



SoftwareOne Microsoft CSP Services

Unlock the full potential of your Microsoft investments with Microsoft CSP

Gartner predicts that by 2028*, cloud computing will evolve from a disruptive technology to a critical element for maintaining business competitiveness. To stay ahead, organisational efficiency is key, and your Microsoft licences play a crucial role in your operations. Moreover, the choice of your Microsoft agreement significantly impacts your business objectives. Is your organisation missing the support and flexibility needed to maximise your Microsoft investments?

The Cloud Services Provider (CSP) agreement model offers more than just licences. It is a partner-led model that allows partners to bundle their own value-added services into the price. These services include cloud expertise to enhance your cloud experience, managing your subscriptions, and handling billing and invoicing. SoftwareOne's Microsoft CSP Services is a partnership, that goes beyond just licensing, between you and SoftwareOne as your trusted partner. We are dedicated to making your Microsoft cloud journey seamless and straightforward. Whether you need to purchase licences, manage workloads, or resolve issues, we are available 24/7, with global reach and quick response times.

Why choose SoftwareOne Microsoft CSP Services?



World-class support: 24/7 support from over 3,000 Microsoft certified professionals in 12 global delivery centres. The service covers incident management and service requests including ownership of escalations, with a follow-the-sun support model that ensures continuous and seamless assistance. 50% of tickets are resolved within 24 hours, including those related to the product group and the most complex tickets. SoftwareOne support is committed to keeping your Microsoft solutions running optimally and safe, with customer feedback and Microsoft backing.



Flexible licence, billing and cost expertise: 30 years of expertise in software resale and Microsoft licensing to help you make informed, cost-efficient software decisions. Our Client Portal centralises procurement and offers a clear view of software usage and finances, ensuring a seamless management experience. With flexible, custom billing options and a dedicated team of specialists, we're committed to being your trusted partner for all your software needs.



All in One: More than 30 years as a software reseller and #1 Azure partner globally. Partner with SoftwareOne for your full Microsoft cloud journey and get more than just licences. We offer a wide range of services from software portfolio management, cloud, to AI consulting and can help you leverage Microsoft funding to achieve your goals.



* Source = [Gartner Says Cloud Will Become a Business Necessity by 2028](#)

CSP made easy with our Essentials Services for Microsoft 365 and Microsoft Azure

SoftwareOne Digital Workplace Essentials for Microsoft 365

Enable your employees for a high-performance workplace with 24/7 managed services and licensing for Microsoft 365.

SoftwareOne Cloud Services Essentials for Microsoft Azure

Cloud Essentials is a comprehensive service that helps you optimise, secure, and manage your Microsoft Azure environment.

Why partner with SoftwareOne

- **Flexibility and scalability:** scale licence usage up or down based on your business needs. Choose between monthly and annual plans to adjust usage costs.
- **Cost savings:** Save on support costs with 24/7 technical support, eliminating the need for separate support providers or contracts.
- **Expert guidance:** Receive guidance from experts who understand your business and can leverage Microsoft incentives to fund your projects and training.
- **Comprehensive support:** Over 50% of support tickets are resolved within 24 hours, including complex issues.
- **Value-added services:** Benefit from spend management, analysis, backup and monitoring solutions to manage your cloud environment more effectively.

What's included in our Essentials service

Onboarding Services	Service Management	Support Services	Major Incident Management	Cost Control	SLA & Service Availability	Cloud Technical Scope	Self Service Portals	Offboarding Services
Technical / Process Onboarding	Escalation Management Process	Incident Management	P1 follow-the-sun priority escalation path	Spend Anomaly Detection	Incident SLA Management with 30 minutes for P1	Digital Workplace (M365 & BizApps)	Customer portal	Offboarding Services
Purchasing & Billing & Invoicing Onboarding	Invoicing & Billing Management Services	Service Request Management		Spend management	Service Request SLA Management	Azure Cloud	Marketplace Platform	
Subscription Transfer/Setup		Vendor Escalation Services			24/7/365 Service Desk Support			
Cloud Management Platform onboarding		Vendor Ticker Management			24/7/365 Service Desk Support			
Marketplace Onboarding								
Licences								

Azure only

Which Microsoft licensing agreement is best for you?

When selecting the proper Microsoft agreement for your business, you don't need to make the journey alone. SoftwareOne offers Microsoft Advisory Services to help you make the right choice based on your specific needs. Contact us to learn more.



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