

Microsoft NZ Partner Network, Support and Readiness Guide

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Getting started

Use this guide to learn how to access partner support and connect with the team at Microsoft New Zealand.

Note: Partner support is a benefit of the Microsoft Partner Network (MPN). Most support channels in this guide require sign-in with an MPN ID associated Microsoft Account.

- Learn how to: [enrol](#) your organisation for free, [associate](#) with your organisation's MPN ID or [troubleshoot](#) sign-in issues
- Need help accessing support or understanding your support benefits? Contact the NZ Service Centre on 0800 800 004 (*Options 2,4,1*)
- **On local programmes that can help you, visit the [New Zealand Partner Hub](#) for information**

1. Program support	Support for your Microsoft Partner Network membership, incentives and licensing, as well as limited technical support available to all MPN tiers
2. Technical support	Technical support options to help you sell, deploy and support your customers – exclusive to Action Pack and Competency Partners
3. Connect with us	Learn how to connect with Microsoft New Zealand and access resources to build your business
4. Readiness	Learn what resources are available to upskill yourself and your team.

Program Support

Support for your Microsoft Partner Network (MPN) membership and incentives, licensing as well as limited technical support available to all MPN tiers

MPN Membership Support

MPN membership support and enquiries e.g. enrolment, renewals, Competency attainment, understanding and using your benefits (including Internal Use Rights), associating staff, merging profiles, profile management & more:

- Submit and manage requests through the [MPN Support Hub](#) (sign in with your Microsoft Account. MPN profile association required)
- Contact the NZ Service Centre on 0800 800 004 (*Options 2,4,1*)

Technical Support

Support to help you sell more, deploy faster and resolve Microsoft product issues quickly. All MPN membership tiers are eligible for limited technical support:

- Submit a request through the [MPN Support Hub](#)
- See the next slide for enhanced technical support options available to Action Pack and Competency partners

Cloud Enablement Desk (CED)

We are committed to help our Partners along their journey with us, and towards this, we have a team dedicated to helping you learning more about how you can utilise all benefits allowed to you as a Microsoft Partner, as well as upskilling you in the Microsoft Cloud.

- Submit a request here to reach out to the [Cloud Enablement Desk team](#) today

Incentives and Licensing

Refer to the [Partner incentives page](#) for guidance. For additional support, submit a request in the [MPN Support Hub](#)

See the [licensing page](#) for guidance and [Get Licensing Ready](#) for training. For additional support contact one of our CSP Distributors

Digital Partner Of Record (DPOR)

See the [DPOR and Partner Association page](#) for step-by-step guidance. For additional support:

- Submit a request through the [O365 Admin Centre](#) or [Azure Portal](#), under "technical & billing support"

Urgent Issues

If you have been through the appropriate channel to address your issue and your issue has not being resolved in a timely manor, or is critical please email the NZ partner team for MPN issues on nzpartner@microsoft.com or the NZ Cloud team for product queries at nzcloud@microsoft.com

Technical support

Technical support options to help you sell, deploy and support your customers – exclusive to Action Pack and Competency Partners

- Support options cover cloud and hybrid scenarios, as well as limited on-premises only solutions
- Need more coverage? [See additional support plans](#)

	Technical Presales Assistance	Deployment Services (AKA Advisory Services)	Break / Fix Support			
Gold Competency	50	50 Partner Advisory Hours shared between Technical Presales Assistance & Advisory Services	20	20 Product Support incidents (Cloud, Hybrid and On-Prem)	∞	Unlimited Signature Cloud Support for Cloud Competency Partners*
	∞	Unlimited Presales for cloud deals or hybrid deals worth USD \$3k+			10	10 Incidents for Hybrid Competency Partners**
Silver Competency	20	20 Partner Advisory Hours shared between Technical Presales Assistance & Advisory Services	15	15 Product Support incidents (Cloud, Hybrid and On-Prem)	∞	Unlimited Signature Cloud Support for Cloud Competency Partners*
	∞	Unlimited Presales for cloud deals or hybrid deals worth USD \$3k+			5	5 Incidents for Hybrid Competency Partners**
Action Pack	5	5 Partner Advisory Hours shared between Technical Presales Assistance & Advisory Services (available after your first cloud deal)	10	10 Product Support Incidents (Cloud, Hybrid and On-Prem)		
	Submit a Presales Request	Submit a Deployment Services Request	Contact Support	Submit a Signature Cloud Support request		

* Partners with a Cloud Competency receive unlimited Signature Cloud Support for the cloud service aligned to their Competency: Cloud Productivity (Office 365), Small & Midmarket Cloud Solutions (Office 365), Cloud Platform (Azure), Cloud Customer Relationship Management (CRM Online) and Enterprise Mobility Management (EMS)

** Hybrid Competencies include: Application Development, Collaboration & Content, Communication, Data Analytics, Data Platform, Datacenter, Devices & Deployment (Retiring), Messaging, Mid Market Solution Provider (Retiring), Project & Portfolio Management and CRM (Retiring)

Note Microsoft isn't involved in support for CSP licenses.

Connect with us

Use these tips to stay in the loop, connect with Microsoft and access business building resources.

Stay Connected	Join our Partner community	Monthly Partner Webinar
<p>Haven't heard from us in a while?</p> <p>Make sure we can reach you - update your communication settings and ensure your MPN profile contact details are correct.</p>	<p>Join the Microsoft New Zealand Partner Community Yammer group to connect with your peers and the Microsoft New Zealand team.</p> <p>Join today</p>	<p>Connect with us on our Monthly Partner webinar held every 2nd Wednesday of the Month with latest news, updates and events! Please register and join each month by going to</p> <p>https://aka.ms/nzpartnerwebinar2019</p>
Build a business of the future	Develop your cloud practice	MPN Resources
<p>The Microsoft Partner Profitability series is a 5 part series that details the value of the cloud and how businesses can tap into the cloud market to create a successful, cloud driven business.</p>	<p>Deliver end-to-end cloud solutions to your customers with CSP</p> <ol style="list-style-type: none">1. Learn about the Cloud Solution Provider (CSP) program2. Connect with the our CSP wholesalers<ul style="list-style-type: none">• Dicker Data - sales@dickerdata.co.nz• Exeed - csp@exeed.co.nz• Ingram Micro - nz-imcloud@ingrammicro.com	<ul style="list-style-type: none">- Membership guide (https://partner.microsoft.com/en-nz/membership/maximizing-your-membership)- Core benefits (https://partner.microsoft.com/en-nz/membership/core-benefits)- Competency requirements (https://partner.microsoft.com/en-nz/membership/competencies)- MPN Support Hub (https://partner.microsoft.com/en-nz/support)- Internal Use Rights (IUR) software (https://partner.microsoft.com/en-NZ/membership/internal-use-software)

Readiness

Use these tips to stay in the loop, connect with Microsoft and access business building resources.

Upcoming Training Calendar	Develop Azure Skills	Online Training Catalogue
<p>Check the courses that are taking place in New Zealand on a city near you. This calendar is updated on a weekly basis so check it regularly and make the most of the in-person courses.</p> <ul style="list-style-type: none">- New Zealand training calendar	<p>Launch your business into the cloud getting trained and certified with the Azure Skills Program, your one stop portal to access introductory and deep technical Azure training.</p> <p>Azure Skills is built on the Massively Open Online Course platform [MOOC's], and the most common workloads we see being deployed in the cloud.</p>	<p>The Partner University portal offers a complete range of business and technical online training. Discover content aligned to each of the key solution areas, or search our database based on your business role and level of experience.. You can track and manage your employees training and you're given the flexibility to learn at your own pace.</p> <ul style="list-style-type: none">- Online training catalogue
Microsoft Virtual Academy and Visual Studio Dev Essentials	Partner Newsletter	Technical Journeys
<p>Microsoft Virtual Academy provides free online training by world-class experts to help you build your technical skills and advance your career. Make it your destination of choice to get started on the latest Microsoft technologies and join this vibrant community.</p> <ul style="list-style-type: none">- Microsoft Virtual Academy- Visual Studio Dev Essentials	<p>Sign up to the Partner Newsletter to receive a monthly update of key incentives, trainings, events and opportunities from the New Zealand Partner Team.</p> <p>You can register for this via the link below : NZ Partner Newsletter</p>	<p>Connect with our team of Microsoft partner technical consultants to help your business develop key capabilities. Access webinars, technical resources and schedule exclusive 1:1 consultations with our tech specialists to build your skills on the latest Microsoft technologies. Take advantage of your partner benefits with services that will help you succeed along your journey.</p> <ul style="list-style-type: none">- Technical Journeys