

Microsoft Cloud CSP Management and Licensing by Nasstar

G-Cloud 15 Service Description

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1 Business Outcome

Nasstar's Microsoft Cloud CSP Management and Licensing Service provides organisations with a streamlined, reliable and fully supported route for procuring, managing and billing Microsoft cloud subscriptions. As businesses scale their use of Microsoft 365, Azure and associated cloud services, the complexity of managing licences, tracking consumption, controlling costs and resolving subscription issues increases significantly. Nasstar's CSP service simplifies this landscape by acting as the customer's single point of engagement for subscription provisioning, billing, subscription changes and vendor escalation.

By leveraging Nasstar's highly skilled CSP specialists, customers gain access to expert guidance, break-fix support for platform availability issues, and simplified management of both license-based New Commerce Experience (NCE) subscriptions and usage-based Azure CSP subscriptions. This allows organisations to reduce operational overhead, resolve issues quickly and maintain full visibility of cloud expenditure.

The service ensures that Microsoft 365 licences and Azure subscriptions are provided and billed correctly, with predictable processes for subscription amendments, invoice queries, and service escalations. When paired with Nasstar's broader managed services portfolio, organisations benefit from a unified operational model - consolidating support, billing and technical management to maximise value from their Microsoft cloud investments.

Overall, the service enables customers to maintain compliance, manage cloud spend effectively, and ensure subscription governance is handled professionally and consistently.



2 What Does the Service Include?

2.1 Managed Microsoft CSP Management and Licensing Overview

Nasstar's Microsoft Cloud CSP Management and Licensing Service delivers end-to-end management of Microsoft licence-based NCE subscriptions (such as Microsoft 365) and usage-based CSP subscriptions (such as Azure). The service covers subscription onboarding, billing, amendments, service request handling and platform availability support - ensuring customers have a single, efficient mechanism for managing their Microsoft cloud agreements.

Many organisations face challenges such as incomplete visibility of cloud usage, inconsistent subscription management processes or gaps in escalation pathways when platform issues occur. Nasstar's CSP service addresses these challenges by providing structured subscription governance supported by 24x7 break-fix incident management for Microsoft platform availability and operability issues.

Key service elements include:

- **Core Account Servicing & Support**
Consolidated billing, enrolment of subscriptions into scope, subscription record maintenance and access to Nasstar's service management portal.
- **Non-Technical Subscription Support**
Assistance with subscription questions, service queries, invoice clarifications and administrative change requests.
- **Incident & Request Management**
Logging, triage and routing of customer-reported Microsoft platform availability issues, including managed escalation to Microsoft Support where vendor intervention is required.
- **NCE Licence-Based Subscription Management (e.g., Microsoft 365)**
Subscription transfers, seat changes, addition of new licence types, NCE billing, break-fix escalation and management of licence subscription lifecycle events.
- **CSP Usage-Based Subscription Management (e.g., Azure)**
Creation and transfer of Azure CSP subscriptions, usage metering, monthly consumption billing, subscription access management and escalation of Azure operability issues.
- **Billing & Invoicing**
Monthly invoice generation for all CSP/NCE subscriptions, handling of billing queries and consumption reconciliation.
- **Microsoft Support Case Management**
Opening and managing support cases with Microsoft for platform availability/operability incidents.

Underpinned by Nasstar's cloud service operations and ITSM processes, the service delivers structured governance, predictable subscription management and reliable escalation pathways. Customers maintain complete control over their licensing footprint, while Nasstar handles the administrative, billing and support complexities on their behalf.

With extensive experience as a CSP partner and deep Microsoft platform knowledge, Nasstar provides a dependable and scalable subscription management service - ensuring organisations optimise their cloud consumption, reduce administrative burden and maintain frictionless access to Microsoft cloud services.

