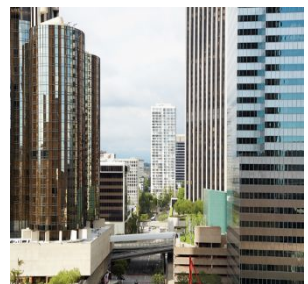Microsoft

Online Services in Open

Module 1:
Online Services Overview

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Module Objectives

This module enables you to:

- ☐ Be aware of the key features and availability for each of the 5 Online Services sold via the Open Programs
- ☐ Understand Licensing types & Agreement terms for both Subscription and Consumption Online Services
- ☐ Understand the rules for ordering by licence type
- ☐ Be able to provide guidance to customers on Online Services in Open depending on their License type
- ☐ Order SKUs by license type
- ☐ Place orders using MOET / EDI
- ☐ Be aware of the returns policies for Online Services in Open
- ☐ Understand the Online Services in Open End to End Experience including: getting into the program, placing the order, activating the service, monitoring & renewing / recharging
  - o Understand the elements of this End to End Experience that are relevant for End Customers, Resellers & Distributors
- ☐ Understand the role both Distributors and Resellers play as part of the End to End Experience
- ☐ Locate FAQs for each Online Service in Open
- ☐ Be aware of the support contacts, training & other resources available for Online Service in Open

Introduction – Online Services in Open

Microsoft Online Services in Open is enterprise-class software delivered as subscription services (CRMOL, EMS, Intune, O365) or as a consumption service (Azure).

It offers cost-effective licensing programs, convenience and flexibility for businesses that require fewer than 250 licenses. Microsoft Online Services in Open can help you extend the capabilities and functionality of your existing technology investments while also providing the benefits of Cloud Computing.

This module provides an introduction to Online Services in Open. Module 2 focuses on Subscription Online Services in Open and Module 3 covers Azure in Open (Consumption Online Service in Open)

Who is This Module For?

This training is intended for:

❑ All Hires in a Partner Organization whose role involves operational processes