

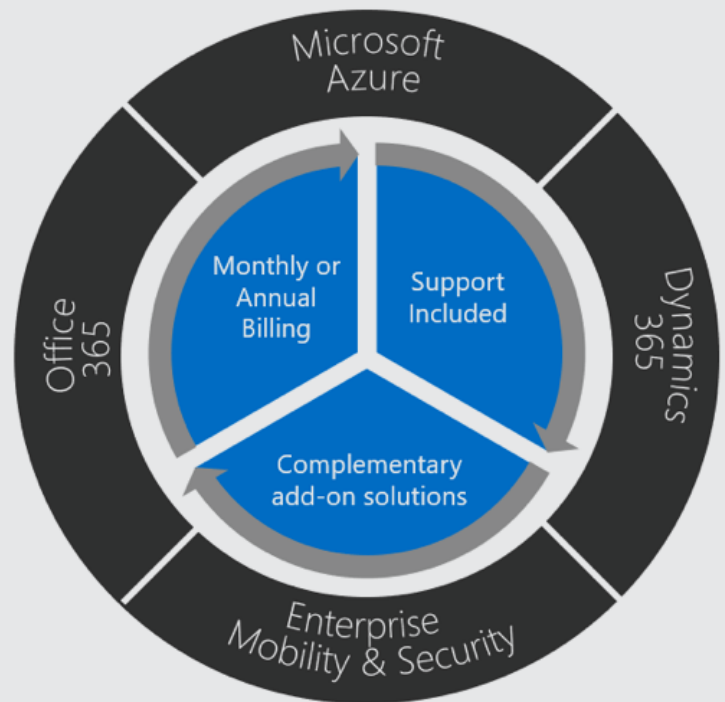
Bytes **MICROSOFT** **CSP PROGRAM** **GUIDE**



WHAT IS CSP?

The **Cloud Solution Provider (CSP)** Program is a Volume Licensing program from Microsoft that allows customers to purchase Online Service subscriptions, Azure Services and some on-premises software through the Microsoft Cloud Agreement. It offers customers the flexibility of being able to adjust the number and type of subscriptions each monthly based on their requirements, or prepay annually upfront – all of which can be managed online through the Bytes Portal.

Azure customers can take advantage of true PAYG billing and reduce costs through Reserved Instances, Hybrid Benefits and Software Subscriptions.



With locked in prices and the flexibility to adjust subscriptions monthly, based on actual requirements, CSP can help reduce costs.

Best Value

Maximise investments in Microsoft technologies with great pricing, flexibility and benefits.

- Technical Break-Fix Support is included
- Add-on complementary services and solutions
- Access to Microsoft Online Services, Server Subscriptions and Azure Services

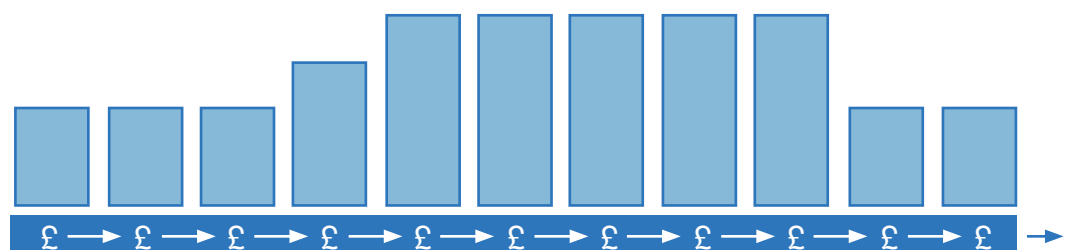
Flexible

Respond to the changing technological landscape by accessing the latest versions of cloud and on-premises software

- Meet the unique requirements of your organisation based on its needs with the flexibility to increase or decrease subscriptions monthly
- Minimise upfront costs and budget more efficiently with locked in pricing and monthly or annual payment options
- Choose from Microsoft cloud services, on-premises software, or a mix of both and migrate on your terms

Manageable

- Track purchases centrally and manage subscriptions with online management tools
- Reduce your Azure consumption costs with Reserved Instances, Hybrid Benefits and Software Subscriptions



Flexible monthly billing allows you to buy exactly what you need when you need it

Alignment of purchases	A Subscription is created for each license type, and Subscriptions have a term of 12 months which auto-renews. You may have multiple subscriptions for different product types each with different expiry dates
Minimum Entry Level	1 User Subscription Licence (some Dynamics 365 plans require a minimum of 20 subscriptions)
Payment terms	Licenses are paid for monthly upfront. An annual option is also available
Adding licenses	Licenses may be added at any time with pro-rated daily payment due
Reducing licenses	Licenses may be reduced at any time with pro-rated daily credit
Price Protection	Fixed price protection for the duration of the Subscription: 12 months
Price Levelling	No complex price levelling. Simply pay for what you need when you need it. Pricing is equivalent of Enterprise Agreement level A or less
Contractual Terms	Bytes Terms, Microsoft Cloud Agreement
Contractual Term	One Year

No complex price levelling. Simply pay for what you need when you need it. Pricing is equivalent of Enterprise Agreement level A or less.

Adding Subscription Licenses

Additional licenses can be added to an existing Subscription at any time. Note that the end date of a Subscription does not change as additional licenses are added – it's fixed at the original end date that was established when we first created the Subscription.

There is price protection for the duration of the Subscription so the price you will be charged for any licenses added will be the same as the original purchase. Charges for those licenses are incurred immediately and payments are pro-rated by the day and will be charged at the next billing date.

Reducing Licenses

CSP is a very flexible program since subscription licenses may be reduced at any time in the month in an existing Subscription.

There is no penalty for reducing licenses and money is refunded, refunds are pro-rated by the day and issued on your next monthly bill.

Suspending/Cancelling Subscriptions

Each Subscription may be suspended independently.

A suspended status puts the Subscription into a data-retention mode.

Users do not have access to services, but administrators have access to the data associated with the Subscription.

Subscriptions may be reactivated 90 days after a Subscription is suspended, the Subscription is moved to a deprovisioned state, where all data is removed.

A request to suspend a subscription must be done so in writing.

Trial Subscriptions

The rules

You are eligible for one free trial per offer, however if you already have a Subscription to a product, you are not eligible for a free trial too.

A trial duration is always 30 days and may not be extended. It is always for 25 licences and seats may not be added or removed unless paid for.

Base Licenses and Add-on Licenses

There are “base” and “add-on” licenses. Each Subscription must contain at least one Base licence before you can purchase an add-on. For example, you would need to purchase Skype for Business Online (or Office 365 E1/E3) before you can order a Phone System ‘Add-on’. There are also Add-ons to Add-ons! In the example given you would need to have purchased a Phone System Add-on before being able to purchase a Calling Plan Add-on. The Bytes portal has this intelligence built in and will only show you those Add-ons applicable to the Base subscription you have purchased. Subscriptions are co-terminous with the underlying Subscription.

NOTE: The base license cannot be owned in another Subscription or Volume license Agreement

Order Minimums

For most products, you can order as little as one subscription licence, however some products have order minimums such as Dynamics 365 for Operations, Dynamics 365 Plan, Dynamics 365 for Talent and Dynamics 365 for Retail which require a minimum purchase of 20 subscription licenses.

Converting to paid Subscriptions

Free trials do not automatically convert to paid Subscriptions, you will need to pay for the relevant subscriptions at the end of a trial should you wish to continue with the service. Data is retained in line with data retention standards.

Online Services Subscriptions: Monthly Billing

- A Subscription is created for each license type (subscription) to be ordered
- Subscriptions are for 12 months aligned to the Subscription creation date
- Licenses are billed monthly
- Subscriptions automatically renew for 12 months
- Price Protection is available for the duration of the Subscription
- You may choose to have multiple subscription, each with different end dates

Online Services Subscriptions: Annual Billing



- A Subscription is created for each license type (subscription) to be ordered
- Subscriptions are for 12 months aligned to the Subscription creation date
- Licenses are billed at the next billing date for 12 months in advance
- Subscriptions automatically renew for 12 months
- Price Protection is available for the duration of the Subscription

ONE MONTH FREE. Start your subscription for FREE for 25 users for 30 days.

You may use a subscription for an Online Service
to access an on-premises server

Licence Terms

CSP subscription licenses include some on-premises rights, and what they include typically are CAL equivalent rights to licensed servers. So, if you have licensed Windows Server then EMS will allow access to that, and if you've bought SharePoint Server licenses then something like Office 365 E3 will allow access to that. The rights for Office 365, EMS and Dynamics 365 are the same between the CSP and other Volume Licensing programs. The terms for Windows 10 Enterprise differ within CSP and should be reviewed fully.

	 CSP	 Other Volume Licensing Programs
Windows 10 Enterprise	<ul style="list-style-type: none"> • Rights to Semi-Annual Channel releases only • No Software Assurance benefits • VMs permitted in Azure or with QMTH partner • No re-imaging or downgrade rights 	<ul style="list-style-type: none"> • Rights to all servicing channels • Full Software Assurance benefits • Deployment flexibility: local, VDI, WTG
Office 365	<ul style="list-style-type: none"> • Exchange, SharePoint, Skype for Business Server Standard and Enterprise CAL rights 	<ul style="list-style-type: none"> • Exchange, SharePoint, Skype for Business Server Standard and Enterprise CAL rights
EMS	<ul style="list-style-type: none"> • Windows Server CAL rights • Windows Server RMS CAL rights • Microsoft Identity Manager CAL rights • Advanced Threat Analytics CML rights • System Center Configuration Manager CML rights • System Center Endpoint Protection SL rights 	<ul style="list-style-type: none"> • Windows Server CAL rights • Windows Server RMS CAL rights • Microsoft Identity Manager CAL rights • Advanced Threat Analytics CML rights • System Center Configuration Manager CML rights • System Center Endpoint Protection SL rights
Microsoft 365 Enterprise		<ul style="list-style-type: none"> • Rights to install Exchange, SharePoint, Skype for Business Server software
Dynamics 365	<ul style="list-style-type: none"> • Rights to install associated Dynamics server software • Associated CAL rights 	<ul style="list-style-type: none"> • Rights to install associated Dynamics server software • Associated CAL rights

Dual Use Rights

As with other Microsoft Volume Programs subscriptions purchased through CSP come with 'CAL Equivalency' which means you may use a subscription for an Online Service to access an on-premises server. The table below, which was taken from the Microsoft Product Terms document, shows the Office 365 plans in terms of their usage in on-premises situations. You can see that the Office 365 plans provide increasing use rights as you go between the E1, E3 and E5 plans. For more information on Product Terms and use rights please see the Product Terms and Online Services Terms documents at www.microsoftvolumelicensing.com or speak to your Bytes account manager.

	Office 365 Enterprise/Education				Core CAL				Enterprise CAL				Enterprise Mobility + Security	Microsoft 365 Education	Microsoft 365	Dynamics 365 Enterprise								
Servers	E1	E/A3	E4	E/A5	Suite	Bridge O365	Bridge Intune	Bridge O365 + Intune	Bridge EMS	Suite	Bridge O365	Bridge Intune	Bridge O365 + Intune	Bridge EMS	E3	E5	A3 with Core CAL	A3	A5	E3	E5	Custom Eng	Unified Ops	Plan
Exchange Server 2016 Standard																								
Base																								
Additive																								
Exchange Server 2016 Enterprise																								
Base																								
Additive																								
SharePoint Server 2016																								
Base																								
Additive																								
Microsoft Audit and Control Management Server 2013																								
Base																								
Skype for Business Server 2015																								
Base																								
Additive(Ent)																								
Additive (Pls)																								

Exchange Server 2016 Standard and Enterprise CALs

SharePoint Server 2016 Standard and Enterprise CALs

Skype for Business Server 2015 Standard, Enterprise and Plus CALs

Exchange Server 2016 Standard and Enterprise CALs

SharePoint Server 2016 Standard and Enterprise CALs

Skype for Business Server 2015 Standard, Enterprise and Plus CALs

Users with active Windows CSP subscriptions can upgrade existing Windows 7 or Windows 8/8.1 devices to Windows 10 at no extra cost.

Windows 10 in CSP

Windows 10 Enterprise E3 and E5 in CSP is an offering that delivers, by subscription, exclusive features reserved for Windows 10 Enterprise edition. This offering is available through the Cloud Solution Provider (CSP) program and is treated like an online service. Windows 10 Enterprise E3/E5 in CSP provides a flexible, per-user subscription ranging from one to thousands of users.

With Windows 10 subscriptions, you can move from Windows 10 Pro to Windows 10 Enterprise more easily than ever before - no keys and no reboots. After one of your users enters the Azure AD credentials associated with a Windows 10 Enterprise E3 license, the operating system turns from Windows 10 Pro to Windows 10 Enterprise and all the appropriate Windows 10 Enterprise features are unlocked. When a subscription license expires or is transferred to another user, the Windows 10 Enterprise device seamlessly steps back down to Windows 10 Pro.

For devices still running Windows 7, Windows 8, or Windows 8.1 users with active Windows CSP subscriptions can upgrade existing Windows 7 or Windows 8/8.1 devices to Windows 10 at no extra cost. All subscriptions that include Windows also include Windows 10 upgrade benefits for devices running Windows 7 or Windows 8/8.1.

When you purchase Windows 10 Enterprise E3/E5 via CSP you get the following benefits:

- **Windows 10 Enterprise edition.** Devices currently running Windows 10 Pro (version 1607 or later) can get Windows 10 Enterprise Semi-Annual Channel. This benefit does not include Long Term Servicing Channel (LTSC).

- **Automatically deploy subscriptions** at login. Deploying a Windows subscription license using CSP is quick and simple. When you use Azure Active Directory (Azure AD) credentials to log in to a device, that device automatically “steps up” from Windows 10 Pro to the subscribed edition or service. No downloads, installations, or reboots are required.
- **Eliminate the need for imaging.** Devices can be shipped to users with the OEM Windows 10 Pro installation, without the need for any re-imaging.
- **Deploy on up to five devices.** For each user covered by the license, you can deploy Windows 10 Enterprise edition on up to five devices.
- **Roll back to Windows 10 Pro at any time.** When a user’s subscription expires or is transferred to another user, the Windows 10 Enterprise device reverts seamlessly to Windows 10 Pro edition (after a grace period of up to 90 days).
- **Upgrade benefits to Windows 10** for devices still running Windows 7, Windows 8, or Windows 8.1. Users with active Windows CSP subscriptions can upgrade existing Windows 7 or Windows 8/8.1 devices to Windows 10 at no extra cost. All subscriptions that include Windows also include Windows 10 upgrade benefits for devices running Windows 7 or Windows 8/8.1.
- **Monthly, per-user pricing model.** This makes Windows 10 Enterprise affordable for any organization.
- **Move licenses between users.** Licenses can be quickly and easily reallocated from one user to another user, allowing you to optimize your licensing investment against changing needs.

For each user covered by the license, you can deploy Windows 10 Enterprise edition on up to five devices.

Licence Rights

Due to CSP licensing being different to the traditional volume licensing model, you need to be aware that there is some limitation that you need to be aware of, primarily you will not have access to Software Assurance Benefits:

	Windows Enterprise E3 in CSP	Other VL with Software Assurance
License Type	Per User	Per User or Per Device
Devices Per Seat	5	Per User: Unlimited
Billing Cycles	Monthly or Annual Options	Annual
Seat Minimum	1	5
Seat Maximum	None	None
Qualifying OS	Windows 7, 8, 8.1, 10 (see below)	Any Pro Version
License Activation	Azure AAD	MAK, KMS or AAD
Reimaging Rights	No	Yes
SA Benefits: LTSB Rights	No	Yes
SA Benefits: Downgrade Rights	No	Yes
SA Benefits: MDOP	No (App-V and UE-V are included)	Yes
SA Benefits: VDI Rights	Specific SKUs	Yes

Azure services are billed monthly in arrears: **no upfront monetary commitment**

Virtualisation Rights

Customers who purchase Windows 10 Enterprise E3 and E5 (with VDI), Windows 10 Enterprise E3 VDA, and Microsoft 365 Enterprise E3 and E5 licenses through CSP will have Windows 10 virtualization rights on Microsoft Azure or on multitenant hardware in third-party data centres managed by qualified service providers, as well as local virtualisation right (max 5 local VMs).

The following Windows subscriptions include virtualization rights for Azure and multi-tenant hardware in data centres managed by a qualified third-party service provider:

- **Windows 10 Enterprise E3 and E5 (with VDI)**
 - requires a Windows Pro or Windows 10 IoT Enterprise device
- **Windows 10 Enterprise E3 VDA**
 - no Windows Pro or Windows 10 IoT Enterprise device required
- **Microsoft 365 Enterprise E3 and E5**
 - requires a Windows Pro or Windows 10 IoT Enterprise device

SKU	Description	Virtualisation Rights
AAA-35638	Microsoft 365 E3	Yes
AAA-35704	Microsoft 365 E5	Yes
AAA-68730	Windows 10 Enterprise E3	Yes
AAA-68732	Windows 10 Enterprise E3 VDA	Yes
AAA-68731	Windows 10 Enterprise E5	Yes

Important

All subscriptions in the CSP program use Azure AD identity management for license activation. Customers who adopt Windows in CSP subscriptions must use Azure AD, either by cloud domain joining devices and authenticating with Azure AD credentials or by enabling Azure AD Connect to [synchronize an on-premises Active Directory instance with Azure AD](#).

Azure AD Connect is the best way to connect an on-premises directory with Azure AD. Azure AD Connect is a service you can install on-premises or in an Azure Virtual Machine. Customers unable to use Azure AD in any scenario will be unable to deploy Windows 10 subscriptions in the CSP program or via other programs that require Azure AD for license activation and should therefore evaluate other licensing solutions.

HOW DOES CSP WORK FOR MICROSOFT AZURE?

Azure is a collection of services can be bought in three ways, Consumption Services, Azure Plans and Marketplace:

Consumption Services

These are services which are sold on a consumption basis and billed on a per hour per GB or per transaction basis. For example, there are many different types of virtual machines, all advertised with an hourly price. If you choose a more powerful virtual machine, then the price will be higher than for a less powerful one of course. But you only pay for the virtual machine while it's running – while you're consuming the service. And the vast majority of the Azure services are sold like this.

Azure Plans

There are User Plans which are sold for a monthly price for a User Subscription License. Billing is based on per user usage and billed monthly in arrears.

Marketplace

This is where Microsoft partners add solutions built on Azure for you to buy. You can see that some services are based on an hourly rate and some require you to bring your own license (BYOL).

Not all Azure Marketplace items are currently available in Azure CSP subscriptions.

- **Microsoft-based Azure services:** These services are available. Review the table and regional availability [here](#).
- **Bring your own license (BYOL) items:** These items are available. A full list of BYOL-enabled Azure Marketplace items is available on the [Azure Marketplace BYOL page](#).
- **Pay-As-You-Go third-party Azure Marketplace items:** These items are not available, with few exceptions like Red Hat Enterprise Linux.
- **Citrix XenApp Essentials:** Please speak to your Bytes account manager as we can purchase directly for you from Citrix.

Consumption Services	Plans	Marketplace
For example: Virtual Machines : £/hour Websites: £/hour Storage: £/GB and £/transaction Databases: £/GB 	User Plans: (User SL) Azure Active Directory Azure Information Protection Azure Multi-Factor Authentication Cloud App Security	For example: 

Essentials

- Billing is billed monthly in arrears: no upfront monetary commitment
- You may have multiple Subscriptions each with a different anniversary
 - This may be useful if you need separate cost centres.
- An Azure subscription is evergreen until cancelled.
- Bytes provide onboarding; user set-up within the Azure portal and CPM
- Business hours support is available via csp@bytes.co.uk
- Visual Studio is available as an Azure service and billed either monthly or annually.

Azure Subscriptions

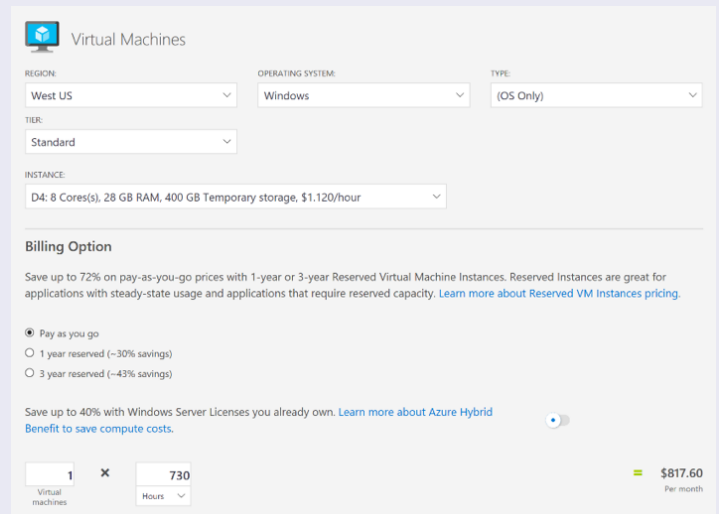
An Azure Subscription needs to be set up before you can use the consumption based Azure services. When the Subscription is initially set up, there is no commitment to paying for anything at that point; it's not like an Online Services Subscription where it's started with at least one license. It's only when Azure services are used, when resources such as virtual machines are created in the Azure Management Portal (more on that later) that they are assigned to a Subscription and charges start to be incurred.

You can have multiple Azure Subscriptions on the same tenant and the names of each Azure Subscription may be customized.

How to Estimate Pricing

You can estimate your expected monthly bill using the Microsoft Pricing Calculator and track your actual account usage and bill at any time using Bytes Cloud Platform Management portal.

The Microsoft Azure Pricing Calculator is available at <https://azure.microsoft.com/en-gb/pricing/calculator/>



Virtual Machines

REGION: West US | OPERATING SYSTEM: Windows | TYPE: (OS Only)

TIER: Standard

INSTANCE: D4: 8 Cores(s), 28 GB RAM, 400 GB Temporary storage, \$1.120/hour

Billing Option

Save up to 72% on pay-as-you-go prices with 1-year or 3-year Reserved Virtual Machine Instances. Reserved Instances are great for applications with steady-state usage and applications that require reserved capacity. [Learn more about Reserved VM Instances pricing.](#)

☒ Pay as you go
☐ 1 year reserved (~30% savings)
☐ 3 year reserved (~43% savings)

Save up to 40% with Windows Server Licences you already own. [Learn more about Azure Hybrid Benefit to save compute costs.](#)

1 Virtual machines x 730 Hours = **\$817.60** Per month

How to Reduce Azure Costs

Reserved VM Instances

Save up to 72 per cent over pay-as-you-go pricing with an upfront one- or three-year commitment. Exchange or cancel at any time.

Azure Hybrid Benefit

Use your on-premises Windows Server or SQL Server licences with Software Assurance to make big savings when migrating a few workloads or entire data centres to the cloud.

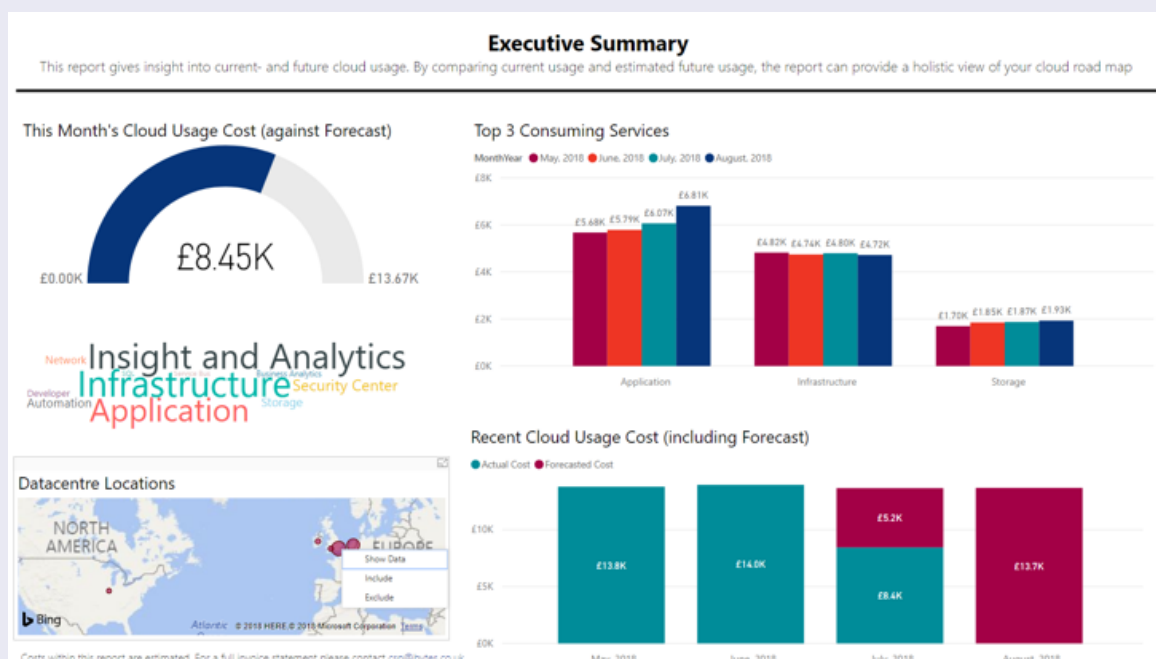
Cloud Platform Management Portal

Cloud Platform Management (CPM) is a cost management and optimisation service from Bytes. CPM is available in three editions to suit the varying needs of our customers:

- **CPM Starter** – a free service for Bytes Azure customers, with a standard report for cost management
- **CPM Advanced** – a low-cost service which provides a more detailed report for cost management and cost saving recommendations.

- **CPM Premium** – a premium service that includes custom reports and advisory services from our Azure optimisation experts.

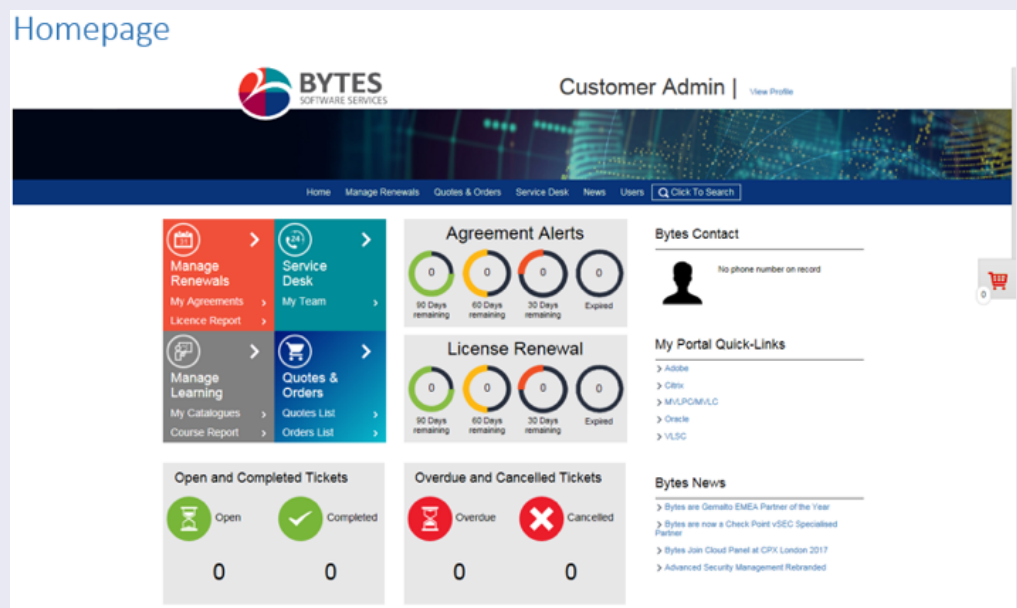
CPM comprises a simple-to-use report which provides you with visibility of your monthly Microsoft Azure usage and cost. The report is interactive and has several filters on each page that enable you to view and explore your usage and costs over time and at multiple organisational levels.



Bytes Portal

Once you have purchased Online Services or created an Azure subscription you will be granted access to the Bytes Portal where you can view, increase and decrease your existing Microsoft CSP subscriptions.

Download the Bytes CSP Portal User guide [here](#).



Have confidence knowing that your CSP Subscriptions come with technical support which is backed by Microsoft's network of experts

Why Bytes for CSP?

At Bytes, we know Microsoft licensing can be daunting and feel restrictive - creating a feeling of being locked in. CSP is designed to change that. We take the pain out of cloud licensing and will give you a flexible contract that is defined on your terms. Covering: Azure, Enterprise Mobility and Security, and Office 365. As your CSP partner we'll ensure you get the most out of these platforms and only pay for what you use.

Our consultative-led support services are second to none. Giving you confidence in the quality of care and expertise you'll get from working with us. We believe in transparency at all times. You can access a detailed bill showing your consumption levels in real-time - at any time - via an easy to use, self-service portal ensuring that costs are fully visible and kept under control.

- **Bytes Base on-boarding support:** We'll help you get started with Office 365, Azure and other online services from Microsoft.
- **Full access to technical support.**
- **Cloud Platform Management** which offers proactive recommendations on how to reduce costs.

- **Flexible subscriptions:** Adjust the number of subscriptions you require monthly through the Bytes Portal.
- **Reduce Azure costs** through Hybrid Benefit for Windows/SQL Server and Reserved Instances.
- **Pay-as-you-go monthly billing or annual upfront:** Bytes will consolidate into one invoice.
- **Access to our licensing and cloud solutions specialists.**
- **Largest team of Certified Microsoft Licensing Specialists (75+).**

Support

The included Bytes Standard CSP Support offering is a good choice for small and mid-sized organisations. Have confidence knowing that your CSP Subscriptions come with technical support which is backed by Microsoft's network of experts. For Azure we recommend Standard for companies with minimal business critical dependencies on Microsoft Azure. Elevated support options are available separately.

✓ **Reactive Business Hours technical support** ✓ **Fast initial response for support issues** ✓ **Ability to set severity of issues**

Self help

Community support:

The Office 365 community has helpful blogs, useful content, and knowledgeable experts in the community forums to answer your questions.



Self-help trouble-shooters:

Take troubleshooting into your own hands to solve common issues quickly.



Assisted Support

Onboarding support:

Providing an on boarding service and general usage guidance for Microsoft Online portals:

- An introduction and tour to all relevant portals
- Best practice guidance for security and access
- Activation problem resolution



Pre-sales support:

Resources are available to help you with your purchasing decision for Office 365 services and licensing



Perpetual Software Support

Support related to the procurement, licence key access/activation and product media/download of Perpetual Software or Server Subscriptions for Azure



Accounts and billing support:

Resources are available to help you with questions and issues related to your account, Office 365 licenses and Azure subscriptions.



Additional, elevated support options are available for purchase for organisations that require enhanced 24*7 support. We can also help plan and support your cloud deployment. Please speak to your Bytes Account Manager to learn more.

Technical Support

Have confidence knowing that your Office 365 and Azure subscriptions comes with technical support by a global network of experts.

SLA

Critical:

Events that prevent you from accessing or using your services or data, severely impact deadlines or profitability, or affect multiple users or services.

Available:

business hours

Response time:

Four hours

Escalation:

Call Cloud Support Desk

High:

Events that affect the productivity of users but have moderate business impact, can be dealt with during business hours, or affect a single user, customer, or service.

Available:

business hours

Response time:

next day

Non-critical:

Events that have minimal service or productivity impact on the business, such as a single user experiencing partial disruption, but an acceptable workaround exists.

Available:

business hours

Response time:

no commitment

Want To Know How CSP Could Work For Your Business?

Make Contact With Our Microsoft Experts on

Contact us on **01372 418500**

or email **tellmemore@bytes.co.uk**

Resources

[Windows 10 Enterprise in CSP \(Click here\)](#)

[Visual Studio in CSP \(Click here\)](#)

[Bytes Portal User Guide \(Click here\)](#)

[Bytes Portal Video \(Click here\)](#)