

opentext™

Preparing for Microsoft's New Commerce Experience

Recommendations and best practices to help guide
your business



What is the Microsoft New Commerce Experience?

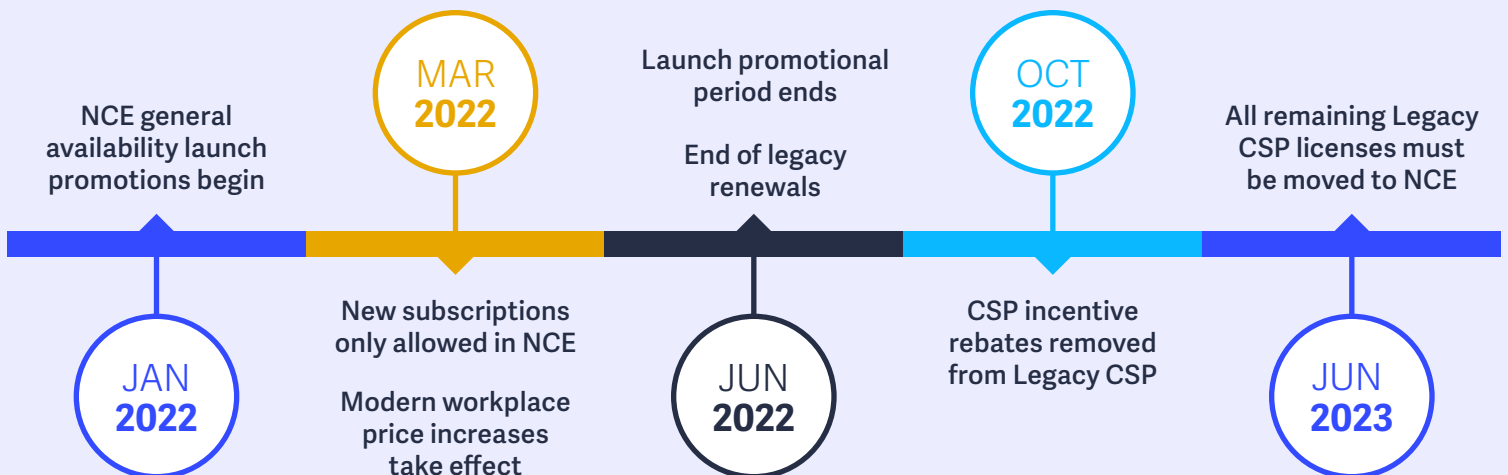
Microsoft recently unveiled a multi-stage, multi-year investment in the Cloud Solution Provider (CSP) program to help companies reduce complexity and achieve better purchasing flexibility. The new commerce experience brings the CSP program into alignment with other programs, such as the Enterprise Agreement. It and includes new licensing and monthly subscription options so that all customers have a consistent purchasing experience and are subject to the same terms and conditions for cloud purchases regardless of the Microsoft sales motion.

OpenText is here to help our partners navigate these changes and the corresponding effects on your business.

What is the timeline and what does that mean for you?

The New Commerce Experience will be generally available starting in January 10, 2022, and Microsoft will require all new subscriptions to take place in NCE starting March 10, 2022. The NCE launch promotional period (January 10, 2022 to June 30, 2022) is designed to ease the transition.

Here are key dates that will drive transition decisions:



Things to consider



Number of seats and terms each client needs

- Additional users and services may be added at any time
- No seat reductions will be allowed during a license term



Agreement length

- Choice of monthly, annual, and multi-year agreements
- Monthly agreements = premium pricing and monthly flexibility



Customer requirements

- Microsoft services that they are currently using or require
- Contact us if you need help navigating Microsoft SKUs or bundle recommendations



Timing and moving your clients over to NCE

- Microsoft incentives are available to ease the transition for a limited time
- Book an NCE consultation with our team so we can help



New cancellation terms

- Cancellation window (3 days) leaves you with a limited time to correct mistakes on an order



When Microsoft Legacy CSP transactions end

- Clients can stay on the legacy system and add seats until their renewal
- Beginning March 10, 2022, no new services will be allowed in Legacy CSP; however customers may renew existing subscriptions through June 30, 2022

Recommendations

- Review your terms and conditions to ensure the customer understands the commitment to the NCE subscription policies. Refer to the New Commerce for CSP Operating Guide for terms and conditions.
- For SKUs impacted by the March price increase, consider canceling legacy subscriptions and migrating to the Annual NCE agreement before March 1, 2022 to avoid the price increase for a year AND reduce current cost by 5%.
- Even though Microsoft suggested they will extend the 5% promo through June, to guarantee the best pricing move to an annual term before March 31, 2022.
- If you are a Silver or Gold partner receiving CSP Reseller Incentives, make sure to migrate before October 2022, otherwise incentives will stop. Only NCE subscriptions will be counted towards rebates starting October 2022.
- Customers can have both monthly and annual subscriptions for the same SKUs. Minimize cost with an annual subscription for the average annual employee count, while using monthly subscriptions for seats expected to be unused for 3 months or more each year.

Please note, every partner's circumstances are different – for more in-depth advice on your Microsoft instance, please schedule a NCE consultation with our team.

For more guidance, contact your Channel Account Manager.

