Calling and Meetings by June 30, 2019.
- New Office 365 customers must have minimum of 1,000 seat opportunity for Office 365 license purchase.
- Current customers must have at least 1,000 Office 365 qualified entitlements focused on driving Teams usage.
- Customers commit to completing the Skype for Business to Teams Upgrade Planning Workshop within four weeks of approval.
- Skype for Business to Teams Upgrade Planning Workshops must be completed and proof of execution (POE) provided by June 1, 2019.


Partner funding qualification

- FastTrack Ready or ECIF approved
- Partner must have one of the following:
 - Active Cloud Productivity competency
 - Active Communications competency
 - Active Collaboration and Content competency


Assessment phases



Assess
Evaluates BDM business priorities and IT readiness. Uses Business Decision Maker and IT Roadmap assessments.



Envision
Uses the Customer Immersion Experience (CIE) and a Solution Design Workshop.



Report
Provides an actionable roadmap based on findings from assessments and Solution Design Workshop.

Assessment scenarios

- Secure collaboration
- Employee engagement
- Firstline empowerment
- Intelligent communications
- Change management

Teamwork Assessment criteria

- Customer must have intent to drive usage of Teams, SharePoint, or Yammer within FY19.
- Customer must have greater than a 1,000-user opportunity for either Office 365 license sales or active entitlements focused on driving Teams, SharePoint, or Yammer usage.
- Customer commits to completing assessment within four weeks of statement of work approval.
- All Teamwork Assessments must be completed by 15 June 2019.

Partner funding qualification

- FastTrack Ready-approved or ECIF-approved partners
- Possesses one of the following Active Gold or Silver competencies: Cloud Productivity, Communications, or Collaboration and Content

Updated Teams adoption Hub

<https://aka.ms/TeamsAdoption>

Microsoft Teams / Adopt

[Edit](#) [Share](#) [Dark](#) [Sign in](#)

Filter by title

Welcome to Teams

> Get started

> Plan

▼ Adopt

Get started

> Phase 1 - Start

> Phase 2 - Experiment

> Phase 3 - Scale

> Configure and deploy

> Upgrade from Skype for Business to Teams

> Interoperability with Office 365

> Manage

> Training

> Security & compliance

> Features

> Teams for education

PowerShell cmdlet reference for Teams

Developer documentation for Teams

Adopt Microsoft Teams

If you're a small business, or if you want to roll out Teams starting with chat, teams & channels, and meetings, use our prescriptive [Get started guidance](#), which is designed to get you up and running quickly. If you're a large organization with a hybrid or on-premises Skype for Business configuration, or if you want to roll out voice features (such as Office 365 calling plans or phone system), you can start with our Get started guidance, but you'll need the additional guidance below, under **Deeper adoption guidance**.



Quick start



Introduction to teams and channels



Plan your first teams



Empower your champions



Training & certification



Tools and Downloads

Deeper adoption guidance

Adoption plans can be simple to complex, depending on your environment. For large-scale deployments, step through the guidance below to ensure your organization has a smooth transition to Teams.



Start

Get started

Understand teams and channels

Create your first teams

Assess cultural and organizational readiness



Experiment

Create your champions program

Governance quick start

Define usage scenarios

Onboard early adopters and gather feedback

Onboard support



Scale

Define outcome and success

Optimize feedback and reporting

Drive awareness and implement training

Schedule service health reviews

↓ Download PDF

Teamwork Reimagined

- ✓ Teamwork is how work gets done
- ✓ The partner opportunity & resources
- ✓ Transition from SfB to Teams
- ✓ Your next steps



Get started with Microsoft Teams

- Explore more about Microsoft Teams and [learn to showcase using the Guided Tours](#)
- Gain insights with [Forrester TEI Study: Microsoft 365](#)
- Learn about our integrated solution on [Microsoft 365 Partner Page](#)
- Be better prepared and check out our [Teamwork Course Catalog for training and readiness](#)
- Engage with the Cloud Enablement Desk





Journey to a new **Teamwork** practice

Alessandra Diciaula
Partner Recruit Lead

What is a Partner?

Companies who deliver apps, software or services that involve Microsoft technology

Not just those who sell and deploy Microsoft-branded services:

- ✓ Software companies
- ✓ System Integrators
- ✓ Managed Service providers
- ✓ Many more



The Partner Network

- ✓ A framework for engagements
- ✓ 450 000 partners worldwide
-50.000 in WE
- ✓ Partner-specific benefits and information
- ✓ More benefits as your practice grows





Cloud Enablement Desk led engagement

Builds relationships through one-on-one engagements for partners

Examples of how we can help you:

An assisted experience from Microsoft to help me start, grow and eventually co-sell in the cloud through assisted skilling and program access

An assisted experience to guide me through MPN benefits, competency attainment, driving towards co-sell and more

An assisted experience understanding and utilizing my Gold cloud competency benefits and stay informed of MPN updates

What is the Cloud Enablement Desk?

Cloud Enablement Desk specialists identify business needs and connect you with valuable resources and benefits in order to build your MPN practice and drive towards goals.

For an agreed period of time, an assigned specialist will help you navigate MPN, decode your benefits, and drive towards the milestones and outcomes that matter to your business. Whether you need technical skilling, assistance going to market, help onboarding as a co-sell partner, or anything in between – your Cloud Enablement Desk specialist is there to support the unique needs of your organization.

Am I eligible?

Available if you meet the below criteria:

1. Unmanaged partner
2. Have an MPN ID ([sign up here](#))
3. Developing repeatable, scalable app or solution

How do I engage?

A monthly check in call is a minimum required touch point. You can scale up your engagement from there based on your needs.



Our CED specialist will reach out to you following this webinar!

Cloud Enablement Desk Led Engagement

Proactive program designed to accelerate partner cloud business by assisting with advanced skilling, go-to-market activities and co-sell onboarding.

PARTNER ELIGIBILITY



- Partners must have a MPN ID and be non-PDM managed
- **Optional:** To unlock full program services, partner must have purchased a paid offering (MAPS or competency) to engage with PTCs or GTM Resource Desk
- Co-Sell Onboarding: Partners must meet the Co-Sell Ready requirements and have 3 customer wins for the solution

HOW TO ENGAGE



Our CED specialist will reach out to you following this webinar!

ADDITIONAL RESOURCES



- <https://partner.microsoft.com/it-it/membership/how-it-works/>
- <https://partner.microsoft.com/it-it/membership/competencies>
- <https://partner.microsoft.com/it-it/cloud-solution-provider>
- <https://partner.microsoft.com/it-it/reach-customers/gtm>
- <https://partner.microsoft.com/it-IT/membership/core-benefits>

SERVICES OFFERED



- ✓ Membership: requirements and renewal
- ✓ Benefits: activation and consumption
- ✓ Distributor & CSP: education and value proposition
- ✓ Partner Center: migration and education
- ✓ Go-To-Market: lead referral management, business profiles and marketing consultation services
- ✓ Selling with Microsoft: Co-Sell onboarding

Scenario Examples

You are looking for assistance to attain Silver or Gold Cloud Competencies as well as guidance on benefits. The CED team can help guide your business through attaining any of the Cloud Competencies and will assist with activating benefits. The CED team will also focus on providing recommendations on how to maximize the available benefits and resources through the Microsoft Partner Network.

You are looking for assistance to help increase your business' technical knowledge and capabilities. The CED team can help facilitate one-on-one sessions with a technical mentor and can help your business make the most of your technical benefits to grow your Cloud practice.

You are looking for assistance to help increase your business' marketing presence and Go to Market capabilities. The CED team can help your business leverage the marketing resources available and provide guidance on building your referral profile in Partner Center.

Your business is looking for assistance to become Co-Sell Ready. The CED team will guide your business through meeting the co-sell ready requirements, including attaining a Gold Cloud Competency. The CED team will assist you with navigating the OCP catalog and uploading all required documents.

Teamwork

technical journey

 Get started today!
aka.ms/TeamworkTechJourney

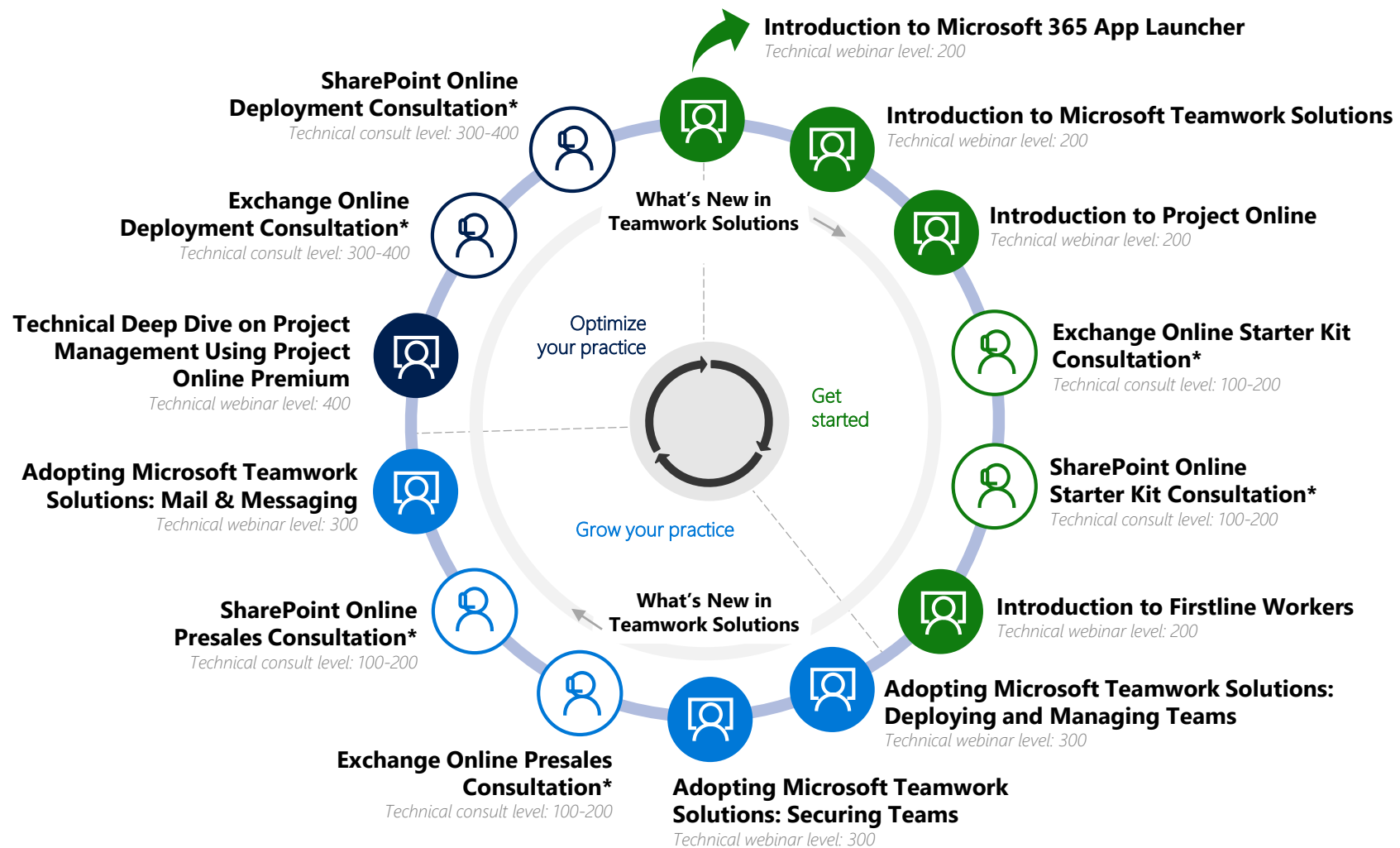
Ways to engage with Microsoft experts throughout your technical journey:



Remote technical webinar




One-to-one technical consultations



*Requires MPN technical presales & deployment benefits

Next Steps

- 1 Become an MPN Partner
[//aka.ms/Enroll](https://aka.ms/Enroll)
- 2 *Optionally: Sign up for action pack*
- 3 Discuss and commit to building
- 4 Email and onboarding call with the Cloud Enablement Desk



Microsoft Inspire

Las Vegas, Nevada
July 14–18, 2019



Where partners, industry experts and Microsoft met to learn new ways to accelerate the digital transformation of our shared customers.

Got a question email
a-ralual@microsoft.com
ptnr-ita@Microsoft.com

[Watch Inspire 2018 sessions on-demand >](#)



Thank you

[Partner Training Calendar IT](https://www.microsoft.com/-at/partner-training)

<https://www.microsoft.com/-at/partner-training>