

Kocho's Microsoft Cloud Solutions Provider (CSP) Service

—————> Service Definition Document



Overview

Kocho's Microsoft Cloud Solutions Provider (CSP) service delivers a modern, partnership-led approach to Microsoft cloud licensing, support, optimisation, and security.

- Unlike traditional CSP resellers that simply transact licences, Kocho provides strategic guidance, deep Microsoft expertise, continuous optimisation, and managed security enhancements that maximise cloud ROI.
- With more than 20 years as a Microsoft partner and recognised specialisations across identity, security, and cloud technologies, Kocho ensures your Microsoft investments are expertly supported, secure, and aligned to your long-term goals.



What the Service Includes

Kocho's CSP offering is structured into Core, Enhanced, and Premium service tiers, ensuring organisations can choose the level of support and added value that best fits their cloud strategy.

Key Inclusions Across the CSP Service:

1. Guided Onboarding & Subscription Management Portal:

- Intuitive self-service CSP portal for licence procurement, subscription management, billing, and basic troubleshooting.
- Simplified billing and transparent spend management.

2. Deep Microsoft Expertise:

- 20+ years of Microsoft partner experience.
- Specialisations across identity, security, and endpoint technologies.
- Member of the Microsoft Intelligent Security Association (MISA).

3. Azure & Microsoft 365 Optimisation & Management:

- Ongoing monitoring, usage insights, and proactive optimisation to reduce cost, minimise waste, and improve security.
- AI-powered insights across Azure and Microsoft 365 environments.

4. Kocho Credits (Free Professional Services):

- Monthly credits based on cloud spend—redeemable against workshops, consulting engagements, and professional service days.
- Credits valid for 24 months for active CSP customers.

5. Security by Design – SecOps Included:

- Free onboarding into Kocho's award-winning Security Operations capability.
- 12 months of SecOps for the price of 9 (E5-licensed users, Rapid Protect).

6. Microsoft 365 Backup & Platform Support (Optional):

- Assistance across Microsoft 365 tenancy, incident troubleshooting, and platform guidance.



Kocho's Approach & Methodology

Kocho delivers CSP as a strategic partnership, not a transactional service. The methodology ensures continuous value, cost control, and secure cloud adoption.

1. **Discover & Assess:** Kocho evaluates your current cloud strategy, licensing position, operational challenges, and security posture to determine the most effective CSP model.
2. **Guided Onboarding & Migration:** A structured onboarding programme ensures smooth transition into Kocho's CSP environment—covering licence alignment, access configuration, spend visibility, and initial optimisation insights.
3. **Ongoing Management & Optimisation:** Through AI-powered analytics and expert oversight, Kocho continually improves cost efficiency, resource adoption, and security maturity across Azure and Microsoft 365.
4. **Support & Strategic Growth:** With dedicated support services and access to Kocho Credits, customers can engage in funded workshops, roadmap design, security assessments, and cloud transformation initiatives.

Engagement options

Kocho provides multiple engagement pathways depending on your organisation's needs:

- 1. CSP Subscription & Portal Access (Core):** Licence procurement & billing, Guided onboarding, Self-service management portal.
- 2. Enhanced CSP Azure & Microsoft 365 optimisation support:** Kocho Credits, Access to AI-powered insights.
- 3. Premium CSP:** All Enhanced features plus: Managed SecOps trial benefits, Additional optimisation and support layers, Closer strategic alignment.
- 4. Add-On Professional Services Workshops:** security, identity, cloud economics, licensing, Azure landing zone design, Microsoft 365 security uplift, Cloud cost governance programmes.

Benefits of partnering with Kocho

- **Strategic Value Beyond Licensing:** Kocho turns your CSP agreement into a foundation for long-term cloud success—driving adoption, security improvements, and cost reductions.
- **Security Built In:** Security Operations onboarding ensures cloud adoption is always underpinned by a robust security posture.
- **Optimisation for Cost & Performance:** Proactive insights help you eliminate waste, right-size configurations, and increase utilisation.
- **Flexible Credits Supporting Growth:** Kocho Credits give you access to expert workshops and transformation activities without increasing spend.