Microsoft CSP - CSP Program Overview

In This Article

Overview

The Microsoft **Cloud Solution Provider (CSP)** program is a partner program that enables Managed Service Providers (MSPs), Value-Added Resellers (VARs), and other IT service providers to sell and manage Microsoft cloud services for their customers. The CSP program allows partners to offer a range of Microsoft cloud solutions, such as Microsoft 365, Dynamics 365, Power Platform, and Azure, while providing value-added services, such as the following:

- Manage cloud services through a single, unified portal
- Provisioning and deployment help
- Resolving performance & service availability issues
- Managing updates for services and software
- Answering usage questions
- Flexible billing options and subscription support

Overall, the Microsoft CSP program provides a flexible, scalable, and customizable solution for partners like Evolve IP to sell and manage Microsoft cloud services for you, the customer.

Evolve IP and the Microsoft CSP Partner Program

- Evolve IP is a Direct (Tier 1) CSP partner, and can sell Microsoft CSP products to customers with Microsoft cloud accounts/tenants in the US, CA, UK & EU.
- Microsoft provides Evolve IP a single, unified portal to manage our CSP customers. This is called the Microsoft CSP portal, and is also known as the CSP Partner Center portal.
- Evolve IP does not have a customer facing, self-service portal for subscription purchasing and management.
- Evolve IP does not offer any Microsoft funded workshops or assessments for customers.

> ⓘ **NOTE**
>
> As a Microsoft customer, you can have relationships with multiple Microsoft CSP partners at the same time, which means Evolve IP may not be your only CSP partner. For example:
>
> - A CSP partner for Microsoft 365 licenses and support
> - A CSP partner for Dynamics 365 licenses, development, and support
> - A CSP partner for Power Platform licenses, development, and support
> - A CSP partner for Azure subscription services, deployments, and support
>
> Additionally, you can purchase Microsoft subscriptions from multiple purchasing channels including Microsoft CSP partners.

> ⚠ **IMPORTANT**
>
> Your 365 tenant is hosted by Microsoft and belongs to you, the customer. When you establish a reseller relationship with Evolve IP, and we sell you Microsoft subscription licenses, you still retain ownership and control of your 365 tenant including all data. Evolve IP acts as a partner with you, the customer, and provides Microsoft subscriptions and support services only.

Microsoft Purchasing Channels

Microsoft has multiple purchasing channels for you to purchase Microsoft's cloud products. Some examples are:

- **Web Direct** - You purchase directly from Microsoft in your M365 Admin Portal using a credit card.
- **Volume License Reseller** - You purchase from a reseller using a Microsoft purchasing agreement (Enterprise Agreement, Open Agreement, etc.). Evolve IP is not a volume license reseller.
- **Cloud Solution Provider (CSP)** - You purchase from a Microsoft CSP partner. Evolve IP is a Microsoft CSP partner.

Microsoft Subscription Transfers

Microsoft does not have an automatic back-end process to migrate, transfer, or move seat-based subscriptions (M365, O365, D365, W365, etc.) between Microsoft purchasing channels, or between Microsoft CSP partners.

If you want to transition your subscriptions to another partner or purchasing channel, you will need to finish your current subscription commitments first.

If you are currently with a Microsoft CSP partner, and you want to switch to a new CSP partner, you must finish the seat-based subscription commitments with your current CSP partner, and schedule new subscriptions to be added to your 365 tenant by the new CSP partner.

To make sure you don't have any service disruptions during the transition, you should plan on having seat-based subscriptions in your 365 tenant from both CSP partners at the same time, and budget for that cost accordingly.

> ⓘ **NOTE**
>
> Microsoft does have a back-end process to transfer Azure subscriptions between Microsoft CSP partners.

Microsoft Tenant/Account

Your Microsoft Tenant/Account in Microsoft's cloud is located in a specific region (US, CA, UK, EU, etc.), and your services & data are homed within one or more datacenters in that region. Your region is determined by your physical address, which is entered during the initial tenant/account setup process.

Evolve IP can only sell Microsoft subscription products and services to commercial customers with tenants/accounts residing in the US, CA, UK, & EU regions.

> ⓘ **NOTE**
>
> A Microsoft tenant/account in Microsoft's cloud can be referred to by multiple names, which are all the same thing. Here are some examples:
>
> * Office 365 Tenant
> * Microsoft 365 Tenant
> * 365 Tenant
> * Azure Tenant
> * Azure AD Tenant
>
> The term **Tenant** is the most common reference to an account in Microsoft's cloud, and you should always refer to it as a **Tenant** using one of the above examples. For example, a 365 tenant or an Azure tenant.
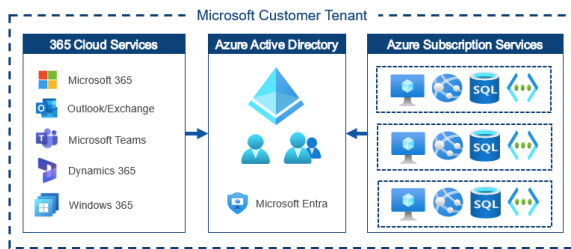>
> Furthermore, you can have multiple tenants in Microsoft's cloud, which is usually due to mergers and acquisitions. However, you may have multiple tenants for compliance or security reasons.
>
> Again, it is recommended to always refer to an account in Microsoft's cloud as a **Tenant**.

Components & Services in a Tenant

Your tenant in Microsoft's cloud has multiple components and services:

* **Microsoft 365 Services** - Includes Office 365 & Microsoft 365 seat-based products
* **Dynamics 365 Services** - Microsoft's Customer Relationship Management (CRM) products
* **Windows 365 Services** - Microsoft's Cloud PC virtual desktop products
* **Power Platform** - Microsoft's Business Intelligence (BI), automation, and low-code application products
* **Microsoft Entra ID** - Microsoft's identity platform (Azure AD) including Microsoft Entra ID products to authorize and secure identities
* **Azure Subscription Services** - One or more subscriptions that contain Microsoft's infrastructure, database, and application services

Microsoft Customer Tenant

365 Cloud Services
- Microsoft 365
- Outlook/Exchange
- Microsoft Teams
- Dynamics 365
- Windows 365

Azure Active Directory
- Microsoft Entra

Azure Subscription Services

ⓘ NOTE

In the above diagram, all components and services in your tenant use **Microsoft Entra ID** (formerly Azure Active Directory) for basic access & authorization, and you can purchase **Microsoft Entra ID** products to enable premium access & authorization features.

Additionally, you can have multiple **Azure subscriptions** in your tenant. Each Azure subscription is a logical container with its own set of access permissions and typically hosts one or more of the following:

- Virtual Networking
- Virtual Machines & Desktops
- Databases
- Websites, Applications, and Analytical Services
- Storage