



Microsoft SAM Managed Service Program

Partner accreditation checklist

The Microsoft SAM Managed Service Program can only be offered through Accredited Providers that meet the program eligibility criteria, pass a rigorous assessment based on industry standards, and who agree and commit to the program terms. This document provides an overview of the accreditation process and a checklist that can help you keep track of all the necessary steps.

Overview

Any Microsoft partner can apply for the program. However, all partners must meet the eligibility criteria before going through the assessment that is conducted by a third party Independent Evaluator, which is either EY or PwC. The results of the assessment will be reviewed by Microsoft to determine your approval status. If approved, Accredited Providers must then provide customers a minimum set of required services and deliverables for the program and go through a reassessment biennially (every 2 years) to maintain accreditation.

Contact SAM EM/Lead

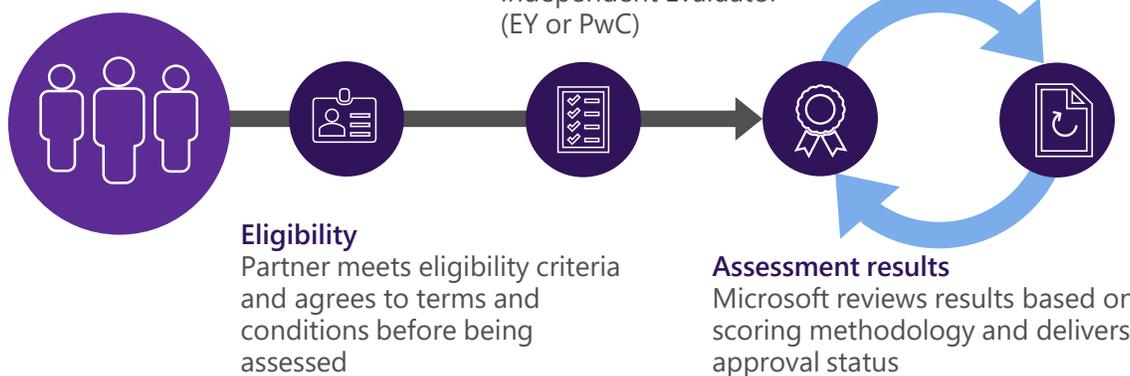
Partner contacts SAM EM/Lead to initiate assessment process

Assessment process

Partners are assessed by Independent Evaluator (EY or PwC)

Reassessment

Accredited Providers are reassessed biennially



Eligibility

Standard eligibility requirements must be met prior to the assessment process. Some examples of the eligibility criteria include, but are not limited to, having an active Microsoft Partner Network (MPN) membership in good standing, be eligible for SAM Channel Incentives, and have an established SAM Managed Service program with a specific number of customers or seats. To qualify for the program, partners must verify that they meet the eligibility criteria, which must be confirmed by your Microsoft SAM Engagement Manager (SAM EM)/Lead before proceeding through the assessment process.

Assessment process

The assessment should take no more than six weeks and includes an analysis of your processes and sub-processes in alignment with SAM standards and best practices. The assessment is conducted to inform a final evaluation of your qualifications for review and approval by Microsoft.

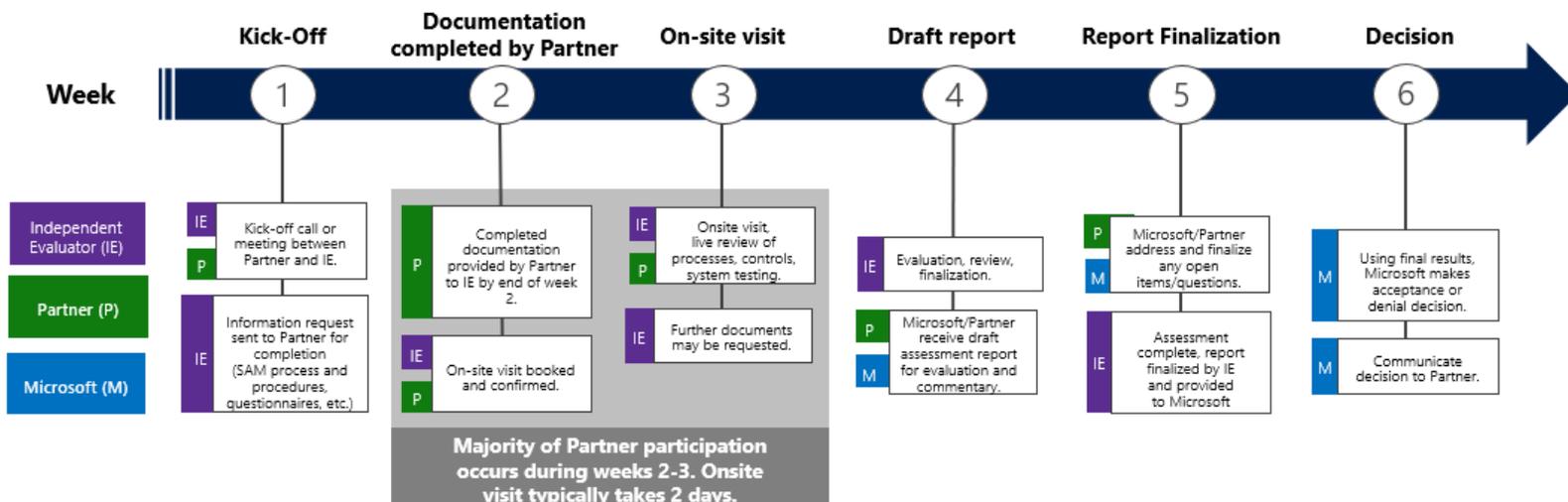
More detail on the eligibility criteria and the assessment process are located in the Program Guide: <https://aka.ms/sammanagedserviceprogramguide>.

Accreditation process checklist

Use this checklist to ensure you understand and can complete all steps of the process.

- Fully review the [Program Terms and Conditions](#) and [Program Guide](#) to be sure you can meet all of the Program requirements before beginning the assessment process. Note: Upon advancement, you are agreeing to the program terms.
- Contact your local SAM EM/Lead to confirm your interest in the program and discuss the eligibility criteria detailed in the [Program Guide](#). Plan to provide your SAM EM/Lead with any necessary information and documentation to support your eligibility.
- Evaluate [EY](#) and [PwC](#) and select the right Independent Evaluator for you.
- Pay your assessment fee to Microsoft. Once you have met the eligibility criteria in each of the markets in which you wish to become accredited, your SAM EM/Lead will provide instructions on how you can pay the assessment fee(s) to Microsoft. These funds will be passed through to the Independent Evaluator from Microsoft upon completion of the assessment.
- Upon receipt of the payment, your SAM EM/Lead will notify your chosen Independent Evaluator and introduce you so the assessment may commence.

With a high level of cooperation between all parties, the assessment process should take no longer than 6 weeks total, assuming the timeline milestones and requirements, noted below, are met.



- Receive your final assessment results and status, provided by your Microsoft SAM EM/Lead. If approved, the next steps will be provided. If not approved, your SAM EM/Lead will communicate any recommendations for improvements and next steps.