



TRANSFORMING BUSINESS
THROUGH **TECHNOLOGY**

G-Cloud

Service Description



Overview

Microsoft Cloud Solution Provider

A Cloud Solution Provider (CSP) agreement is a flexible and impactful way to purchase Microsoft Cloud licenses/subscriptions via a trusted partner with the knowledge and skills to drive maximum value from your organisations licensing investments.

Organisations need to appropriately license the services and products they are consuming in the Microsoft Cloud, whether that is in Microsoft 365 or Azure.

By choosing Core as your CSP, you can leverage our expertise to simplify and optimise the process of purchasing and managing your Microsoft Cloud subscriptions, without adding any costs to the licensing/subscription investments your organisation is already making?

Requirements such as:

- Which licenses/subscriptions match my requirement?
- What volume do I need and what commitment terms/tiers are available?
- How much does this subscription cost based on my requirement and the commitment term/tier I am choosing?
- Are there benefits/features I can leverage from the subscriptions I am already purchasing?
- How do I monitor and manage my organisation's subscriptions spend to ensure I am not over-licensed or overpaying?
- How do I replace a license which is being retired or re-specified, and what does that mean for my overall compliance with Microsoft terms?

As your CSP, Core can help you understand, purchase, manage, and drive value from your Microsoft Cloud subscriptions, and all for the same price as buying your licenses direct.

Key Benefits

There are a number of key benefits to our CSP Offering;

- Access to the full range of Microsoft Licenses
- Available as a pay as you go subscription, so you only pay for the months consumed by a user
- Ability to fix license prices for 1 or 3 years (product dependant) to provide mitigation against inflationary price increases and streamline budgeting / financial forecasting
- Rapid enablement and deprovisioning of licenses

Tier 1 Cloud Solution Provider

Core is a Tier 1 CSP Partner providing access to cloud subscriptions for a wide range of Microsoft Products.

A Tier 1 CSP Partner is a direct provider of Microsoft products subscriptions, working directly with Microsoft on behalf of your organisation.

This means we have a direct relationship with Microsoft, which comes with a number of key benefits for the organisations who choose us as their CSP.

- We can speak directly to Microsoft on your behalf, removing the administrative overhead of speaking to Microsoft and your licensing provider.
- We purchase your licenses direct from Microsoft and resell them to you, adhering to the strict Partner Agreement with Microsoft and operating as part of the Microsoft Customer Agreement (MCA) your organisation agrees to with Microsoft and Core.
- As a managed and professional services provider, Core understand the process of configuring and deploying these products and the impact they can have for an organisation and its users. Our support can therefore go far beyond selling the licensing/subscriptions.
- We are autonomous from Microsoft in the way in which we manage the customer/supplier relationship, how we bill, and the support and value we drive from your licenses.
- For the standard RRP price of a Microsoft license, you gain access to a range of value adds and knowledge available via a longstanding and highly accredited Microsoft partner.

Core can operate as a CSP to resell licenses/subscriptions in your Microsoft 365 tenant, for licenses such as Microsoft 365 Business and Enterprise Plans (I.e. M365 Business Premium, M365 E3. Etc), Power Platform, Defender, Copilot, and more. We can also operate as a CSP reseller for your Azure subscriptions, including products and services such as compute infrastructure, data storage, back-ups, and more.

For organisations already receiving invoices from Core for services, adding licensing to this can simplify the process for paying and querying your invoices, as you only have one supplier to deal with.

It also means that any issues with the charges coming from Microsoft can be handled by Core, and we can utilise our position as a Microsoft partner organisation to query or address any issues on your behalf.

The CSP Programme

The Cloud Solution Provider (CSP) program was introduced by Microsoft to offer organisations greater flexibility in purchasing their Microsoft Cloud subscriptions.

Instead of buying direct from Microsoft, or committing to longer term and higher volume via an Enterprise Agreement, organisations can purchase flexible volumes over flexible periods, and work with suppliers who can bundle Microsoft licensing into other managed or professional service offerings. This provides a more flexible and simpler billing and procurement experience.

For Microsoft 365 services, there is no minimum user/device volume required for purchasing subscriptions via a CSP agreement, with commitment terms ranging from monthly to triennial for each individual license type, organisations benefit from a far more flexible and customisable approach to licensing.

For Azure, commitment terms and billing units differ from those in Microsoft 365, but there are still differing levels of commitment available across the products and services in Azure, ranging from Payas You Go to Three Year Reservations. As your CSP, Core can keep you informed and purchase on your behalf when directed to do so.

Consumption Based Charging

- CSP allows you to pay for the active licenses that you use in any given month, rather than paying “true up” or “true down” fees associated with volume licensing. While this advantage is negligible for organisations with a stable and static workforce, any organisations expecting changes in the overall numbers of users, or who engage with short term contractors, this model can provide a lower total cost of ownership than using a volume licensing agreement.

Reduced Administrative Overhead

- The CSP licensing agreement requires less overall administration at the customer side than an Enterprise Agreement. You can add and remove licenses in real time from your cloud platform, and immediately see what licenses you have in place and available. Adding new license types is very straightforward and can be done on demand.

Predictable Budgeting

- 3 Year Fixed Pricing is now available on certain licenses/subscriptions, so customers can have the same budget certainty they get with an EA, but with one huge advantage. **No upfront payment.** Customers can select an annual/triennial commitment volume (which should be a realistic minimum forecast of minimum licensing needed) and flexibly add further units on a monthly commitment basis for users/units likely to rise and fall. Plus, if you add more units to an existing annual or triennial commitment volume, you will get the same price for the additional units as you did for the original units, until the original commitment term ends.

Single Point of Contact

- You can buy your licenses via Core, and query billing, commitment terms, increases or reduction to units, entitlements. Etc., consolidating and simplifying your supplier relationships. In addition to transacting your Cloud subscriptions, as a managed and professional services provider, Core understand the licensing requirements in the context of implementation and configuration. We can therefore advise on the licenses you need based on your requirements, purchase them, and implement/configure them for you if needed.

Flexible Commitments

- CSP allows you to make flexible commitments to licenses/subscriptions. You can also make different term commitments to one license type. So if you wanted to commit to retaining 50 units of a license for a year, and commit monthly to a further 10 units of the same license type, you can do this. This means you can commit to the volumes you are sure will be needed, and retain flexibility for the volumes which may change on a monthly basis.

What's included when you choose Core as your CSP?

The benefits of choosing core as your Cloud Solution Provider include:

- Expert advice to understand, select, and drive value from your licenses/subscriptions
- Single point of contact for your Microsoft Cloud licensing/subscriptions
- Access to Core's Service Desk, to oversee the process of adding and removing licenses in a compliant way
- An industry aligned Account Manager to own the business relationship between your organisation and Core, and facilitate maximum value for you from Core
- Access to Core's wider teams of experts across a range of technical and business disciplines
- Ability to choose the flexibility to add and remove licenses as required
- Price locked-in for up to 36 months for predictable monthly spend
- Free 30-day trial available for 25 or more license types
- No charge to move your licensing to Core
- No offboarding charges

Does CSP for Azure subscriptions differ to Microsoft 365?

Azure is Microsoft's comprehensive cloud computing platform, capable of supporting a range of products, solutions, and services via over 200 product offerings.

Azure is billed differently to many licenses in Microsoft 365, as instead of basing volumes and cost on users/devices per month (with some exceptions), Azure has a range of unit costs and billing periods which makes understanding where efficiencies can be made more nuanced. For example, some services are priced dependent on a service tier/class, storage used, capacity available, and these can cover period of time ranging from per minute to per month.

Core can operate as your CSP for Azure, and deliver many of the benefits outlined above which apply to the licenses/subscriptions present on your Microsoft 365 tenant. However, given that there are unique challenges in optimising Azure subscriptions/licensing compared to Microsoft 365, there are some activities which apply solely to Azure CSP customers.

Depending on the scale of your Azure deployment, Core will undertake periodical reviews into Cost Optimisation and Azure Secure Score, providing you with visibility and understanding of where excessive spend or security risk has been identified within your subscription. This will help you make informed decisions when it comes to selectin specification and scale in Azure.

Core also has a range of further service wraparounds for Azure. Our Technical and Cost Optimisation service is a one off engagement that achieves a comprehensive understanding of existing deployments and identifies in clear detail the opportunities to make significant technical and cost improvements. Our Azure Managed Service can then be selected so Core can take ownership of your Azure subscription and manage, monitor, optimise, and secure your Azure subscription on an ongoing basis.

Whether you have an existing Azure subscription, or are keen to start using Azure for the first time, choosing Core as your Cloud Solution Provider for Azure allows you to simplify your billing, understand and optimise your Azure deployment, and consolidate all of your Microsoft Cloud subscriptions into one relationship.

Onboarding to CSP with Core

The process of nominating Core as your CSP partner is straightforward and carries no cost.

The following steps are required when a customer is nominating Core as their CSP reseller in an existing Microsoft 365 tenant:

- Agree the licensing types, commitment terms, unit prices, and volumes in scope for the agreement
- Core send invite link to customer to set up reseller relationship in Microsoft 365 tenant and nominate Core as CSP
- Customer accepts invite on link to set up reseller relationship and nominate Core as CSP
- Customer and Core accept Microsoft Customer Agreement (MCA)
- Core can start transacting Microsoft Cloud subscriptions on customers behalf

Alongside the means for Core to invoice your organisation and receive payment for the subscriptions purchased on your behalf, the above steps will see Core onboarded as your CSP partner.

Setting up Core as your CSP for Azure follows a slightly different process than the Microsoft 365 process above. However, this is also undertaken free of charge by Core.

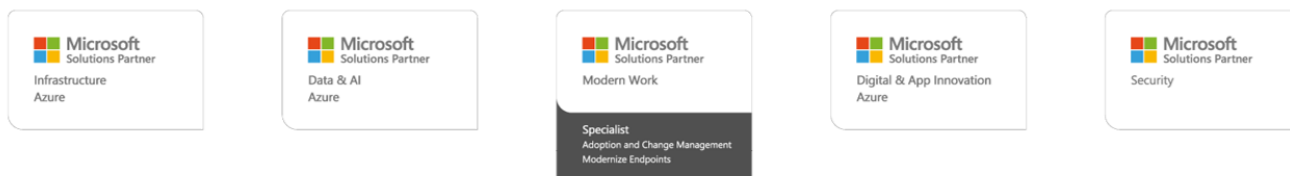
If Core are setting up a new Microsoft 365 tenant or Azure subscription, the nomination of Core as your CSP can be done as part of that process.

There may be some involvement from your outgoing CSP required (if you have one), and they may need to allocate the correct roles to you or to Core in Microsoft 365/Azure before the process can begin.

About Core

We have a long and distinguished record of supporting organisations with cloud first strategies, implementing successful, efficient, and safe migrations to the Cloud, driving value, productivity and security.

As a Microsoft Solutions Partner with more than three decades of experience delivering Microsoft solutions, we understand how to unleash potential and unlock value for our customers who have invested in Microsoft technology. We help improve the transition from E3 to E5 licensing, enabling enhanced security and mobility capabilities for our customers, without the need for third-party solutions.



Your organisation deserves reliable, trustworthy, and responsive expert IT support so you can focus on what you do best. With our 35-year history, your business is in capable and experienced hands. In 2001, Core deployed the first installation of SharePoint in the UK and have continued to deliver and support Microsoft products and solutions, leading businesses to superior levels of productivity, security, and growth. From the early operating systems and intranet solutions to the advanced productivity and security tools that organisations adopt to seek efficiencies, Microsoft solutions now touch tens of millions of lives daily; and Core helps to optimise solutions for your desired outcomes.

Core is a Microsoft Advanced Partner and has been delivering Microsoft solutions for nearly three decades; transforming, enabling, and securing our customers with the evolution of Microsoft business technologies across the UK. Our focused expertise and experience, along with our long-standing relationship with Microsoft, means that when our customers invest in world-class transformation products, they are delivered by our team of leading experts, and managed personally, with competence.



Customers

We put our customers first, taking responsibility for our actions.



One Core

We recruit, develop, and retain the best talent in a supportive environment to best serve our customers.



Responsiveness

We are flexible, approachable, and responsive to our customers' needs.



Expertise

We are professional and constantly strive to achieve excellence for our customers, peers, and partners.

Core works in a spirit of partnership. We find that this helps us achieve the best outcomes for our customers, which supports our target of building long term, positive and trusting relationships with our customers. This includes offering as much value as possible and finding new way to maximise on your investment. We are proud to be:

- Winner of CRN MSP of the Year 2023. 2023 and 2024 Best Company to Work For (sub £100m) – CRN
- Cyber Essentials Plus and ISO 27001 Certified.



WINNER
CSP of the Year

**CRN
SALES
AND
MARKETING
AWARDS 2023**

WINNER

Best Company
to Work For
(Sub £100m turnover)

**CRN
SALES
AND
MARKETING
AWARDS 2024**

WINNER

Best Company
to Work For
(Sub £100m turnover)



Crown
Commercial
Service
Supplier