



ON TOUR

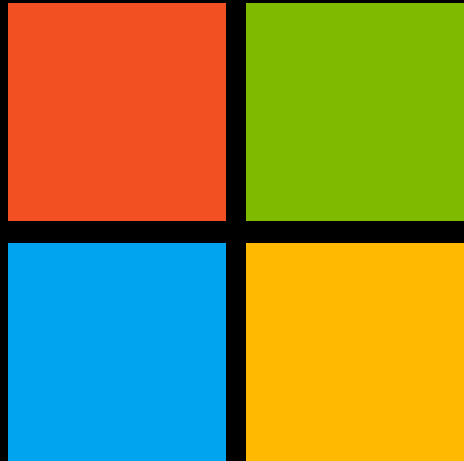
sponsored by





The partnership with Microsoft





Our mission

Empower every person and
every organization on the
planet to achieve more

100



17



7

[SEE VIDEO](#)



“

The business universe is expanding. Every day, **innovation accelerates**, as **technology blurs** the boundaries between physical products and virtual **experiences**. This...is our **Industrial Revolution**.

Disruption is the new reality, and the **opportunities are limitless**. Every business is a technology business.

•..... Satya Nadella•

“



10%

of global GDP from
tech by 2030

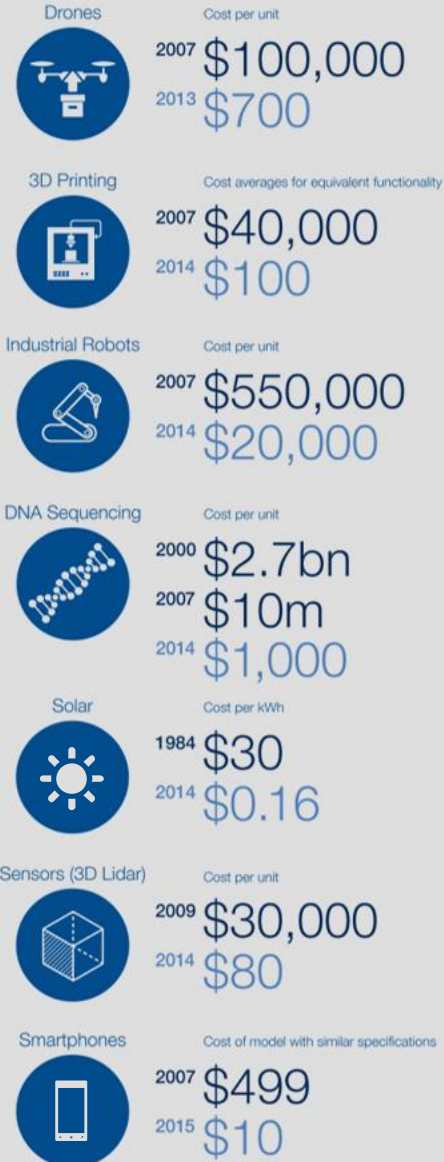
90%

of global GDP from
non-tech by 2030

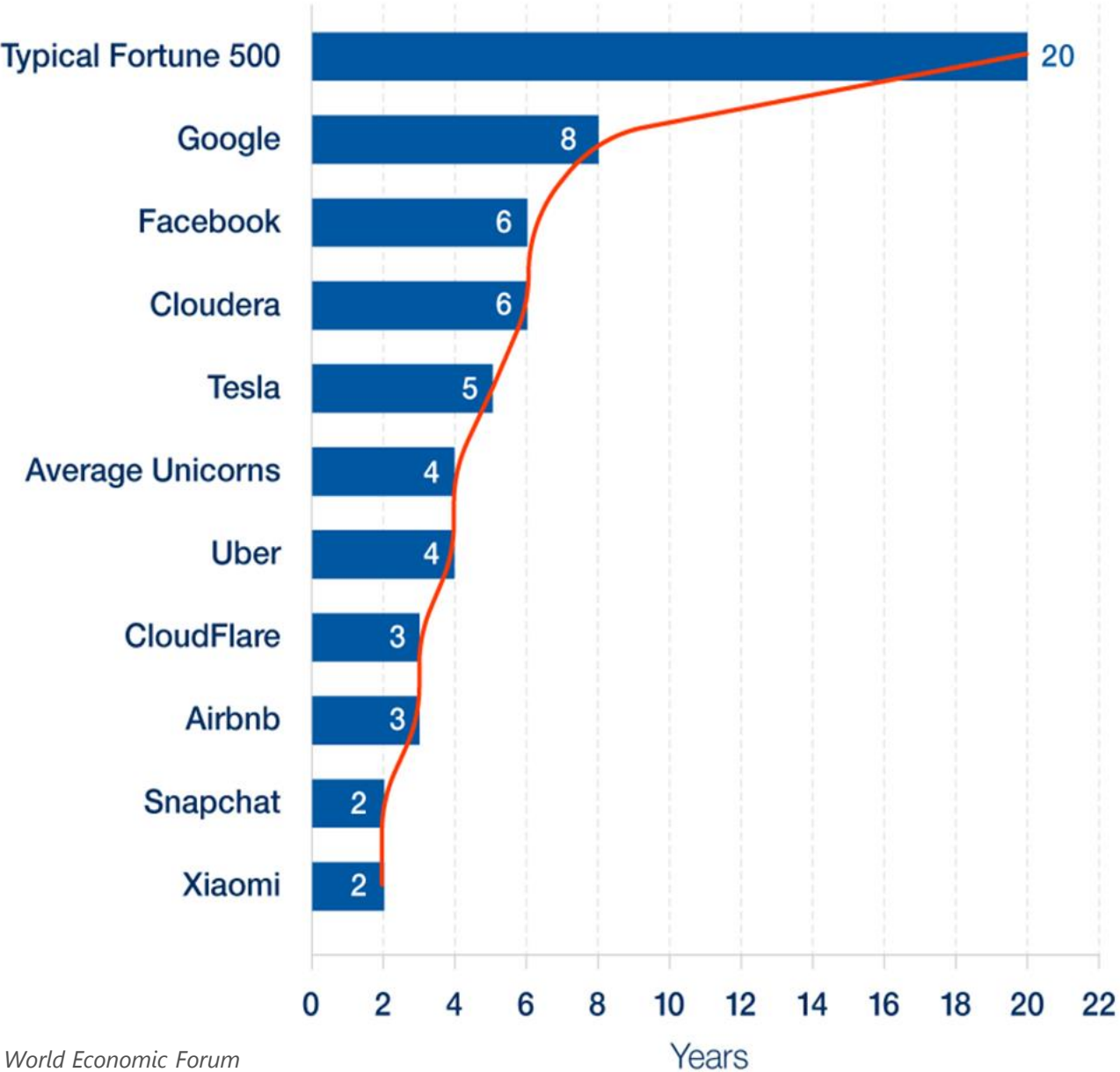
Digital Transformation and the 4th Industrial Revolution



THE COST OF KEY TECH DECREASED VERY QUICKLY



TIME TO REACH \$1B OF MARKET VALUE



Source: World Economic Forum

The way we work is **changing**



72.3%

of the workforce in 2020
will be *mobile workers*

45%

use *social tools*
in their day-to-day



2x

more teams than 5 years
ago

80%

of the time is spent in
collaboration

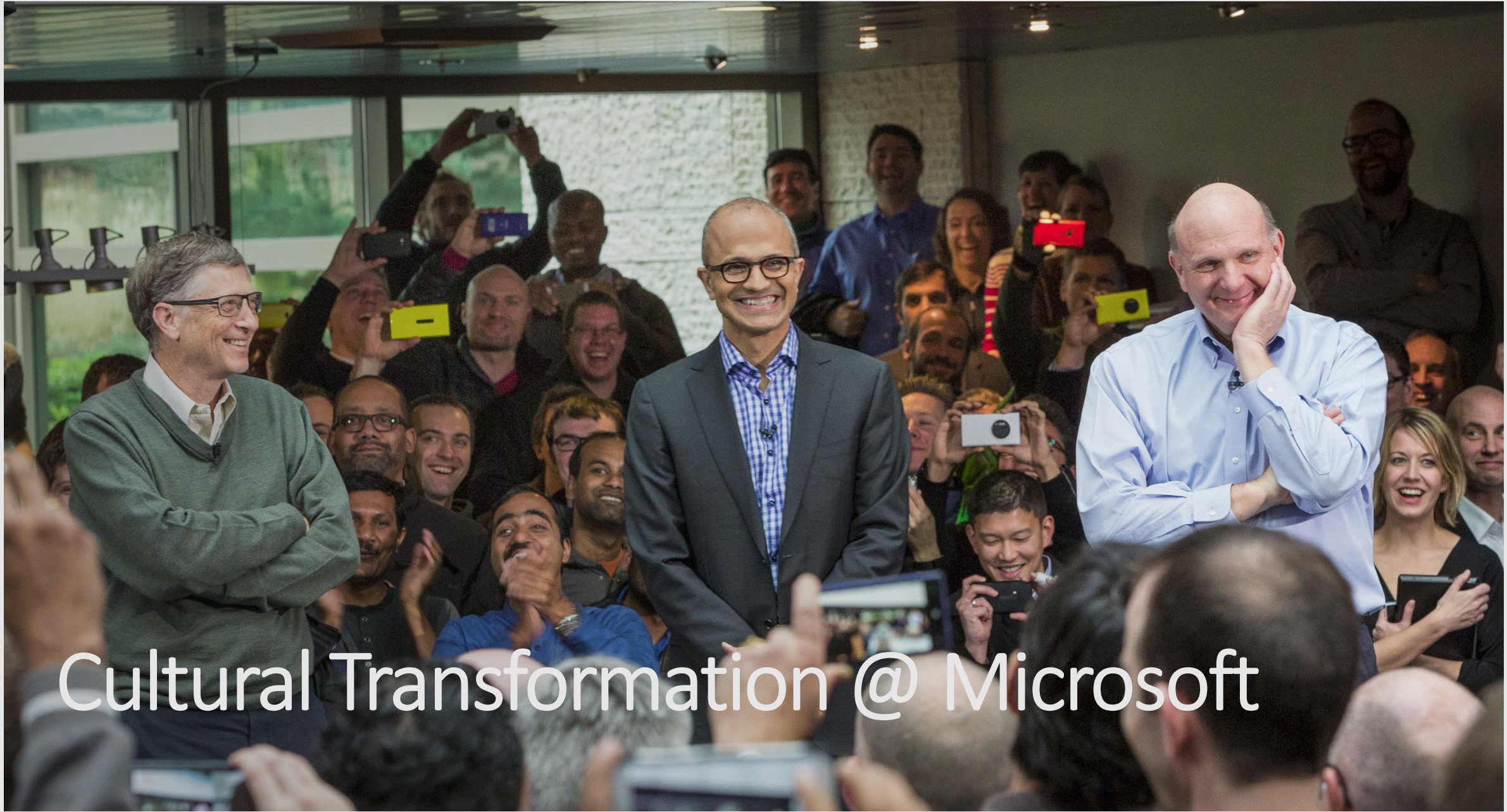


5

distinct generations

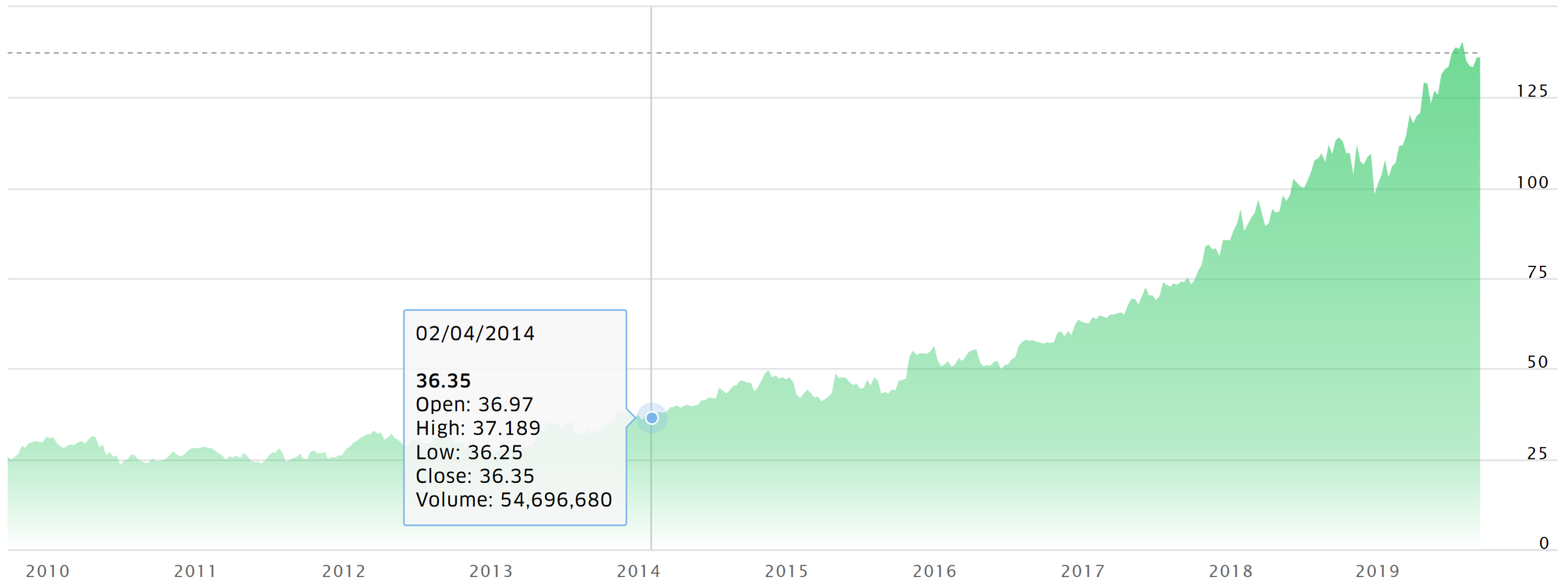
77%

of *millennials* admit that a
flexible way of work makes
them more productive






Cultural Transformation @ Microsoft

Stock performance over the years

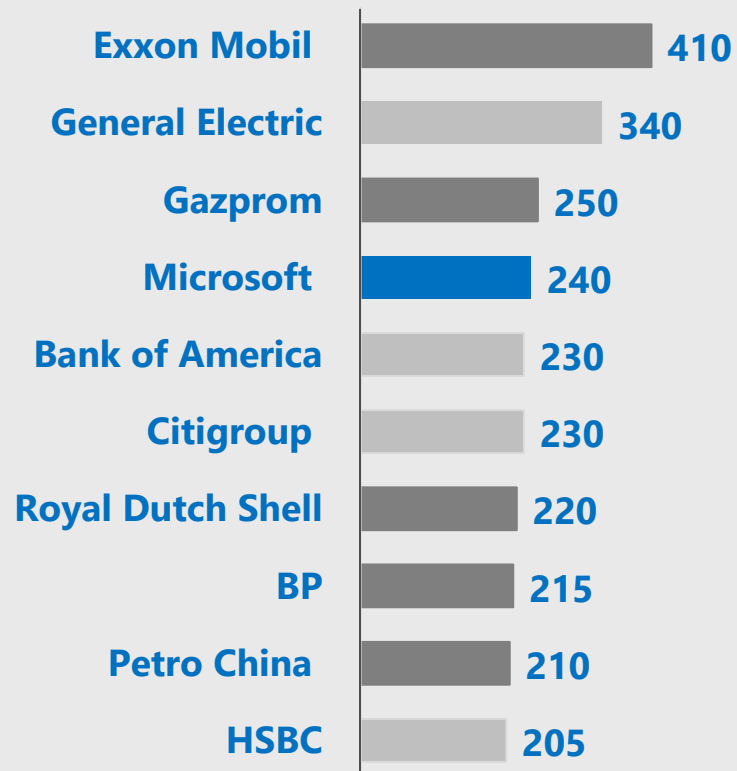


A new virtual world

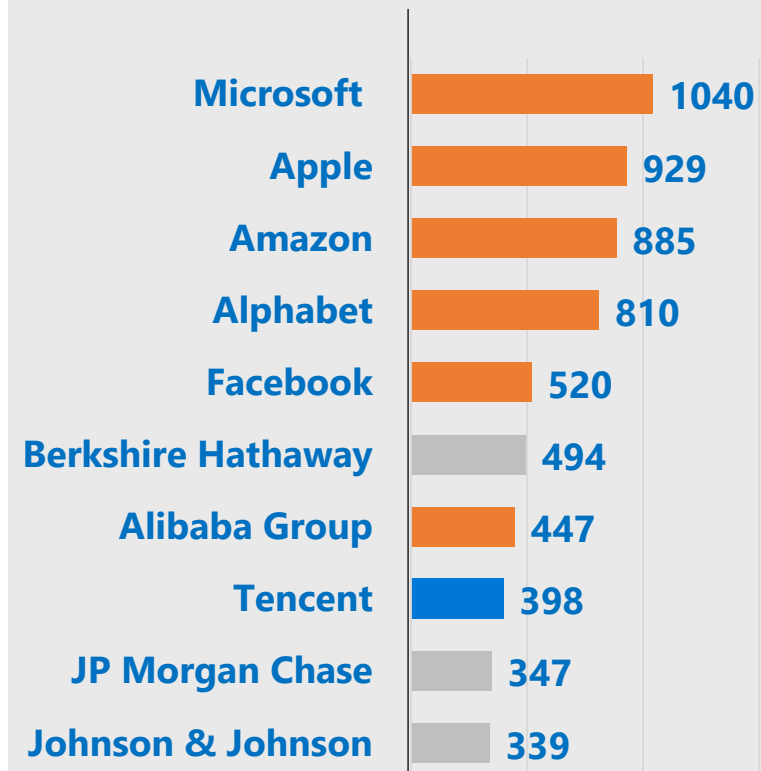
Industry

- IT 
- Energy 
- Others 

2006



2019







SAP and Microsoft partnership—the next chapter

The trusted, optimized, seamless enterprise-ready cloud partnership



Trusted

20+ year alliance partnering together for the benefit of our mutual customers

Microsoft runs SAP and S/4HANA

SAP runs internal S/4HANA on Azure

Seamless

Co-located engineering resources & aligned sales and marketing teams provide a seamless customer experience

Optimized

Unique capabilities, roadmap, and experience to support SAP HANA & enterprise workloads from on-premises and Azure

“We are taking our partnership to the next level... Together, we will help companies win the customer-driven growth revolution...”

—Bill McDermott, CEO of SAP

“Building on our longtime partnership, Microsoft and SAP are harnessing each other’s products to not only power our own organizations, but to empower our enterprise customers to run their most mission-critical applications and workloads with SAP S/4HANA on Azure.”

—Satya Nadella, CEO of Microsoft

A VIDA DO DINHEIRO

"Microsoft vai continuar a investir em Portugal"

TECNOLOGIA

Microsoft protege políticos portugueses de hackers



Microsoft Portugal já faz mais de 50% da faturação em serviços na Cloud

negócios

Sem fazer barulho, a Microsoft voltou ao topo

Paula Panarra

«Temos a tecnologia ideal para ajudar a resolver os desafios dos nossos parceiros e clientes.»

Exame

Macro

GESTÃO NA PRÁTICA. COMO GERIR EQUIPAS DE SUCESSO

A importância do erro e da comunicação

Paula Panarra, a líder da Microsoft em Portugal, aceita o erro como aprendizagem e acredita na transparência e no diálogo para resolver os problemas

Texto Sofia Ramos Foto Diana Tinoco

Para Paula Panarra, uma equipa de sucesso concretiza a sua missão e é fiel ao seu propósito. Já o elevado desempenho em equipa desenvolve-se com "muito trabalho". A ex-lógica em princípio a parte de coisas e das t, o erro é co no pro- feedback ais. Étnicos de redita nas veridade, es mais r- títua ino- funções lo de equi- linhamen- da cultura filial des- colabore- ados ao ropia.

"reuniões de connect", entre os elementos da equipa. Cada gestor tem, no máximo, 12 pessoas na sua equipa e organiza reuniões bimensais e uma mensal, para dar feedback e apurar os resultados. As dificuldades podem surgir quando "não há comunicação, porque as pessoas não sentem que têm o espaço necessário para expor os seus pontos de vista". Por isso, é muito importante investir na transparência e na motivação, que acontece também com a celebração dos sucessos.



AS DICAS DE PAULA PANARRA

CRIAR UMA EQUIPA DE SUCESSO

1. Assegurar uma missão e objetivos claros na equipa
2. Pensar o talento de forma abrangente
3. Capacitar continuamente as equipas (recursos e formação)
4. Gerar energia positiva: "comunicar", "comunicar" e "comunicar"
5. Aprender com os erros e celebrar o sucesso

O QUE DIZEM CINCO AUTORES

1. Simon Sinek: "Uma equipa não é um grupo de pessoas que trabalham juntas. Uma equipa é um grupo de pessoas que confiam umas nas outras"
2. Ken Blanchard: "Nenhuma de nós é tão inteligente como todos nós"
3. Steve Jobs: "As grandes conquistas no mundo dos negócios nunca por uma pessoa acontecem por uma equipa de"
4. Henry Ford: "Re e unimos. Mas juntos é prog e ibrem juntos é

Nadella anuncia mudança de cultura na Microsoft

Em destaque, Gestão 10 de Julho de 2014

Pouco estará fora de hipótese, segundo o CEO, que admite até escrutinar parcerias "cansadas". A mudança inclui implantar processos de engenharia e partilha de informação mais expeditos e lineares.



Comunicação na Gestão da Pessoa

VANDA DE JESUS

DIRECTORA DE MARKETING, COMUNICAÇÃO E RELAÇÕES PÚBLICAS DA MICROSOFT PORTUGAL

Uma cultura de growth mindset

DINHEIRO VIVO TV

Building the Future juntou três mil para Ativar Portugal (e vai repetir)



Paula Panarra

negócios

EMPRESAS

Randstad: Microsoft é a empresa mais atractiva para se trabalhar em Portugal

A Randstad Employer Brand Award 2018 revelou o ranking das empresas mais atractivas para trabalhar em Portugal. A Microsoft ocupa o primeiro lugar da lista.

$$\text{Tech intensity} = (\text{Tech adoption} \times \text{Tech capability})^{\text{Trust}}$$

Tech intensity

 Gaming

 Modern life

 Modern workplace

 Business applications

 Applications & infrastructure

 Data & AI

Tech intensity

GitHub

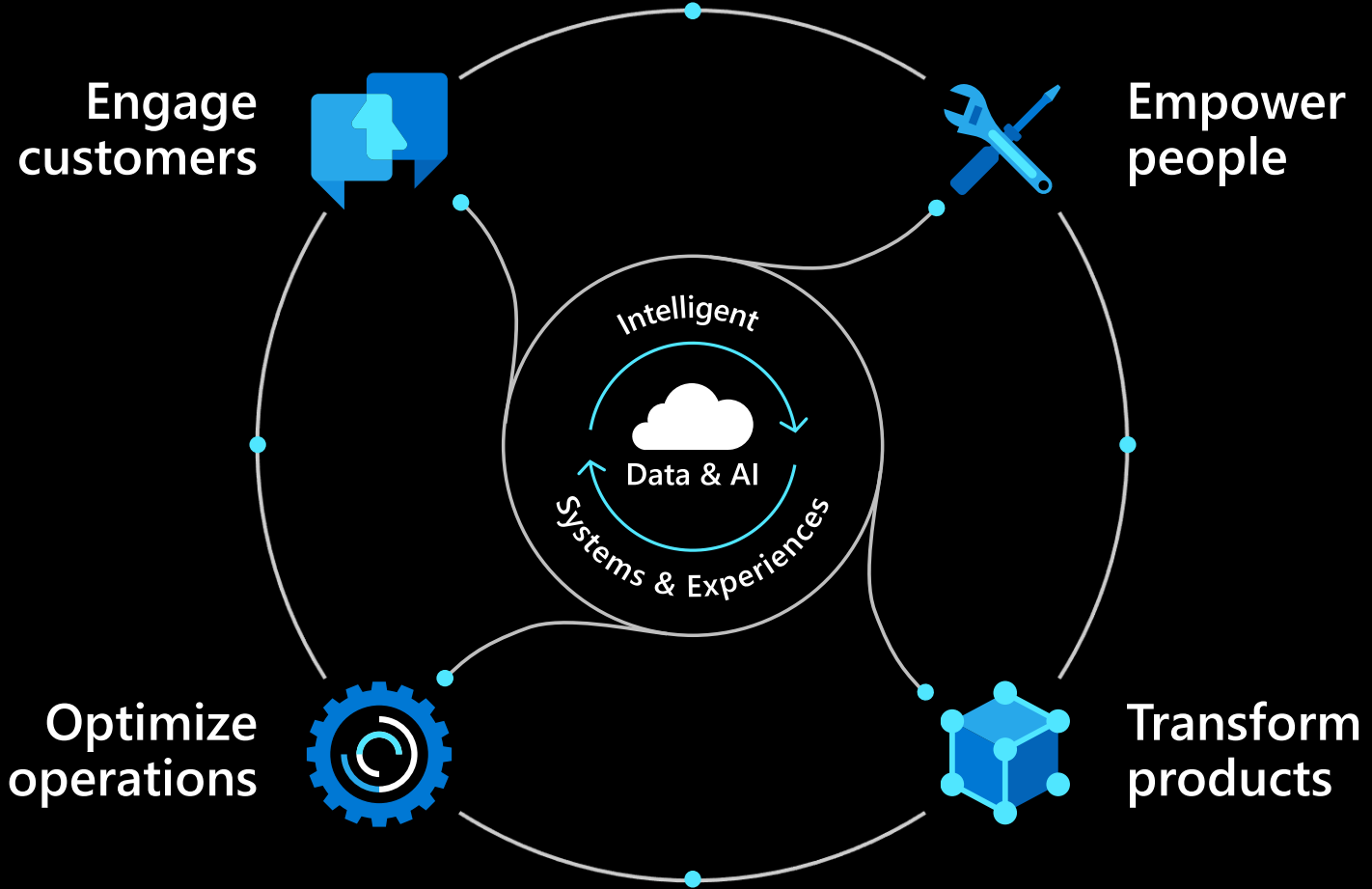
Azure

Power Platform

Dynamics 365

Mixed reality

Microsoft 365



Microsoft
Partner Network

Building a profitable cloud business



An aerial view of a city skyline, likely New York City, with a dark purple overlay. The text "We're in this together" is centered in the upper half of the image. The word "together" is enclosed in a white rectangular box.

We're in this **together**

Not all revenue streams are created equal

Product resell



Project services



Managed services



Packaged IP



Recurring revenue sources

Cloud partners are more profitable, grow faster, and have more recurring revenue



2x
growth

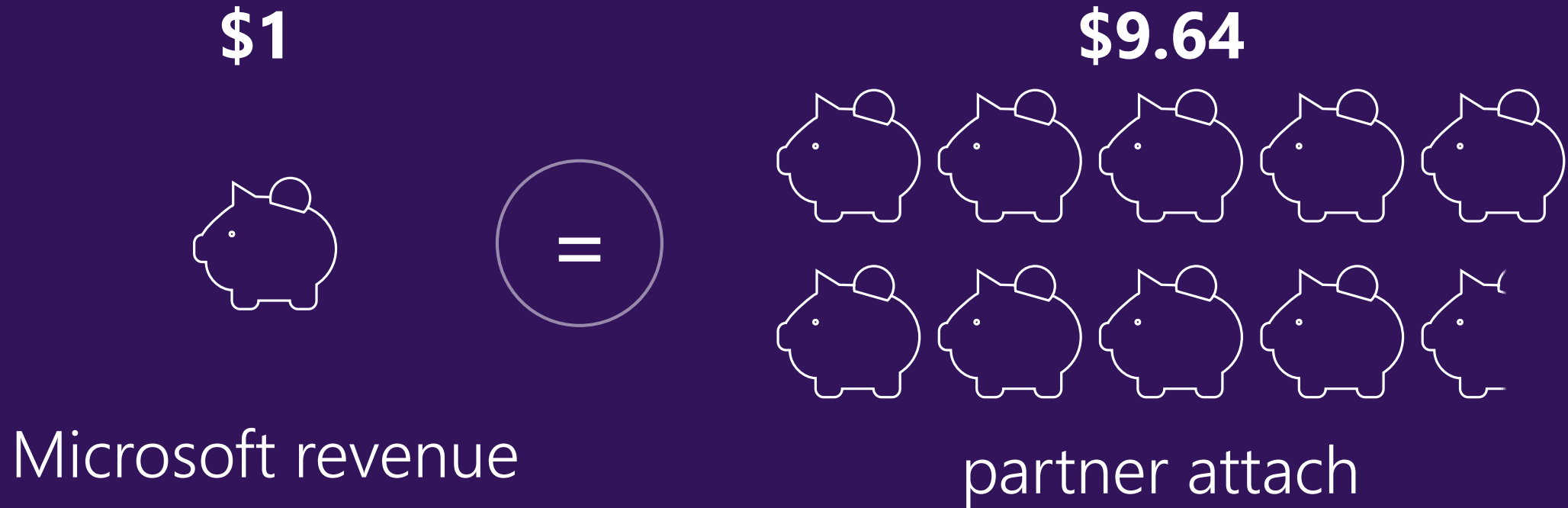


1.5x
gross profit



1.8x
recurring revenue

Cloud partners attach more value to Microsoft Cloud Solutions



Specialize to differentiate your offering



Specialize



Go vertical



Build IP

Benefits of differentiation



**Higher
price point**



**Increased
efficiency**



**Expanded
geographic reach**

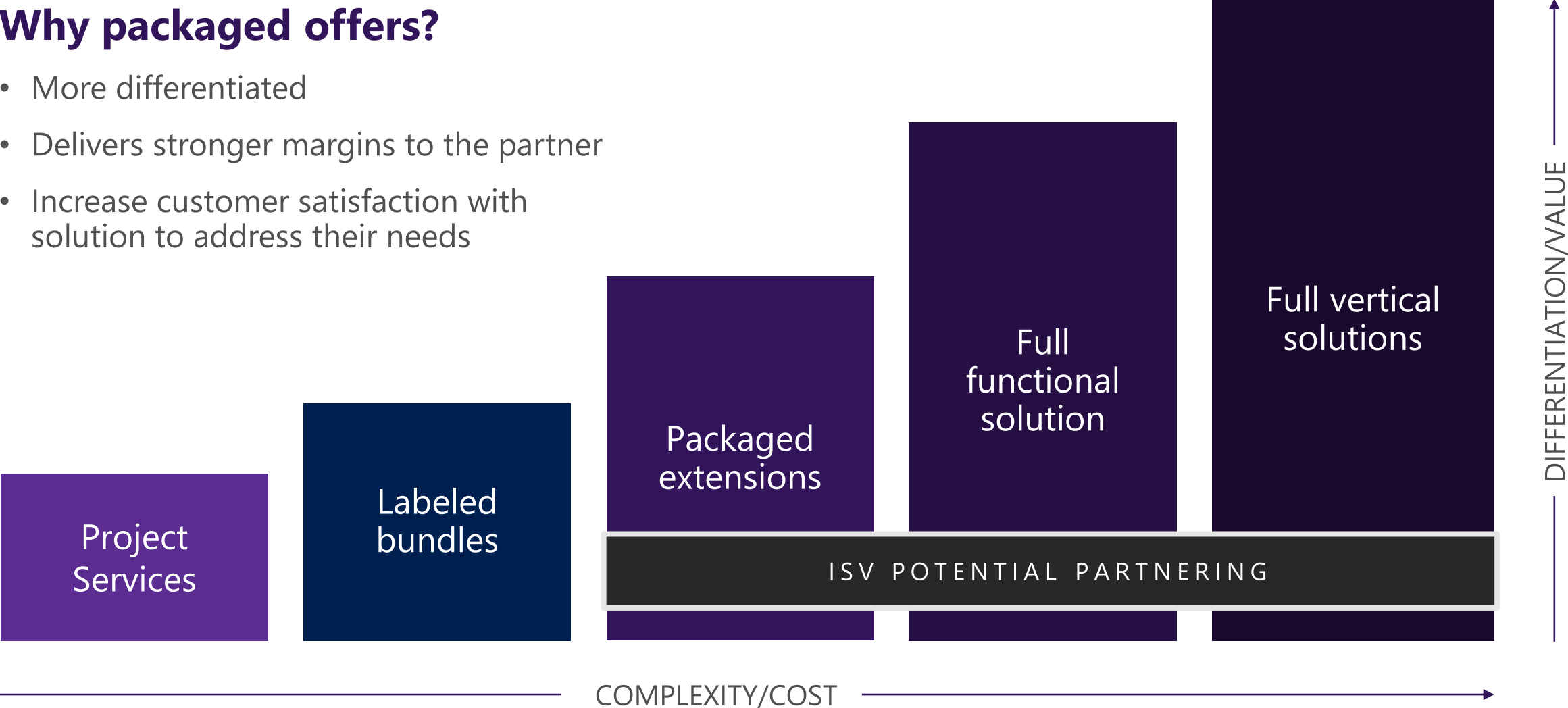


**Increased average
revenue per customer**

The IP staircase

Why packaged offers?

- More differentiated
- Delivers stronger margins to the partner
- Increase customer satisfaction with solution to address their needs



Biggest market opportunities



Modern
workplace

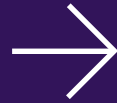


Microsoft 365 Security

Microsoft 365 Teams extensions and adoption



Business
applications



Dynamics 365

PowerApps



Applications &
infrastructure



Azure Cloud Migration



Data & AI



Analytics and AI

Top 6 Partner profitability resources



Cloud Practice Development Playbooks
aka.ms/practiceplaybooks



Build a Practice homepage
aka.ms/buildapractice



Profitability scenarios and financial models
aka.ms/profitabilityscenarios



Profitability benchmark toolkit
profitabilitybenchmark.microsoft.com/



Cloud profitability blog
blogs.partner.microsoft.com/




Smart partner marketing
partner.microsoft.com/en-US/smart-partner-marketing

Stay curious!

WELCOME TO
Microsoft Learn
Introducing a new approach to learning

The skills required to advance your career and earn your spot at the top do not come easily. Now there's a more rewarding approach to hands-on learning that helps you achieve your goals faster. **Earn points, levels, and achieve more!**

 **Introduction to Azure**
Module - 8 Units


Get started with Azure by creating and hosting a new website in Azure.

[Start learning for free >](#)

<https://docs.microsoft.com/en-us/learn/>

Calendário de Formação para Parceiros - Portugal

Consulte o Calendário de Formação gratuita para Parceiros Microsoft e registe-se já!




<https://www.microsoft.com/pt-pt/partner-training/?n=pt-business>

FutureProof Help Contact us Login

Grow your Microsoft expertise to serve your customers better.

Advance your skills with Microsoft partner training and certification so that you can find the right solution to meet your customer's needs every time. Get to the top of your field with validated skills and expertise.



<https://future-proof.net/>

Microsoft

Microsoft Dynamics Learning Portal

Welcome

Welcome to the Microsoft Dynamics Learning Portal, where you can expand your knowledge and competency in all aspects of Microsoft Dynamics. We offer courses, videos, exam prep guides, and access to workshops that can help you grow your understanding of Dynamics, your clients' proficiency on the platform, and your business. Sign in below to build your learning plan and consume course content across Microsoft Dynamics products.

Dynamics Learning Portal is available to Microsoft Partners, Academic Community educators and students, MCT and MVP awardees and Microsoft employees.



<https://mbspartner.microsoft.com/>



Microsoft CSP Program Overview

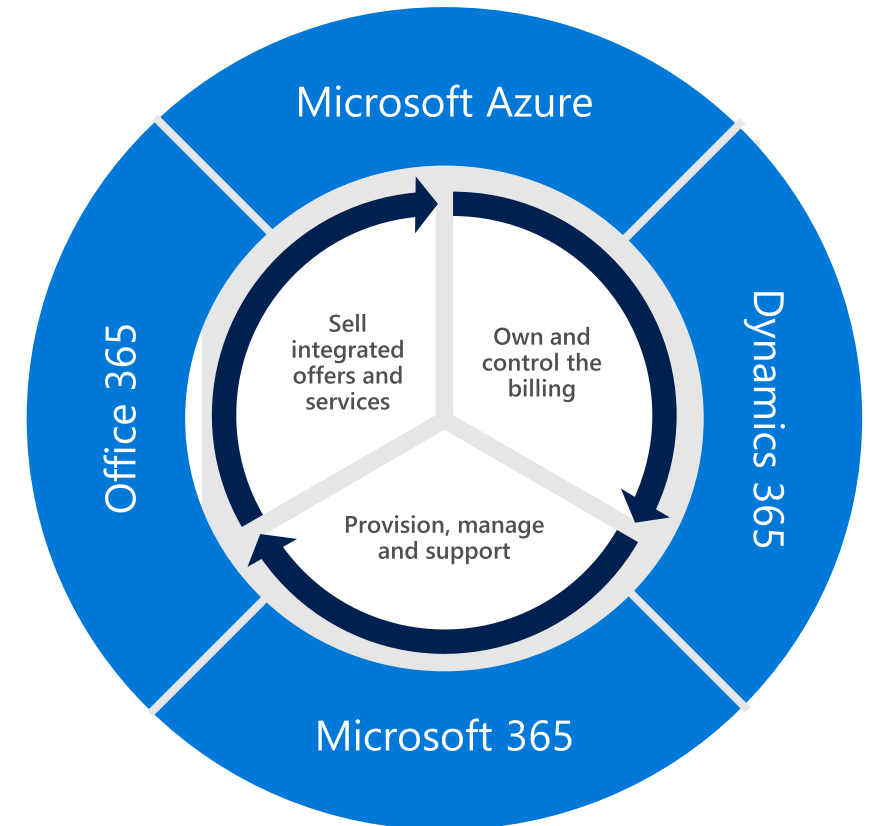
Key benefits of Microsoft CSP program

67%

of customers expect to purchase a wide variety of cloud services from a single vendor

Own the end-to-end customer lifecycle and offer single packaged solution

- 1 Create cloud subscriptions and partner offers
- 2 Set package price and sell to customers
- 3 Place order for all Microsoft Cloud Services
- 4 Be the first point of contact for customer support



Note: additional Microsoft services/solutions are available under the CSP program

Partner of the future

70%

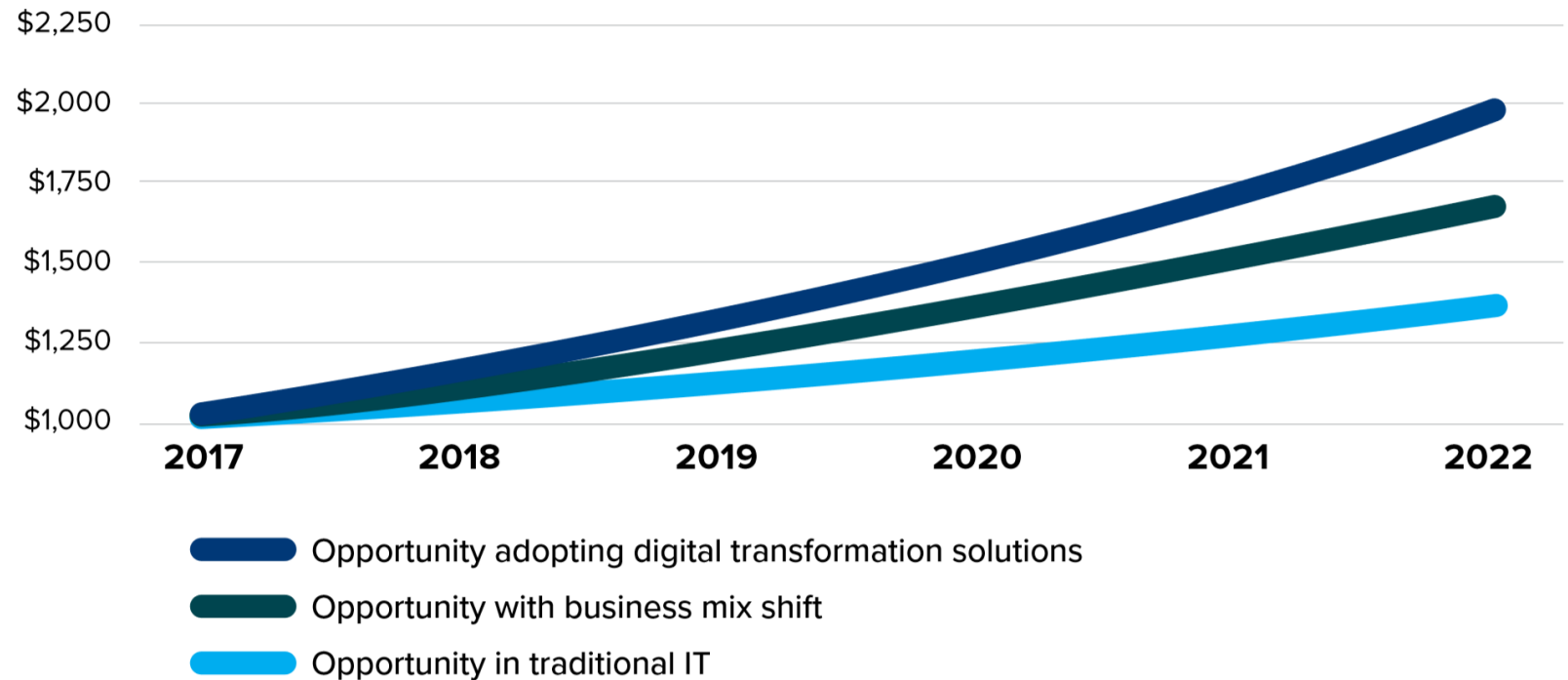
of cloud services providers' cloud revenue will be mediated by channel partners/brokers by 2020¹

30%

By 2021, at least 30% of the channel will not exist in the format we know them today²

Total Available Market for Microsoft Partners

(\$B Worldwide)



Source:

(1) IDC FutureScape: Worldwide IT Industry 2017 Predictions

(2) IDC worldwide IT channels & alliances predictions April 2017

Source: IDC eBook, sponsored by Microsoft, The Digital Transformation Series, Part 1: The Digital Transformation Opportunity 2018

What indirect providers offer to resellers

Microsoft has built a global network of qualified Indirect Providers to help with*



Support/Billing



Commerce Portal



Business services & guidance



Flexible credit terms

Key benefits to work with Indirect Providers



Ramp quickly



Focus core investment



Evolve with agility



Faster time to profit

* Specific offers can vary depending on indirect provider.

[SEE VIDEO](#)

CloudFirst
Sydney, Australia

 Office 365

[SEE VIDEO](#)



Simon Smith
CEO, Extrinsica Global

A modern office interior with large windows and two people working at a table. The scene is bright and professional, with a woman and a man sitting at a long table, looking at laptops. The room has large windows that offer a view of a city building. The overall atmosphere is clean and contemporary.

FY20 Cloud Solution Provider Indirect Reseller Incentive

July 1, 2019 – June 30, 2020

Microsoft
Partner
Network

CSP Indirect Reseller Incentive

Effective
July 1, 2019
through
June 30, 2020

1 Purpose

Reward and support CSP Indirect Resellers for driving the activation and enablement of customers with Microsoft based Online Services.

3 Need to know

- Local accelerators potentially available (per country choice)
- Co-op component will be introduced in H2
- Core program and strategic product accelerator rates will adjust in Q2
- New Customer Add accelerators begin in Q2
- Azure incentives for new Commerce Platform transactions begin in Q2

¹ Unique accelerators for the 3 Microsoft Clouds (Azure, Dynamics, Modern Workplace), each with defined earning opportunity launch Oct. 1.

² Global Strategic Product Accelerator includes M365 E3, M365 E5, M365 Business, O365 Biz Premium, the 2 E5 Mini Suites, D365 Business Central

³ Core = Windows Server Std | Strategic = SQL Server

⁴ Incentives for Azure billed on the commerce platform will be paid in the Modern Commerce Experience Partner Led incentive tool.

Incentive guide and other resources available on MPN at aka.ms/partnerincentives

2 Eligibility

- Active MPN membership
- Attain defined MPN competency at Gold or Silver level
- Onboard to the CSP incentive tool

4 Incentive rates

Q1 Incentive

| | Rate |
|---|----------------------------|
| Core Incentive (Rebate only) – O365 | 6% |
| Core Incentive (Rebate only) – M365, D365, Azure | 8% |
| CSP Customer Add Accelerator (continued from FY19) ¹ | 2% |
| Global Strategic Product Accelerator ² | 2% |
| Global PSTN Calling and Conferencing Accelerator | 20% |
| Software in CSP – Subscription ³ | Core – 1.25%, Strategic 6% |

Q2 – Q4 Incentive

| | Rate |
|---|----------------------------|
| Core Incentive (Rebate only)) – Azure billed revenue on existing platform; Azure billed revenue derived from new commerce platform ⁴ ; O365, M365 | 4% |
| Core Incentive (Rebate only) – D365 | 6% |
| CSP Customer Add Accelerators for 3 Clouds | Varies |
| Global Strategic Product Accelerator ² | 5% |
| Global PSTN Calling and Conferencing Accelerator | 20% |
| Software in CSP – Subscription ³ | Core – 1.25%, Strategic 6% |

Azure Reserved Instance (RI) Incentive

| | Rate |
|--|------|
| Azure RI (Paid on consumed Azure RI revenue) | 10% |

Incentive Eligibility

Partner must attain all eligibility criteria to participate.

| Eligibility type | Eligibility requirement | Program specific criteria |
|--|---------------------------|--|
| Microsoft Partner Network (MPN) enrollment | Enrollment status | Active MPN membership |
| Partner status & performance | MPN competency | Attain one of the defined competencies |
| Operational Onboarding | Partner Center onboarding | Complete onboarding to Partner Center including completed bank and tax forms |

Incentive Eligibility – MPN competencies

To participate in the Indirect Reseller incentive, a partner must attain one of the named MPN competencies at v-org level and meet the following:

- Silver or Gold level competency attainment
- Competency status must be Active Earned, Active Pre-Approved, Active Non-Compliant or Active Inherited

| Competency | Level |
|---|----------------|
| Cloud Business Applications | Silver or Gold |
| Cloud Customer Relationship Management* | Silver or Gold |
| Cloud Platform | Silver or Gold |
| Cloud Productivity | Silver or Gold |
| Data Analytics | Silver or Gold |
| Data Platform | Silver or Gold |
| Enterprise Mobility Management | Silver or Gold |
| Enterprise Resource Planning | Silver or Gold |
| ISV* | Silver or Gold |
| Small and Midmarket Cloud Solutions | Silver or Gold |
| Windows and Devices | Silver or Gold |

* Competency retired. Partners will remain eligible under these competencies until their competency anniversary date.

Payments

1 Payment schedule

| Type | Frequency | Expect payment within |
|--------|-----------|------------------------------------|
| Rebate | Monthly | 45 days after end of earning month |

2 Payment method

- Partners may receive payments via wire transfers.
- Partners can only receive payments after completing enrollment to the partner incentive tool.
- Partners can view their earnings and payment activities via the Partner Center Dashboard.

3 Minimum payment threshold

- If the incentive earnings are below the minimum threshold of \$200 USD, those earnings will be carried over to the following month and the partner will not receive payment.
- Incentive earnings under \$200 USD at the end of the program year (July 1, 2018 – June 30, 2019) will be forfeited.



CSP Campaign for Office 365 (O365) and Microsoft 365 (M365)

CSP Campaign for Office 365 (O365) and Microsoft 365 (M365)

1 Purpose

- Drive revenue with new customers across O365 & M365 SKUs in SMB and Corporate segments

2 Eligibility

- Licensing model: CSP
- Billing Option: Annual and Monthly Billing
- Minimum 3 new customers during campaign period for any of the selected SKUs to earn incentives
- SKUs: please see the table on the right

3 Incentive rates

| | M365 Products | Non M365 Products |
|-----------------|---------------|-------------------|
| Monthly billed | 9% | 6% |
| Annually billed | 20% | 16% |

4 Need to know

- Campaign period: September 15, 2019 to March 15, 2020
- New customer is a new or existing tenant without any of the eligible products CSP revenue in the year prior to the campaign start date

| Product Rev Sum Division | Product Family |
|----------------------------|---|
| O365 Business Premium | O365 Business Premium Office 365 Business Premium - DE |
| O365 Core - M365 Business | O365 Business - M365 |
| O365 Core - M365 E3 | O365 E3 - M365 |
| O365 E5 - M365 E5 | O365 E5 - M365 O365 E5 w/o Audio Conf - M365 |
| O365 E5 - Sec & Comp | M365 E5 Compliance M365 E5 Security |
| O365 E5 Security/Analytics | MS MyAnalytics MS MyAnalytics EDU O365 Adv eDiscovery Storage O365 Adv eDiscovery Storage EDU O365 Adv Threat Protect Plan 1 EDU O365 Adv Threat Protect Plan 2 EDU O365 Adv Threat Protection - DE O365 Adv Threat Protection Plan 1 O365 Adv Threat Protection Plan 2 O365 Advanced Compliance O365 Cloud App Security O365 Customer Lockbox Office 365 Advanced Compliance EDU |

Please contact your Indirect Provider to know the full details.

100



17



7



**7 billion people
on the planet**

**7 billion chances to
make a difference**

[SEE VIDEO](#)





Microsoft 365 Opportunity for Partners

Teresa Virgínia

Modern Workplace Business Group Lead

Vision for SMB Customers

Microsoft 365 the productivity cloud



Connected experiences / Integrated workflows / Intelligent security

Vision for SMB Partners

Create value added, scalable solutions for customers



Value Add

/



Specialized

/



Scalable

Evolving partner business model

-18%

+10%

+17%

+14%



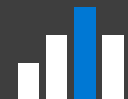
Deployment



Advisory
& adoption



Business
solutions



Managed
services

Microsoft 365

Partner revenue opportunity



22% 3Y average growth



Security &
Compliance



Teamwork



Modern
Desktop

Microsoft 365

Opportunities for SMB Partner Growth



Security



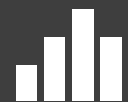
Teamwork



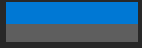
Advisory
& adoption



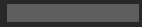
Business
solutions



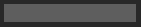
Managed
services



Security



Teamwork



Next Steps

Security

Small businesses are most vulnerable and need help

58%

of breaches
took place at
small businesses.¹

\$120K

\$120K is the average
cost of a SMB
data breach.²

62%

lack the skills
in-house to deal with
security issues.³

¹ [Verizon 2018 Data Breach Investigations Report](#)

² [Kaspersky Lab study, 2018](#)

³ [Underserved and Unprepared: The State of SMB Cyber Security in 2019, Vanson Bourne for Continuum](#)

Microsoft is a security provider now



Every day,
3,500 Microsoft
security professionals
protect our customers.

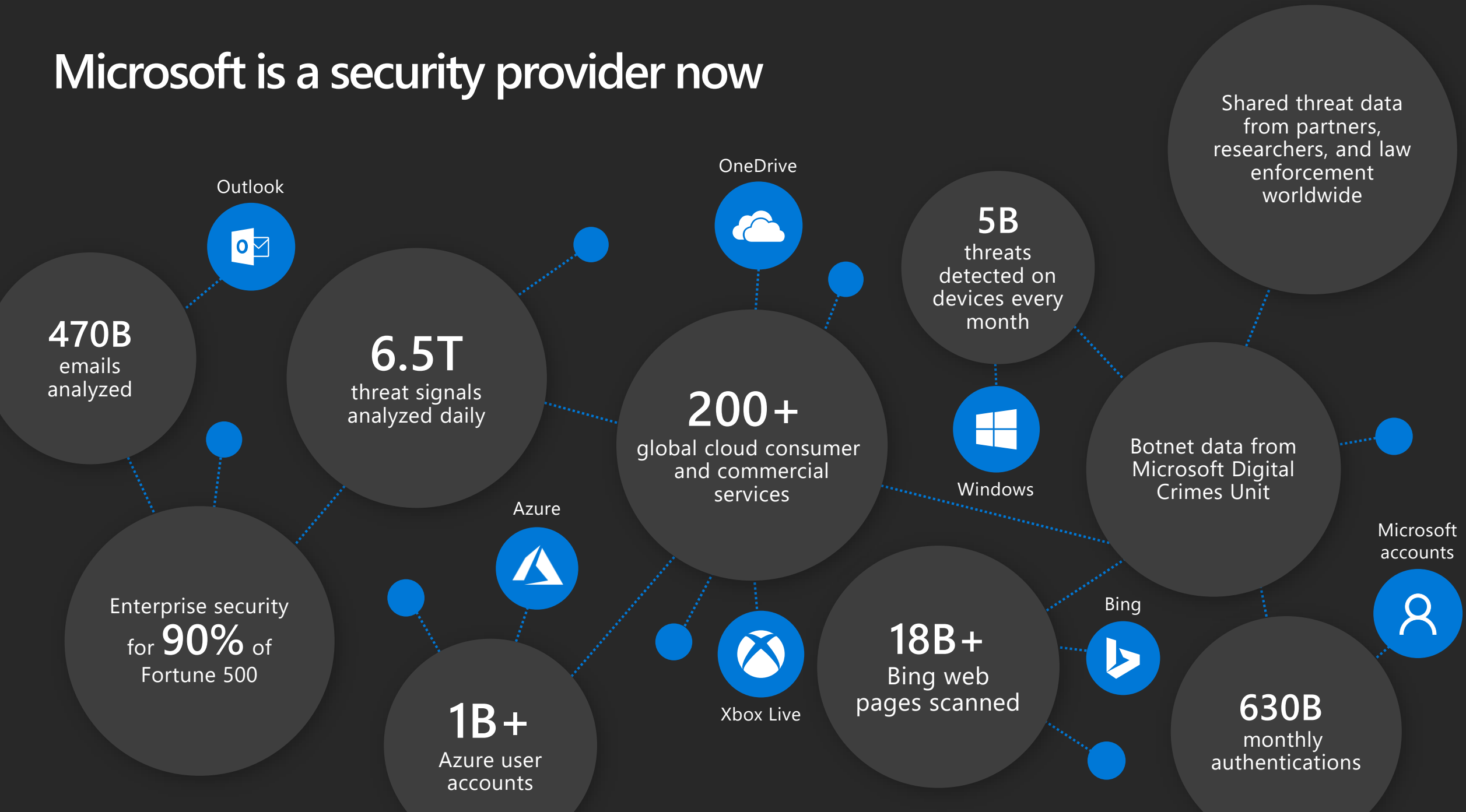


We use advanced AI to,
analyze 6.5 trillion signals per day
to detect and respond to threats.



\$1 billion is invested annually
by Microsoft to advance our efforts on security,
data protection and risk management.

Microsoft is a security provider now



Our SMB security approach - Microsoft 365 Business



**Defend against
cyberthreats**



**Protect
business data**



**Manage
your devices**

Office 365 Advanced Threat Protection

Microsoft Defender

Office 365 Data Loss Prevention

Azure Information Protection P1

Exchange Online Archiving

Intune

Windows Virtual Desktop
Public Preview

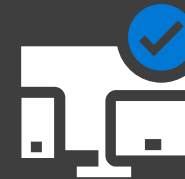
Microsoft 365 Business is stronger with new product value



Defend against
cyberthreats



Protect
business data



Manage
your devices

Office 365 Advanced Threat Protection

Microsoft Defender

+ Azure Multi Factor Authentication **NEW**

+ Self Service Password Writeback **NEW**

Office 365 Data Loss Prevention

Azure Information Protection P1

Exchange Online Archiving

+ Conditional Access **NEW**

Intune

Windows Virtual Desktop
Public Preview

+ Office 365
Shared Computer Activation **NEW**

Integrated security solution that reduces operational costs & increases margin

- Advanced Threat Protection
- Device Management
- Data Archiving
- Conditional Access
- Azure Multi-Factor Authentication
- Data Loss Prevention
- Device Antivirus

€10.50 for Office 365 Business Premium
+ **€6.40** for these security features
= **€16.90** for Microsoft 365 Business



Reduce your operational costs with an all-in-one solution that is better integrated with Office 365 and Windows



Increase your margin with security offerings that tie into these features over and above the licensing cost

Microsoft 365 Business helps partners build their profitability



01 | Secure your customers with a few clicks

Elevate your customer's security profile by upselling to Microsoft 365 Business and doing basic deployment with a few clicks

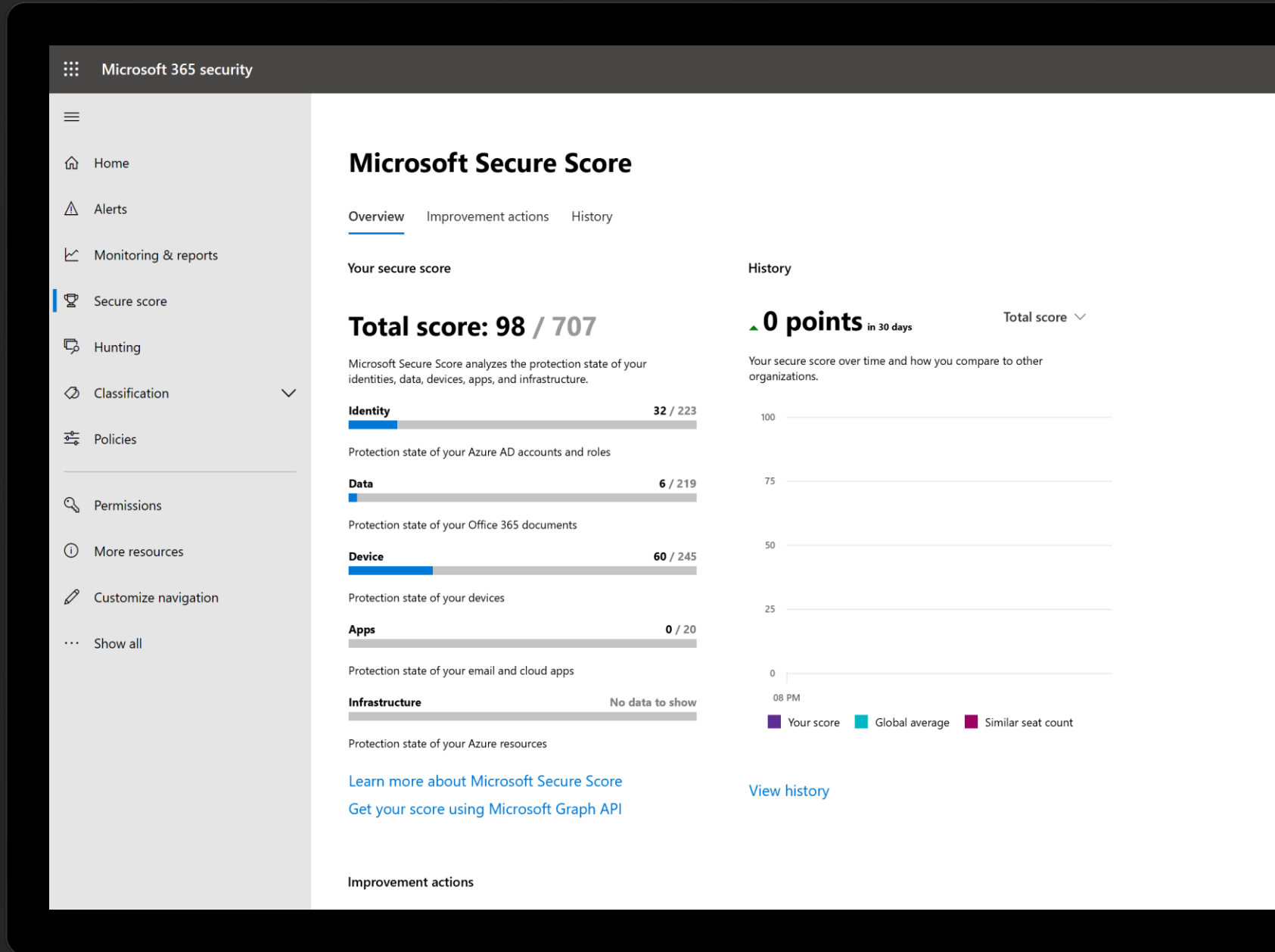
02 | Drive deeper customer engagements

Move from basic deployment to recurring security focused engagements like Assessments or Advanced Deployment projects – become their security advisor.

03 | Monetize with advanced service offerings

Transition to high-margin consulting and managed services that are focused on monitoring, alerts & compliance – become their outsourced security team

Use **Secure Score** to drive security conversations



Use end of support deadlines to spur action

Initiate conversations on moving to cloud based security solutions

Windows 7

January 2020

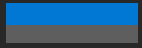
Office 2010

October 2020

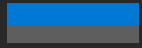


69%

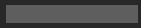
of SMBs are not aware or only slightly aware of the end of support dates



Security



Teamwork



Next Steps

Teamwork

Today's world of work

72%

working remotely
by 2020

107

cloud apps at the
average SMB

80%

of time at work is
spent collaborating

Microsoft Teams

Tailored for SMBs to help run and grow their business



Real time
collaboration



Connect with customers
and suppliers



Mobile worker
support

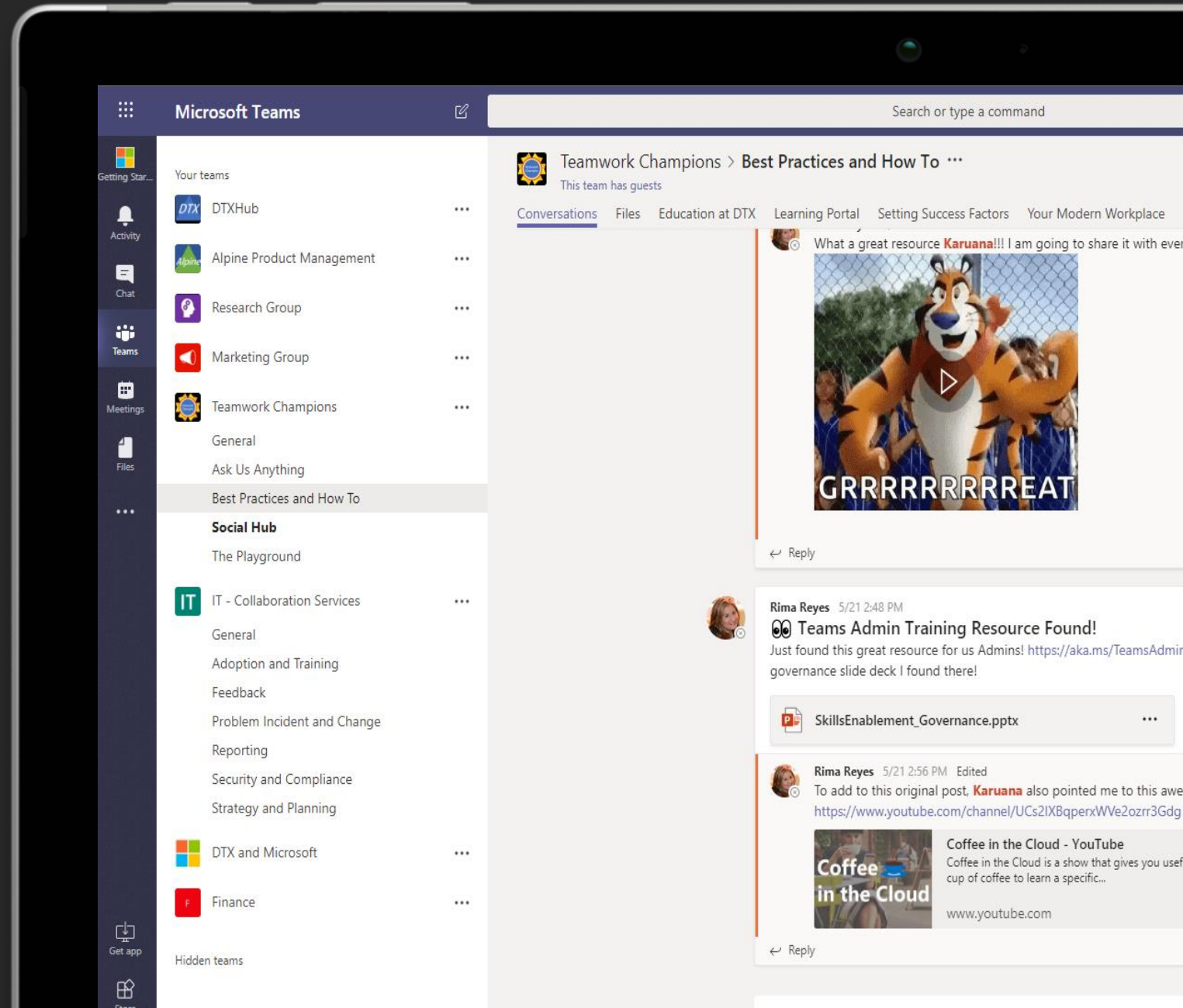


Customizable for business
processes and industries

Teams scenarios to **inspire** our customers

File Collaboration
Modern Meetings

Customer Engagement



Build **Teamwork** offerings to drive profitability

\$17/ user/ month of partner opportunity in SMB



Adoption & change management
Help SMB's change the way they work



Meetings management
Package meetings services and devices



Teams solutions
Connect LOB apps and automate workflows

Accelerate customer acquisition with Teams



Utilize Teams Assessment to start the conversation

- Understand customer challenges
- Create alignment with BDM's
- Drive roadmap to purchase and use



Announcing Teams Trial* to help unblock dark customers

- Full Teams product functionality
- 6 months trial duration
- Ease of transition to paid SKU

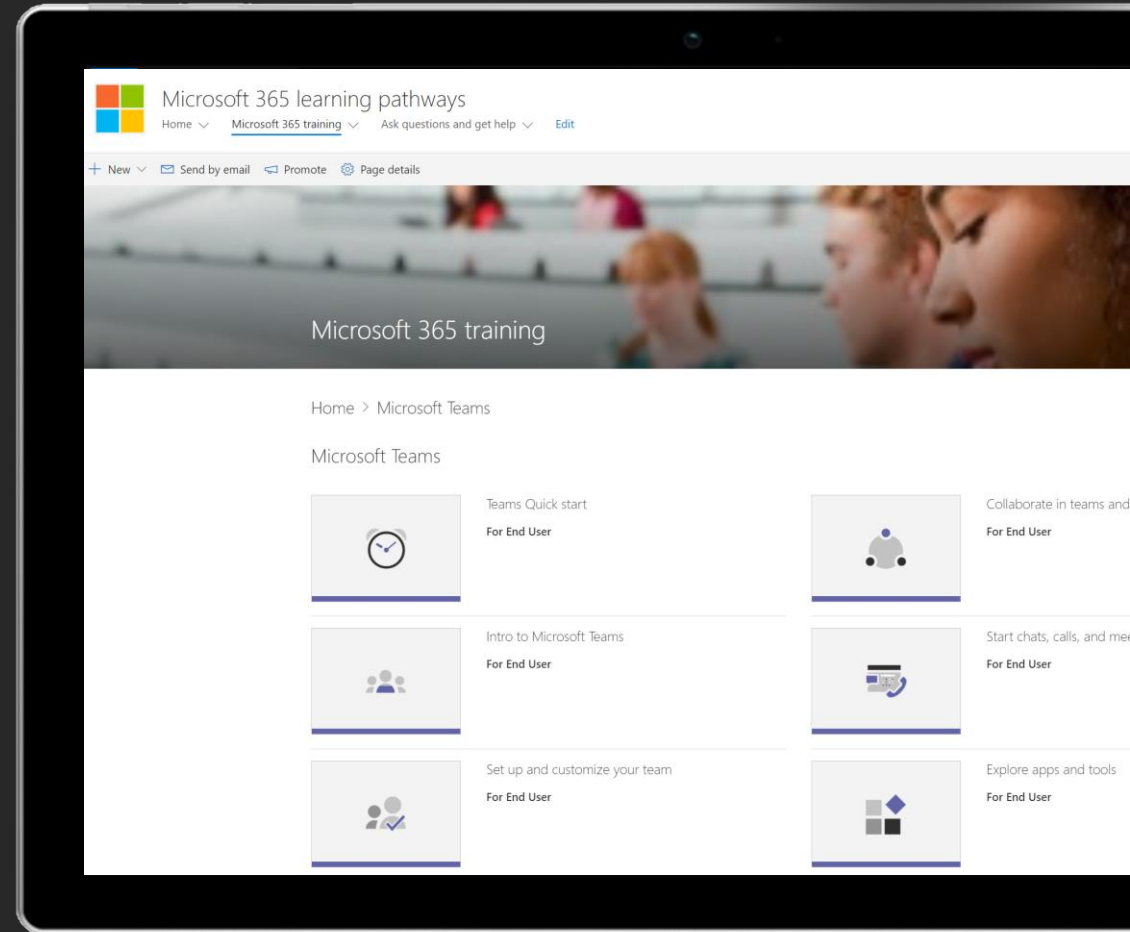
Learn More at:

- <https://www.microsoft.com/microsoft-365/partners/teamwork>
- aka.ms/TeamsTechCommunity
- aka.ms/MicrosoftAdoption

Microsoft 365 learning pathways

- ✓ SharePoint Communication site template
- ✓ Online catalog of end-user training content
- ✓ Customizable Microsoft 365 learning pathways
- ✓ Easily installed via SharePoint Provisioning Service

Learn more at aka.ms/M365LP

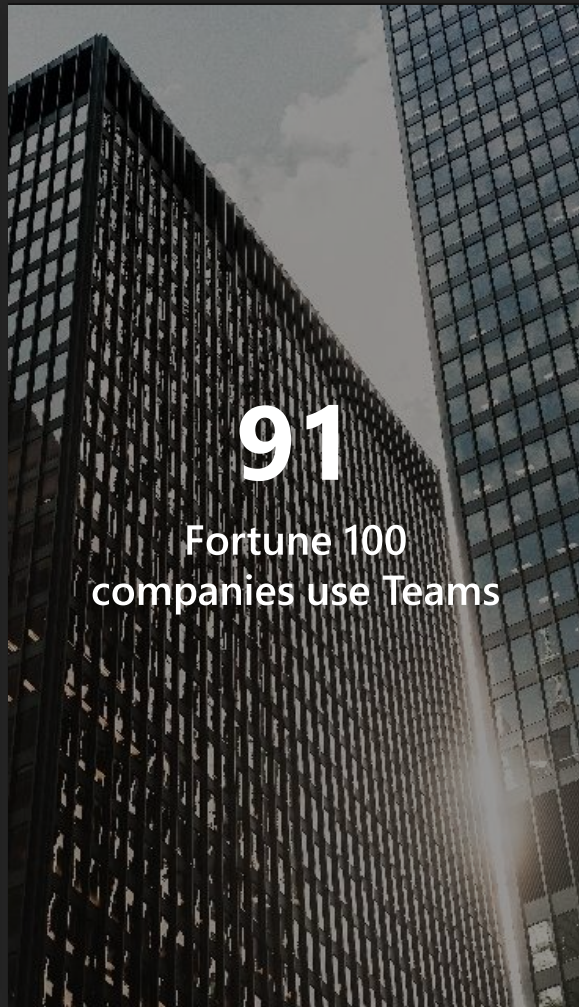


Customer Momentum



500k

Organizations
use Teams



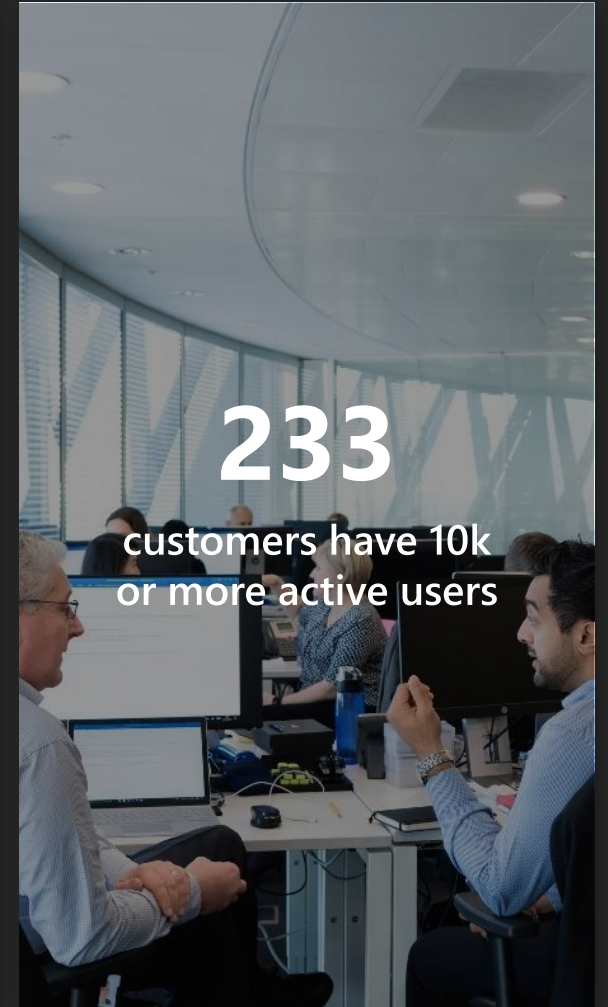
91

Fortune 100
companies use Teams



53

languages are
supported in Teams

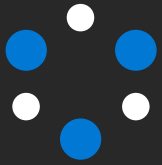


233

customers have 10k
or more active users

Next Steps

SMB Sales Guides



Acquire Teamwork

Bring new customers to the cloud with business-class email and Teams



Upsell Get modern

Offer best-in-class productivity apps on a new Windows 10 device to replace end-of-support solutions



Maximize Advanced security

Maximize recurring revenue by helping SMBs protect against threats

Available @ aka.ms/mwsmb

Sell smarter with Launchpad

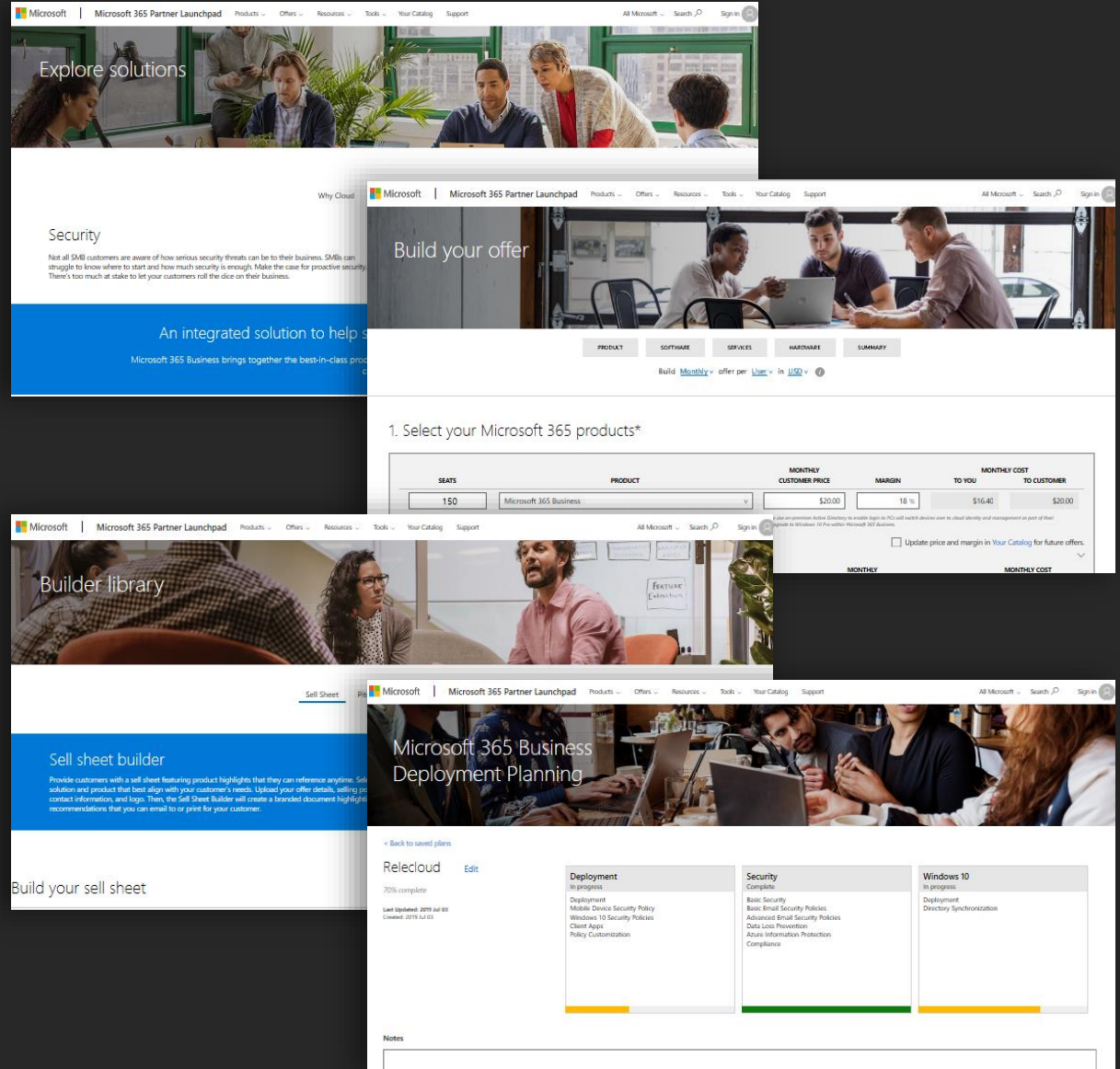
Streamline and simplify the SMB sales process

 Discover solutions

 Build offers

 Customize resources

 Plan deployment



Microsoft | Microsoft 365 Partner Launchpad | Products | Others | Resources | Tools | Your Catalog | Support | All Microsoft | Search | Sign in

Explore solutions

Security

Not all SMB customers are aware of how serious security threats can be to their business. SMBs can struggle to know where to start and how much security is enough. Make the case for proactive security. There's too much at stake to let your customers roll the dice on their business.

An integrated solution to help

Microsoft 365 Business brings together the best-in-class products

Build your offer

PRODUCT SOFTWARE SERVICES HARDWARE SUMMARY

Build Monthly offer per User in USD

1. Select your Microsoft 365 products*

| SEATS | PRODUCT | MONTHLY CUSTOMER PRICE | MARGIN | MONTHLY COST TO YOU | MONTHLY COST TO CUSTOMER |
|-------|------------------------|------------------------|--------|---------------------|--------------------------|
| 150 | Microsoft 365 Business | \$20.00 | 18 % | \$16.40 | \$20.00 |

Update price and margin in Your Catalog for future offers.

Builder library

Sell sheet builder

Provide customers with a sell sheet featuring product highlights that they can reference anytime. Sell solution and product that best align with your customer's needs. Tailor your offer details, selling point contact information, and logo. Then, the Sell Sheet Builder will create a branded document highlighting recommendations that you can email to or print for your customer.

Build your sell sheet

Microsoft 365 Business Deployment Planning

Back to saved plans

Relecloud Edit

70% complete

Last Updated: 2019 Jul 09
Created: 2019 Jul 03

| Deployment | Security | Windows 10 |
|--|---|---|
| In progress | Complete | In progress |
| Deployment Mobile Device Security Policy Windows 10 Security Policies Client Apps Policy Customization | Basic Security Basic Email Security Policies Advanced Email Security Policies Data Loss Prevention Azure Information Protection Compliance | Deployment Directory Synchronization |

Notes

Available @ aka.ms/partnerlaunchpad

Your next steps!



Lead with Teams to
acquire new customers
into the cloud



Upsell customers with
Microsoft 365 Business,
using security value



Download our new
SMB FY20 play assets
today!



We are investing

10x

into channel marketing
focused on Teamwork and Security



We want to increase Partners Sales

10x

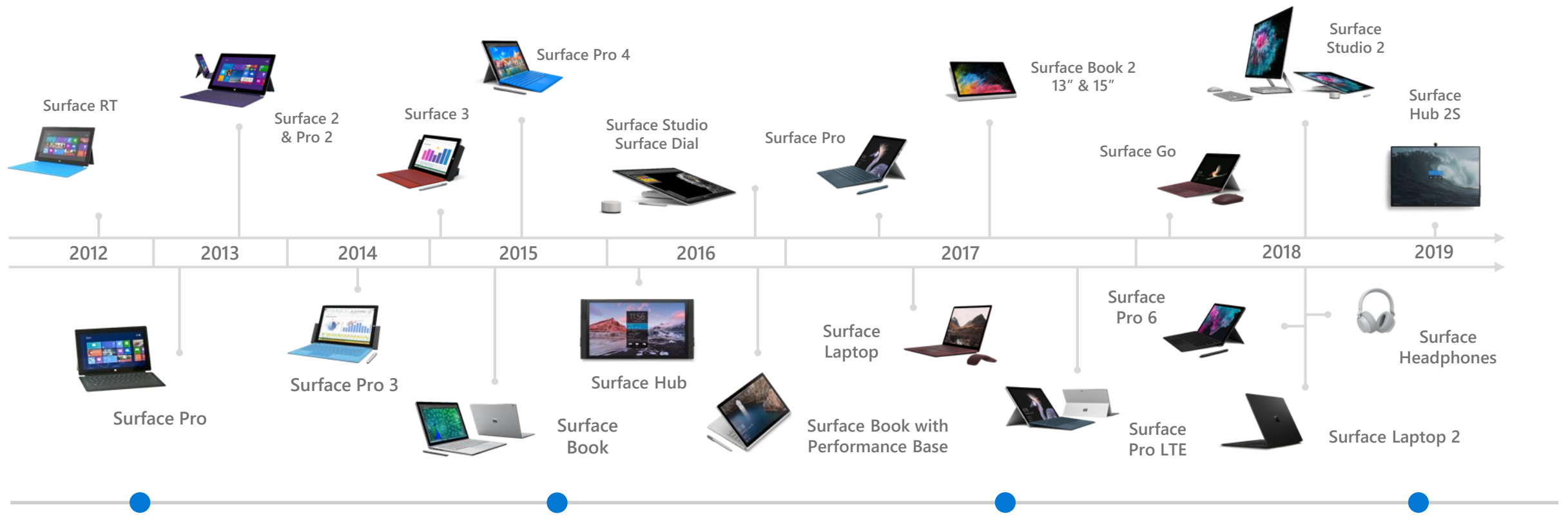
with Microsoft 365



Existe um Surface para a sua Empresa

Paula Fernandes
paferna@microsoft.com

Uma história de inovação



7 anos

Rendimento
Design
Forma
Funcionalidade

Dispositivos
desenhados para as
melhores experiências

22.10.2019

Surface Pro 7 para Empresas

Ultraleve e versátil

Surface Pro 7

Ultraleve e versátil

O equilíbrio perfeito entre a **performance de um laptop** e a **mobilidade de um tablet**, num design versátil que se adapta à forma como trabalha, onde quer que esteja.

A nova versão do Surface Pro conta com os mais recentes **processadores Intel® Core™ de 10ª Geração** e mais conexões (**USB-C**), mantendo o icónico design 2-em-1.

Carregamento rápido (80% da bateria em 1 hora).



Surface Pro 7

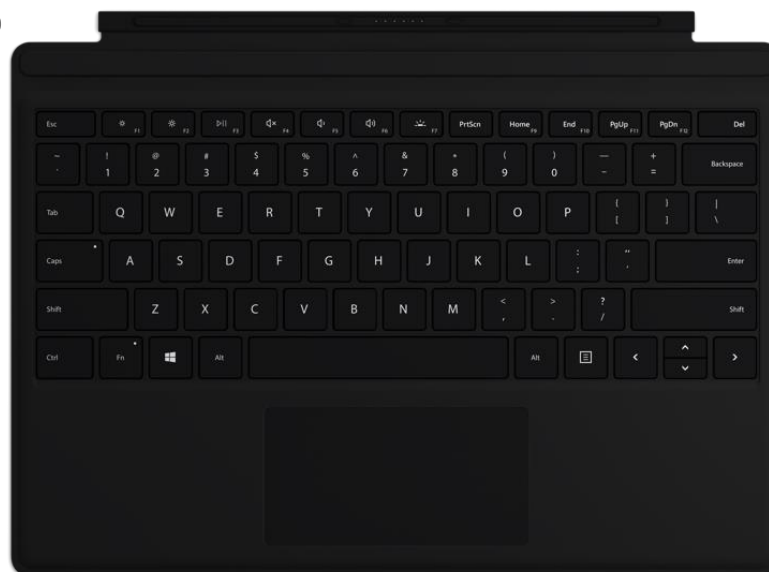
Ultraleve e versátil

Desempenho mais rápido e gráficos melhorados com os mais recentes processadores Intel Core (TM) 10ª Geração

Bateria para todo o dia, graças ao carregamento rápido

Instant On e stand-by melhorado

USB-A, USB-C e Surface Connect - mais conexões



Microfones dual far-field para otimizar chamadas através do Microsoft Teams

Display tátil 12.3" PixelSense™ de alta resolução

Consistência de design e acessórios

Novas cores de acessórios*

Disponível em Platina e Preto

*Vendidos separadamente

Complete a experiência*

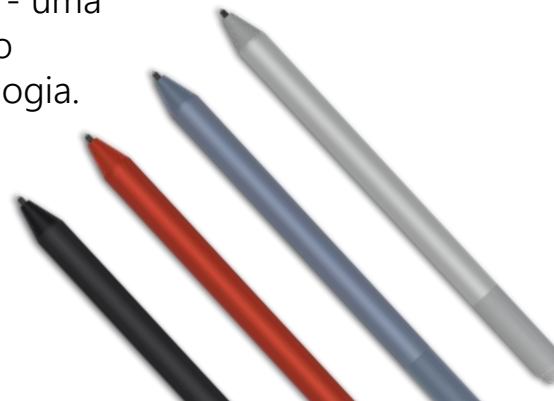
Surface Arc Mouse

Fino, leve e pronto para viajar, o Surface Arc Mouse foi desenhado para se adaptar à sua mão. Conexão via Bluetooth.



Surface Pro Signature Type Cover

Dê um toque de luxo às tarefas diárias com a Capa Surface Pro Signature Type Cover em tecido Alcantara® - uma combinação perfeita de estilo sofisticado, conforto e tecnologia.



Surface Dock



Adaptadores USB-C™

Expanda a versatilidade da porta USB-C™ com adaptadores HDMI, VGA, USB-A, e 3.5mm audio.



Surface Pen

A Surface Pen oferece a experiência de escrita e desenho mais natural de sempre. Com suporte de inclinação para sombreamento, 4.096 níveis de sensibilidade à pressão e sem atrasos.

Surface Laptop

Orgulho e Produtividade

72%

Dos indivíduos que utiliza profissionalmente deseja alargar a experiência ao seu contexto pessoal

**Satisfação
utilizador**

75%

Concorda que os dispositivos Surface preparados para Microsoft 365 contribuíram para a satisfação e retenção de talento



Surface Laptop 3

Agora com 2 tamanhos de ecrã – 13.5" e o NOVO 15"



Surface Laptop 3

Estilo e Desempenho

Design fino, leve e elegante

Desempenho mais rápido e gráficos melhorados com os mais recentes processadores Intel Core de 10ª Geração

Bateria para todo o dia com Standby melhorado

Conforto ao digitar líder na indústria

Trackpad em vidro aumentado

Display PixelSense vibrante



Novos altifalantes OmniSonic entregam uma experiência sonora mais imersiva

Volte ao trabalho mais rapidamente com o **Instant On**

USB-A and **USB-C** para melhor conectividade

Vá de 0 a 100% mais rápido com o **Carregamento Rápido**

Segurança melhorada com um **SSD removível** permitindo a retenção de dados

Microfones Dual far-field **Studio** para chamadas através do Microsoft Teams e Wake on Voice

Melhor qualidade de **imagem** mesmo em baixa luminosidade com a câmera 720p f2.0.

Cores e Acabamentos

Platina e Preto

Teclado duráveis — Alcantara® e o novo acabamento em metal

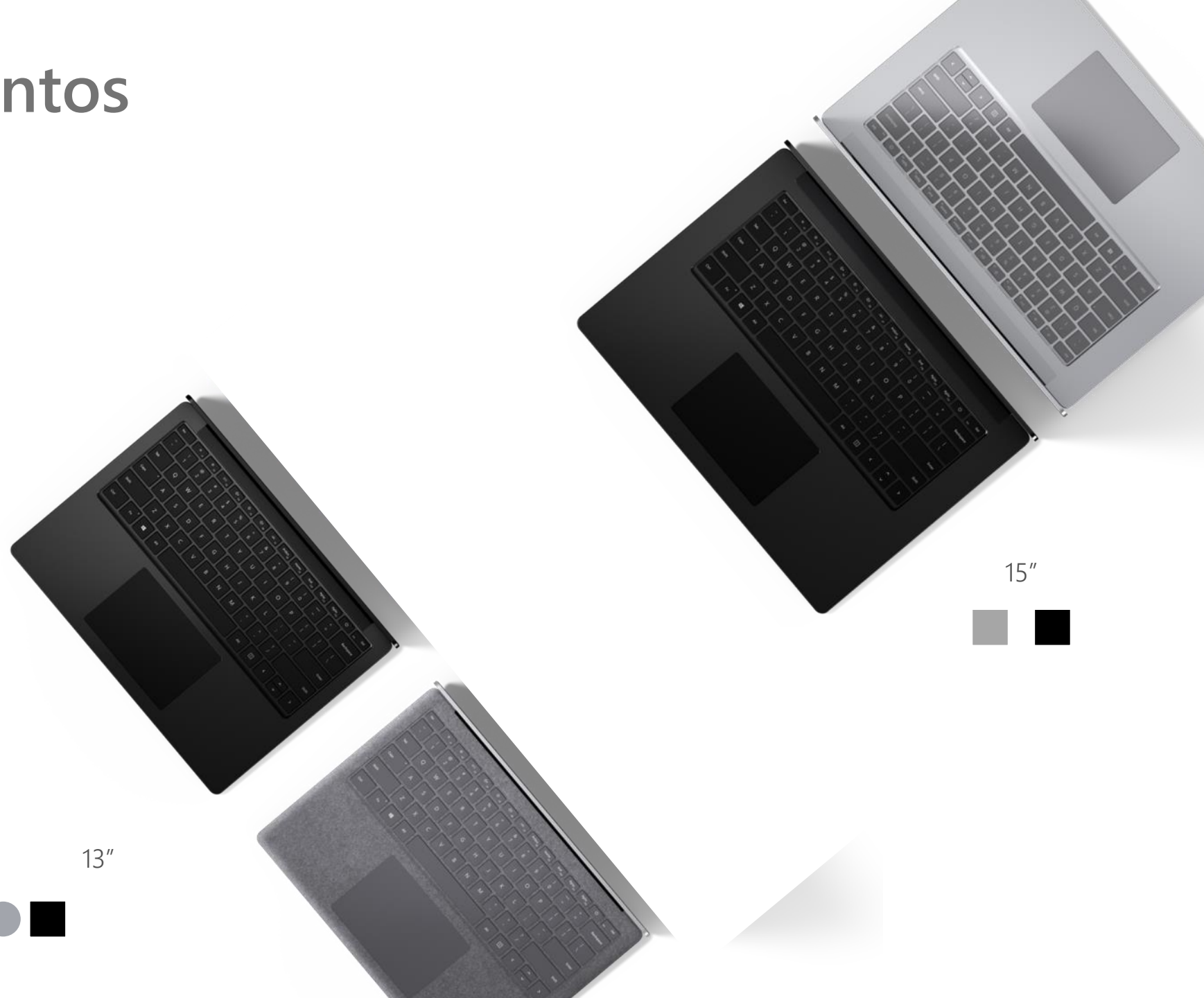
○ Alcantara®

□ Metal

13"



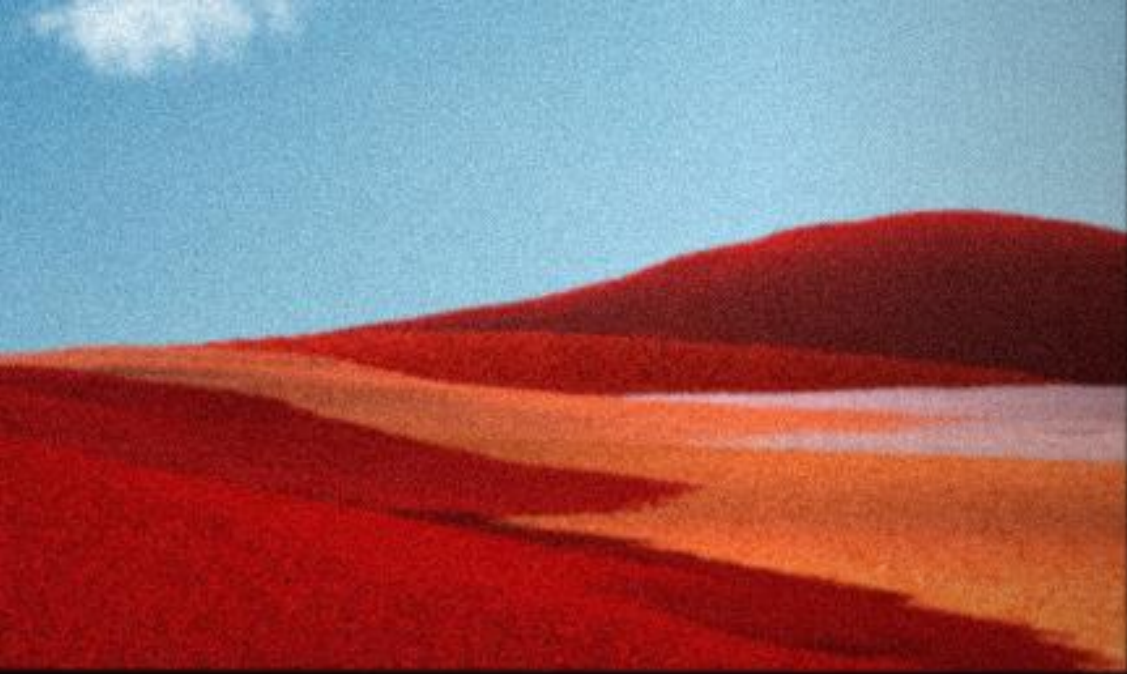
15"



19.11.2019

Surface Pro X para Empresas

Ultrafino e sempre conectado



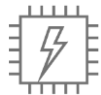
Nova abordagem

Design arrojado no Surface mais fino de sempre

LTE standard



Produtividade com total mobilidade



Poder e desempenho num design ultrafino, graças ao processador customizado e desenvolvido conjuntamente com a Qualcomm - DNA mobilidade



Incrível performance gráfica para apresentações deslumbrantes, imagens e vídeos de alta qualidade, potenciando a criatividade onde quer que esteja



Bateria todo o dia (até 13 horas), e com Carregamento rápido



Volte rapidamente à acção com o **Instant On**.

Desenhado para impressionar



Surface Pro X, o Surface mais fino de sempre, 5.3mm espessura e apenas 770 gramas de peso



Ecrã tátil 13" PixelSense™ Display de alta resolução, com ajuste automático de luminosidade



Moldura ultra fina, virtualmente ecrã de extremo a extremo. Ratio 3:2 ratio para otimização



Always ready

Surface Slim Pen* recarregada e armazenada no novo teclado Surface Pro X Signature Keyboard with Slim Pen Alcantara®

Onde quer que esteja, como preferir



No Wi-Fi, no problem.

LTE Advanced Pro connectivity¹, num
Cat16 Gigabit speed modem



2 portas USB-C™



Transformação de laptop em tablet

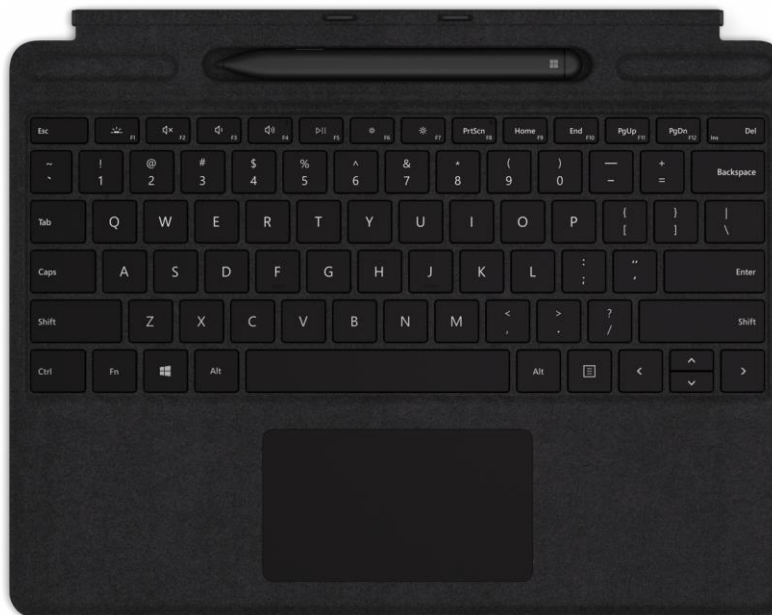


Kickstand em modo Studio para
experiência de escrita e desenho o
mais natural possível



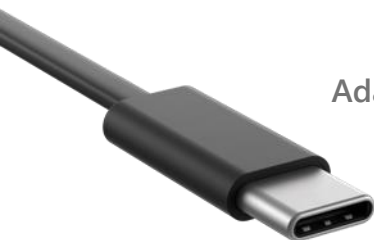
Complete a experiência*

Surface Arc Mouse



Surface Slim Pen

Surface Pro X Signature Keyboard



Adaptadores USB-C™

Surface Dock



* Vendidos separadamente

O ambiente de trabalho está a mudar



Processamento de dados e informação é vital para inovação e tomada de decisão



Menos silos, ambientes mais colaborativos



Expectativas de maior criatividade e ferramentas que o potenciem e simplifiquem



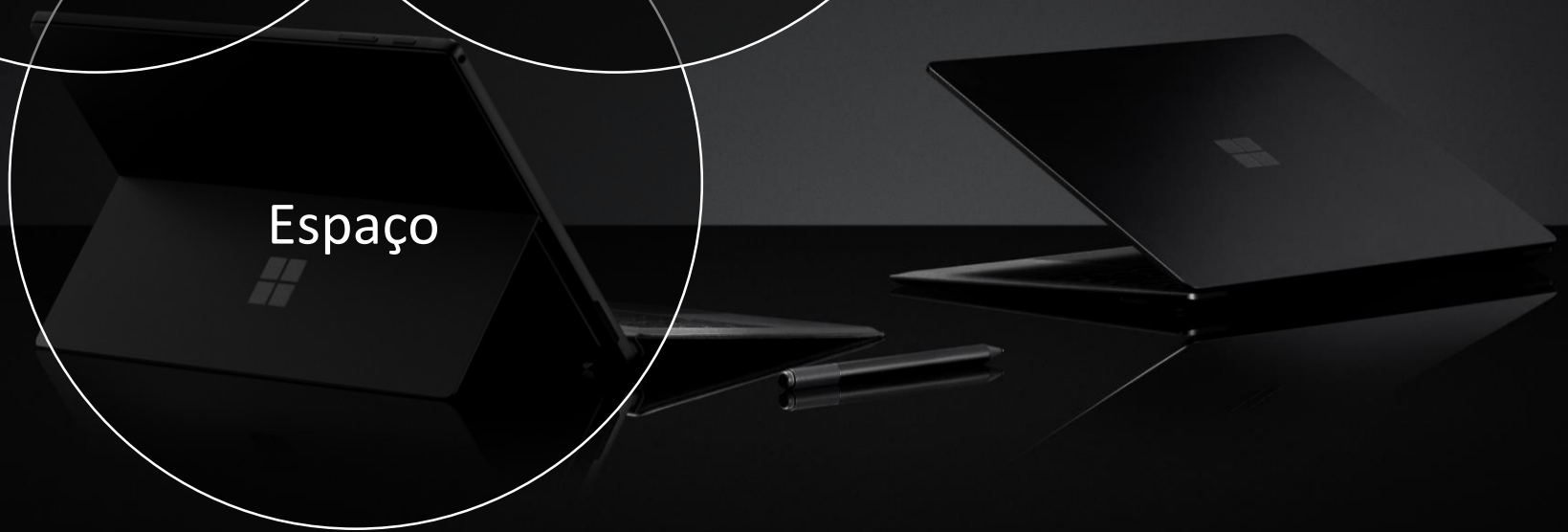
Pressão para resultados rápidos



Trabalho de equipa, chave para o Sucesso



**Pessoas
no centro**



Microsoft Surface

CONCEBIDO PARA O ESPAÇO DE TRABALHO MODERNO

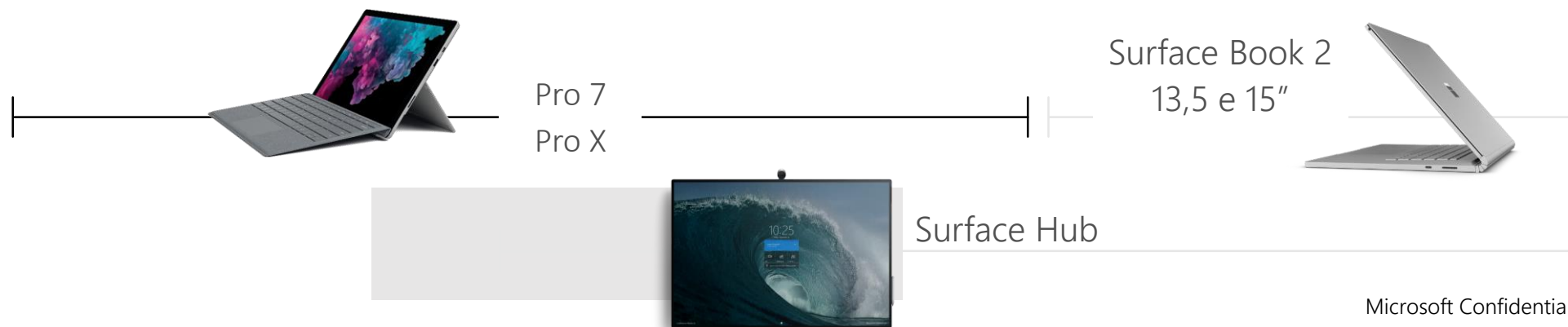
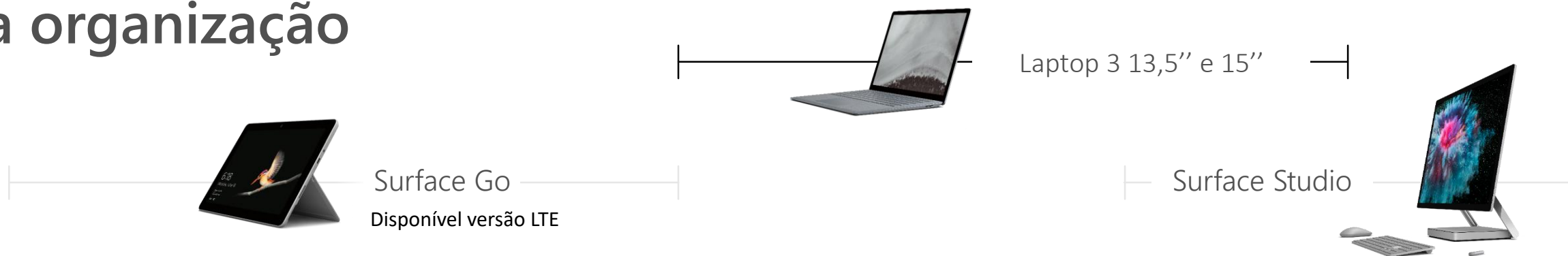


Concebido para
Microsoft 365

Desenhado com Inovação
e Design

A 1ª escolha dos
Profissionais

Dispositivos Surface para diferentes perfis na organização





Surface para Empresas

Windows 10 Pro

Segurança, Protecção avançada, Gestão de dispositivos empresarial e ferramentas de produtividade

Advanced Exchange*

Adicionalmente e sem custos, suporte Advanced Exchange — troca expedita do dispositivo

Processadores de última Geração

Maior performance e rendimento

Preparado para Microsoft 365**

Co-autoria em tempo real

Ligado à sua equipa com Microsoft Teams

*Disponível no Surface Pro 6, Laptop 2, Surface Pro 7, Laptop 3 e Surface Pro X

**Vendido separadamente

Surface Go para Empresas

A qualidade Surface com máxima portabilidade

Compacto e leve, com 10" e apenas 522 gramas

Design moderno e elegante, com a flexibilidade de poder ser utilizado enquanto tablet ou laptop

Processador Intel® Pentium® Gold com capacidade para correr software integral



Versão LTE disponível para máxima produtividade em cenários de mobilidade

Experiência de usabilidade otimizada para a utilização com Capa Teclado Surface

Surface Pro (5th Gen) com LTE Advanced

Versatilidade sem igual

Moderno, com modem LTE Advanced permitindo uma ligação consistente de velocidade 4G LTE onde estiver.

Sete, antenas invisíveis garantem a melhor conectividade possível.

Surface a liderar a revolução de conectividade implementando um Embedded SIM (eSIM)*.



Desenvolvido de raiz para LTE, sem comprometer o design e a identidade do Surface Pro.

Com o controlo e políticas de gestão para as empresas.

Desempenho superior na conectividade LTE, com modem Cat 9 e 450Mbps de velocidade no download.

*Vendido em separado

Surface Book 2 para Empresas 13,5" e 15"

Desempenho máximo e versatilidade inigualável

Processadores Intel Core de 8ª Geração, com um desempenho 4 vezes superior ao Surface Book original

Versatilidade sem comprometer performance

Placa gráfica dedicada nos modelos i7 com NVIDIA GeForce GTX 10 Series

Até 1TB de armazenamento e 16GB RAM

Até 17 horas de bateria, com as baterias no display e na base teclado

4 modos de utilização: Laptop, Tablet, Studio, e Visualização

Todas as conexões que necessita



Surface Studio 2 para Empresas

O expoente máximo da criatividade

O Surface mais potente com processador Intel® Core™ i7, placa gráfica NVIDIA® GeForce® GPU e armazenamento SSD.

O inacreditável ecrã PixelSense™ de 28" tem interface tátil e 13.5 milhões de pixels de cores vívidas, com uma proporção de 3:2 otimizada para produtividade.

Criatividade em diferentes ângulos com possibilidade de colocar o ecrã a 20 graus em Modo Estúdio, ou numa posição mais vertical em Modo Desktop.

Corre software profissional integral como Adobe Creative Cloud,* AutoCAD,* Bentley Navigator* e SolidWorks.*

Excelente experiência de vídeo com uma câmara de 1080p, ecrã reclinável, colunas estéreo 2.1 Dolby® Audio™ Premium e microfone de longo alcance.



O Windows 10 Pro que já conhece, com características que aportam funcionalidades de máxima produtividade, segurança e gestão avançadas.

Mantenha identidades e dados seguros com mais do que apenas uma password. O sistema biométrico Windows Hello fornece proteção de nível empresarial ao permitir o desbloqueio do dispositivo através do olhar.

Capacidade máxima de expressão e criatividade através das possibilidades de interação com a Caneta Surface e o Surface Dial* para atalhos intuitivos.

Design elegante e inspirador, com linhas minimalistas e extremamente fino.

*Vendido em separado



Surface Hub 2S

All-in-one colaborativo

50"

Whiteboard digital

Plataforma de reuniões

Experiência total de
computação Windows 10

Campanha EOL + Promo Book 2

Book 2 Promo

De 17 Out a 27 Nov
20% Desconto MRSP em Surface
Book 2



 Microsoft Surface

Surface for Business Offers

There has never been a better time to modernize your business with Surface.



Surface Pro 6 Save up to €504

Offer ends 31 December, while stocks last.

- i5/128 - 10% off Net MSRP (€89)
- i5/256 - 20% off Net MSRP (€228)
- i7/256 - 25% off Net MSRP (€340)
- i7/512 - 25% off Net MSRP (€423)
- i7/1TB - 25% off Net MSRP (€504)

Surface Laptop 2 Save up to €575

Offer ends 31 December, while stocks last.

- i5/128 - 10% off Net MSRP (€107)
- i5/256 - 20% off Net MSRP (€244)
- i7/256 - 20% off Net MSRP (€289)
- i7/512 - 25% off Net MSRP (€479)
- i7/1TB - 25% off Net MSRP (€575)



Surface Accessories Save 20%

Offer ends 12 November, while stocks last.



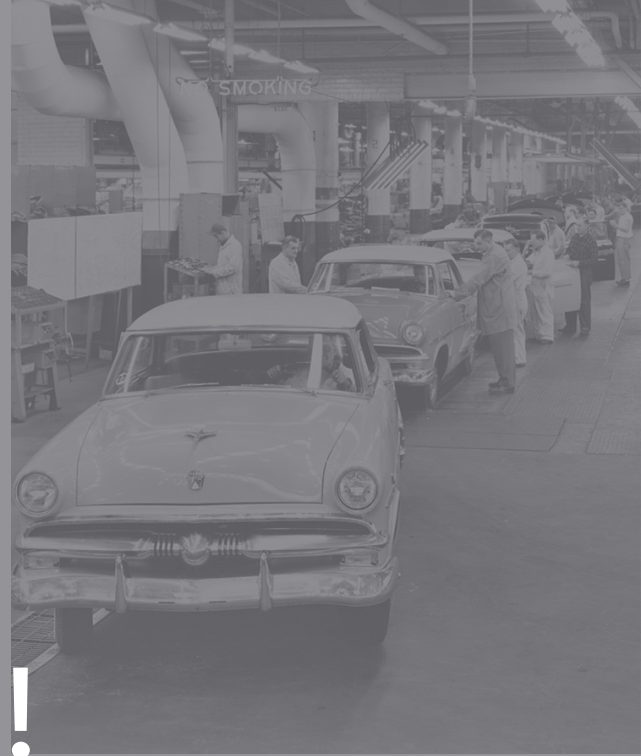
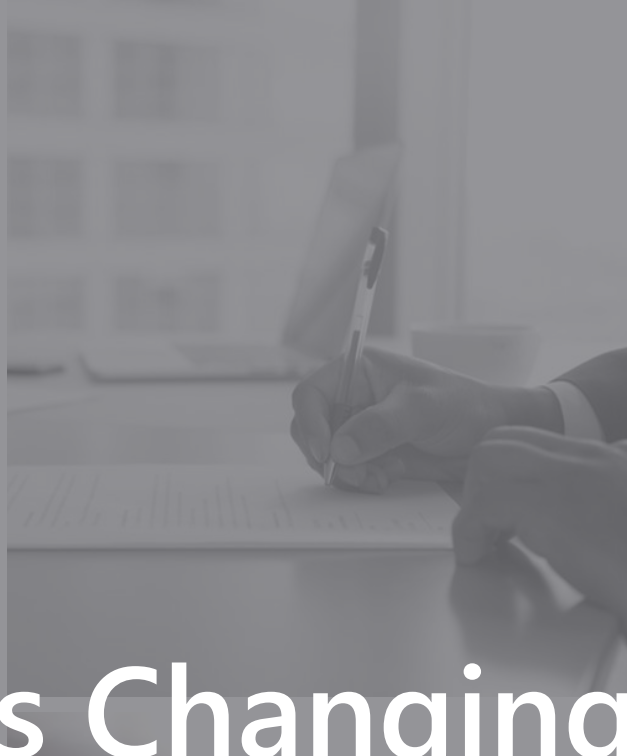
- Burgundy Pen - 20% off Net MSRP (€18)
- Burgundy Type Cover - 20% off Net MSRP (€29)
- Cobalt Blue Type Cover - 20% off Net MSRP (€29)
- Platinum Type Cover - 20% off Net MSRP (€29)

- Contact your preferred Surface Device Reseller for a quote or your Microsoft Account Manager for more information.
- Discounts are indicative only and may vary depending on quantity purchased.
- Offers are valid only while stocks last.

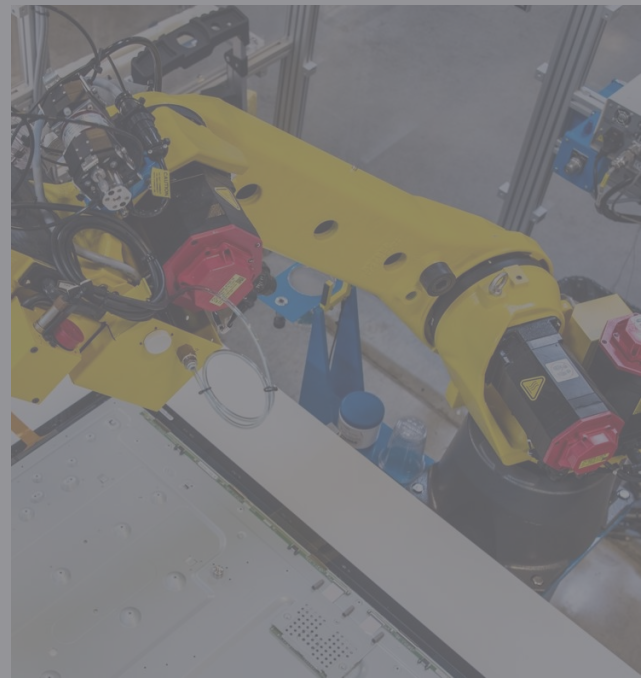
Dynamics 365: The power of simplicity

Pedro Pinto Lourenço
Business Director
Business Applications





The World is Changing!



Yesterday, retail was **one size fits all**



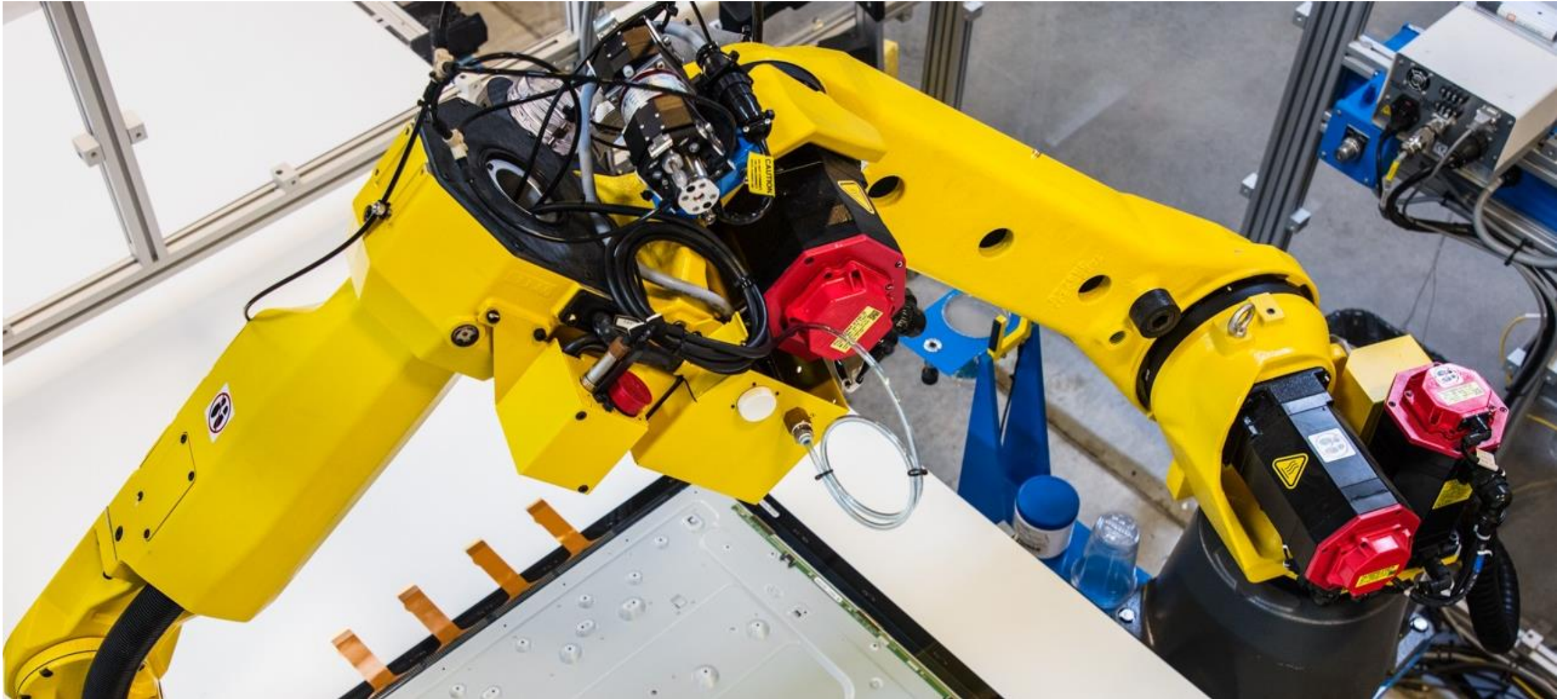
Today, retail is **personalized**



Yesterday, manufacturing was **product assembly**



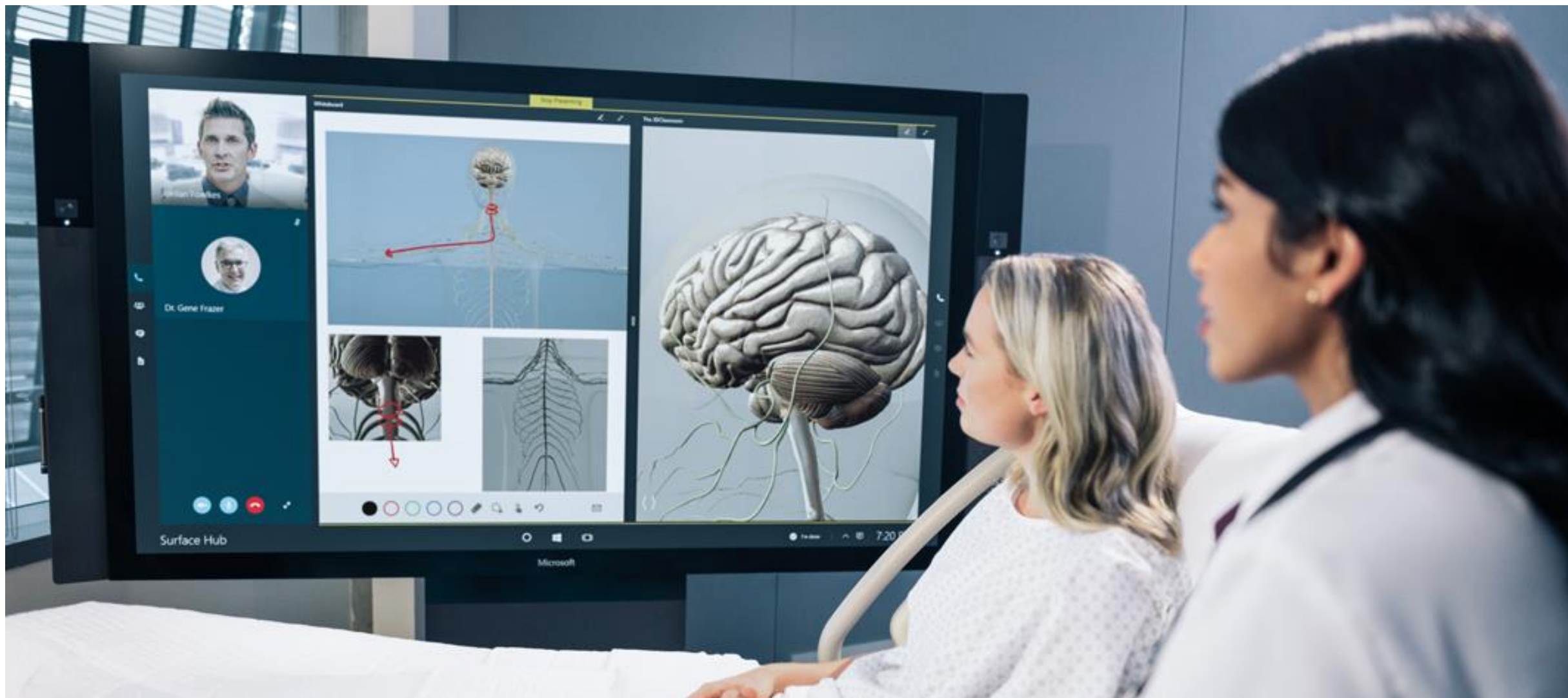
Today, manufacturing is **connected products**



Yesterday, healthcare was **reactive**



Today, healthcare is **predictive**



Yesterday, financial services were on **banker hours**



Today, financial services are **real-time**



**“ECONOMY
DOES NOT
RESPECT
TRADITION
RESPECT
INNOVATION”**



*--Satya Nadella
Chief Executive Officer*

Economy does not respect tradition but innovation!



L'ORÉAL®

LOREAL (1909)

"Did you ever imagine you could try on hundreds of looks in a matter of minutes?"



IKEA (1943)

"IKEA's core business is all about selling furniture. If adding the smart dimension helps support that it will continue to embrace it with vigour."



BURGER KING (1954)

Coffee Subscription as service to customers for 5\$ month



DOMINOS PIZZA (1960)

"We are as much a tech company as we are a pizza company" J. Patrick Doyle



CARLSBERG (1847)

Can AI help brewers predict how new beer varieties will taste? Carlsberg says "probably"



thyssenkrupp

THYSSENKRUPP (1811)

Internet-connected elevators giving profits a lift



NIKE (1972)

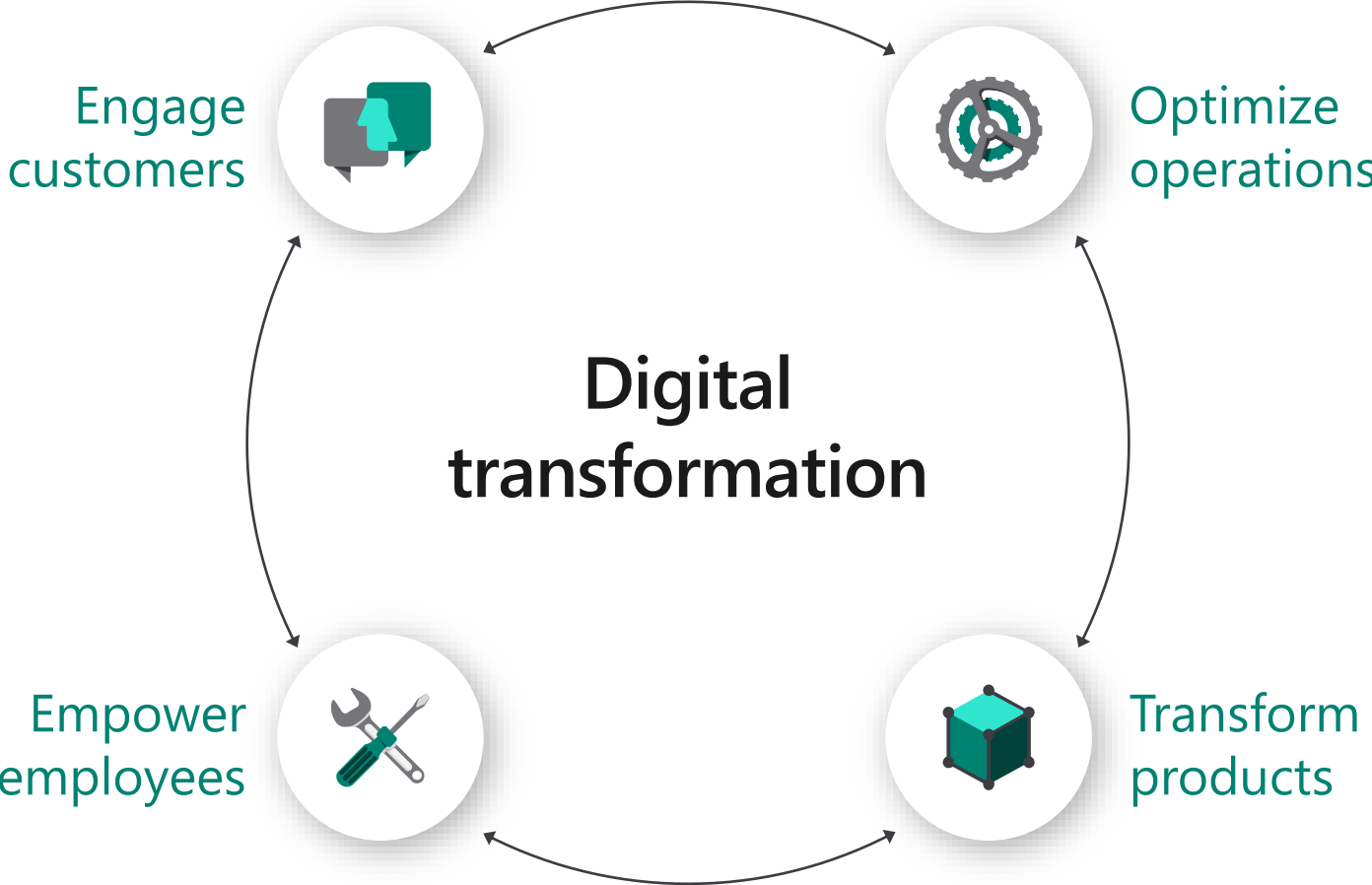
Nike By You, with personalized shoes

BOSCH

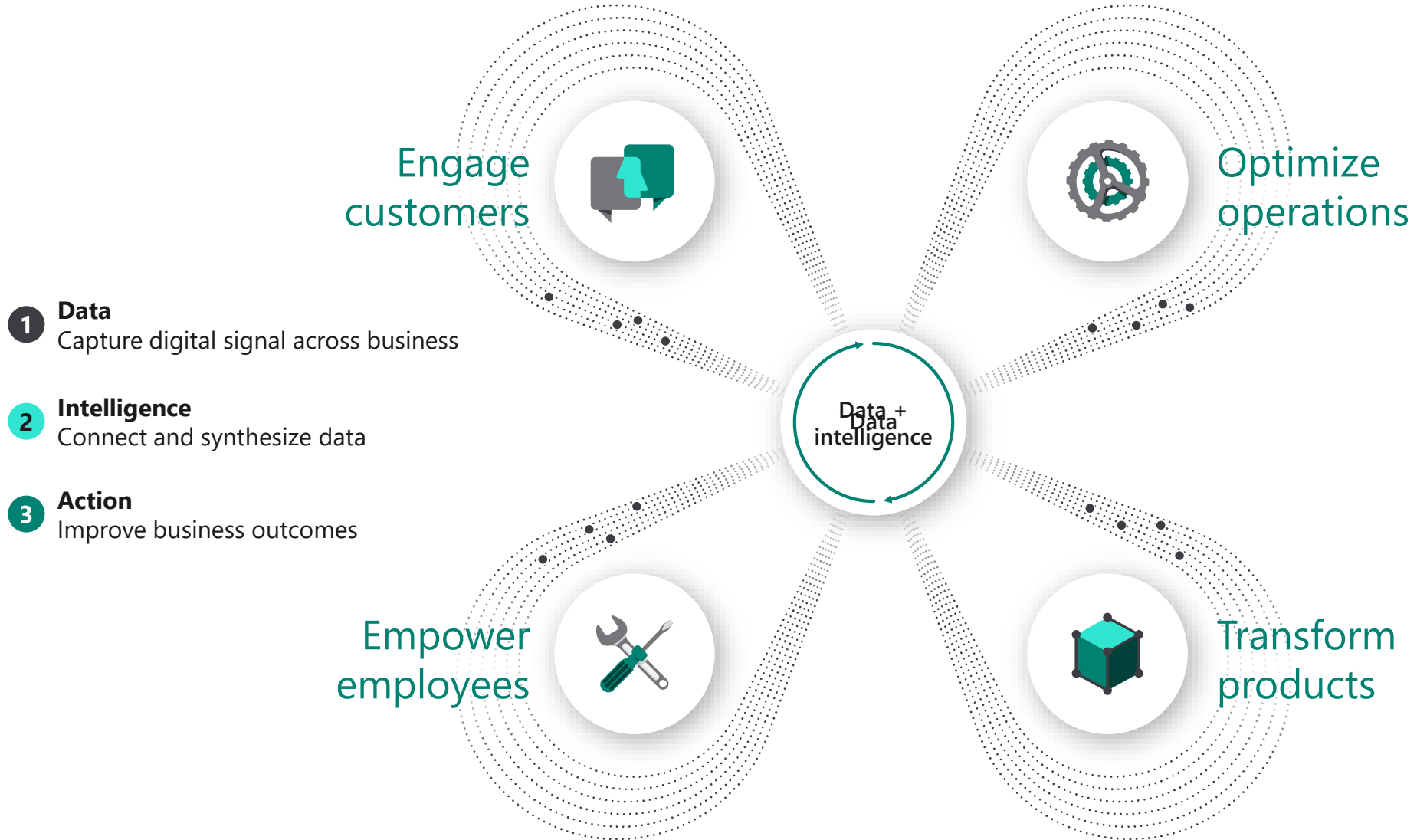
BOSH (1886)

Connected Appliance, first fridge that take selfies

Digital Transformation | Microsoft Vision



DIGITAL FEEDBACK LOOP



Microsoft – a leader in Sales Productivity

Forrester Wave: Sales Force Automation Solutions

“Dynamics 365 brought a heightened focus on seller **productivity**, with deep integrations into Office 365 and Outlook.”

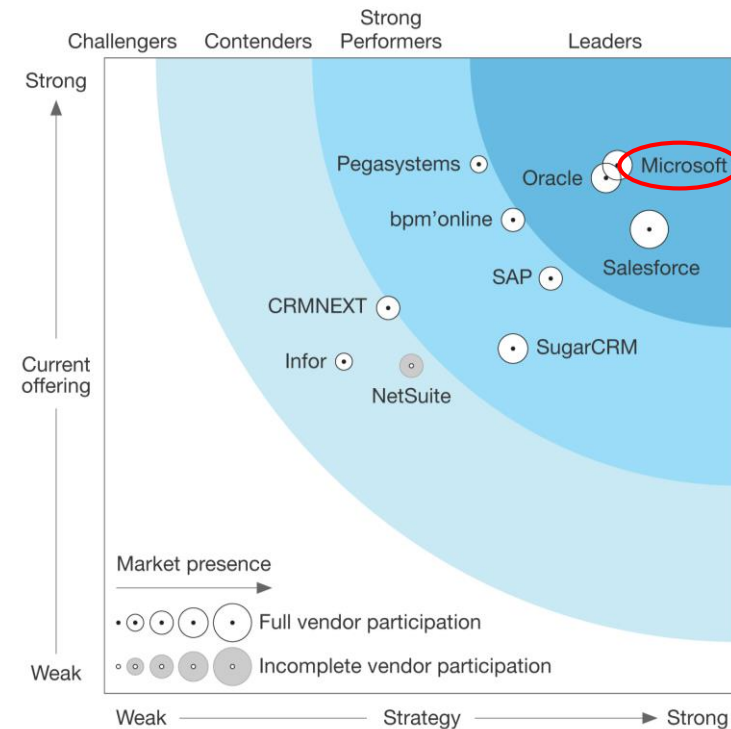
“Microsoft **delivers** on **intelligent** seller **productivity**”

Microsoft is a best fit for companies looking to capitalize on the **productivity gains** of their other Microsoft cloud investments, namely **Office 365**, and those companies that are bullish and looking to disrupt their peers with **AI** and **machine learning**.”

FORRESTER RESEARCH

Forrester Wave™: Sales Force Automation Solutions, Q2 '17

The Forrester Wave™: Sales Force Automation Solutions, Q2 2017



FORRESTER RESEARCH
The Forrester Wave™
Go to Forrester.com to download the Forrester Wave tool for more detailed product evaluations, feature comparisons, and customizable rankings.

136162

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Microsoft – a leader in Sales Force Automation

Gartner: Sales Force Automation Solutions

“The SFA product in Dynamics 365 is **relevant for midsize, large and enterprise-size clients**, as the vendor has packaged solutions to address all SFA functional needs.”

With **Dynamics 365 Sales Insights** becoming generally available in late 2018, Microsoft has enhanced its product offering with meaningful functions such as “**who knows who**” indicators and **customer relationship health analysis**.

Microsoft reference clients cited the **application’s ability to scale with the Azure-based services and platform**. They cited its **ease of configuration and how you can extend it using Flow and PowerApps** to address more complex business needs



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Microsoft – a leader in IoT

Forrester Wave: Industrial IoT Software Platforms

“It offers a comprehensive set of development tools as well as a rich set of **advanced analytics capabilities with PowerBI.**”

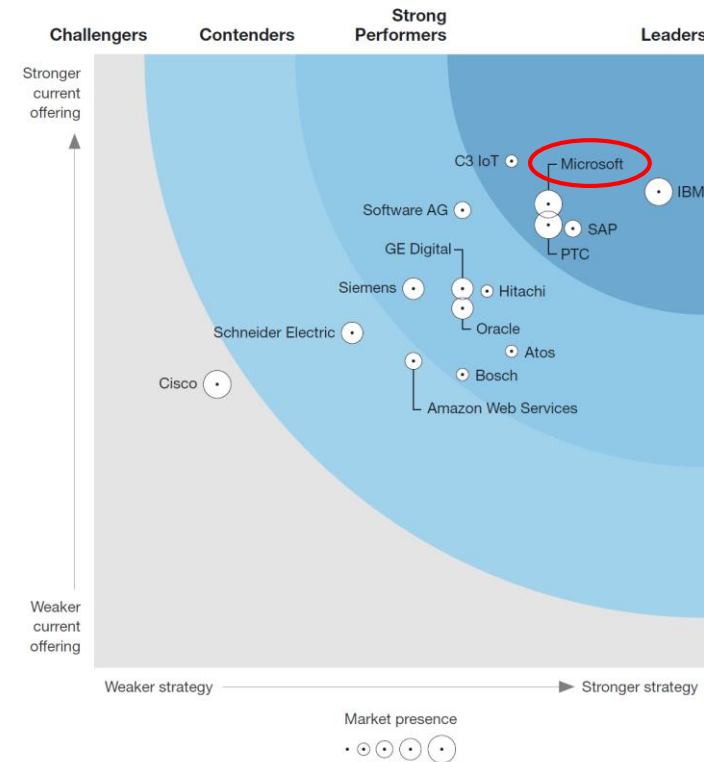
“Microsoft Azure dominates the platform deployment options and, though impressive, its **augmented reality capabilities favor HoloLens**”

“**Azure IoT Edge, will bolster Microsoft's edge**”

THE FORRESTER WAVE™

Industrial IoT Software Platforms

Q3 2018



FORRESTER RESEARCH
The Forrester Wave™
Go to Forrester.com to download the Forrester Wave tool for more detailed product evaluations, feature comparisons, and customizable rankings.

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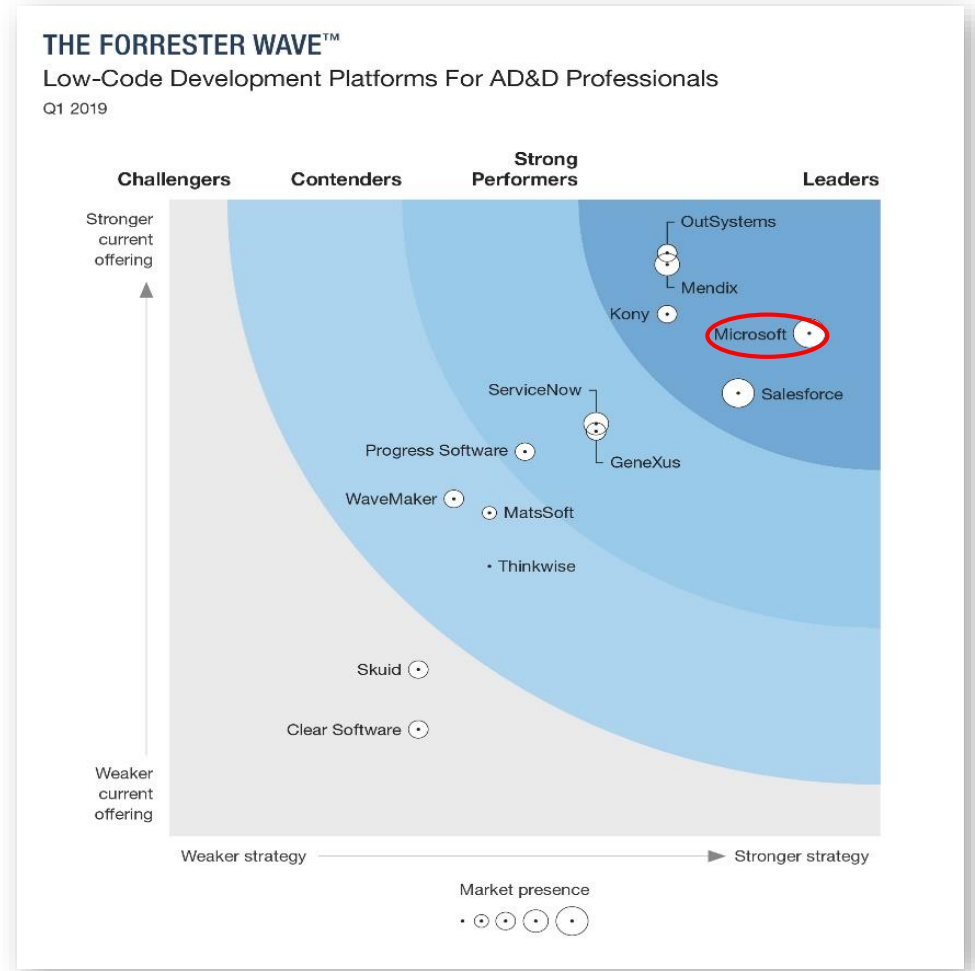
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PowerApps | Analysts Love PowerApps



Enterprise Low-Code Application Platforms Magic Quadrant



Low-Code Development Platforms for Application Development & Delivery Professionals

**“SIMPLICITY IS
PREREQUISITE
FOR
RELIABILITY”**

by Edsger Dijkstra

AVIS



**Avis is only No.2
in rent a cars.
So why go with us?**

We try harder.

(When you're not the biggest, you have to.)

We just can't afford dirty ashtrays. Or half-empty gas tanks. Or worn wipers. Or unwashed cars. Or low tires. Or anything less than seat-adjusters that adjust. Heaters that heat. Defrosters that defrost.

UNIFIED PROCESSES AND DATA

Dynamics 365



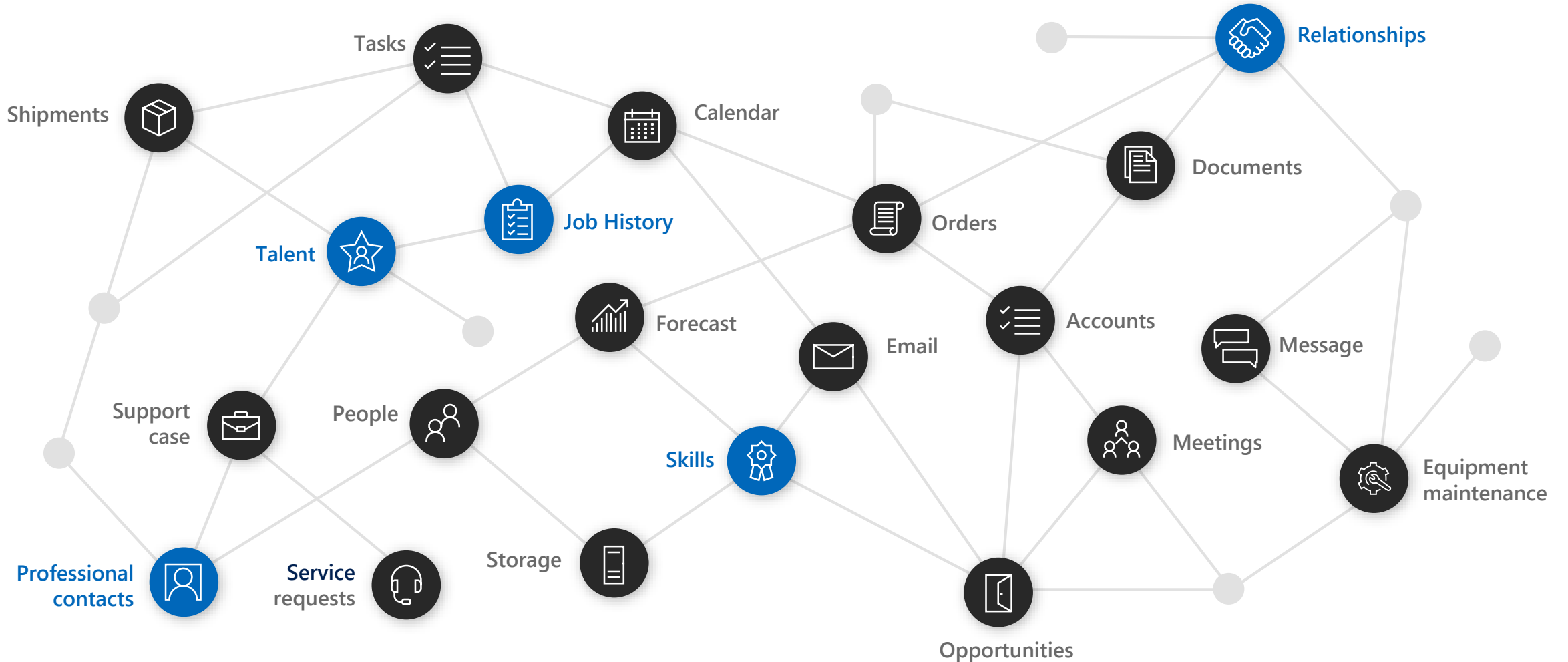
UNIFIED PROCESSES AND DATA

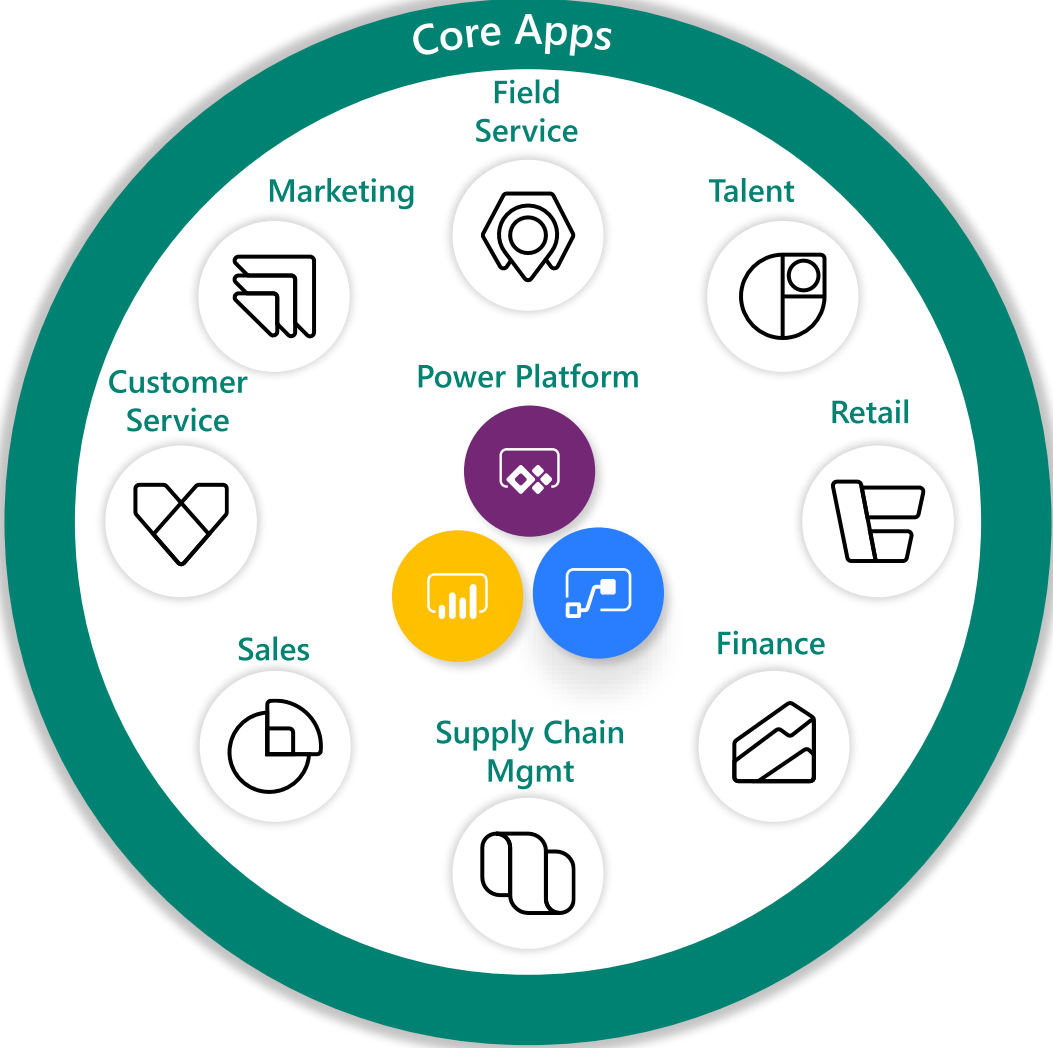
Dynamics 365 + Office 365

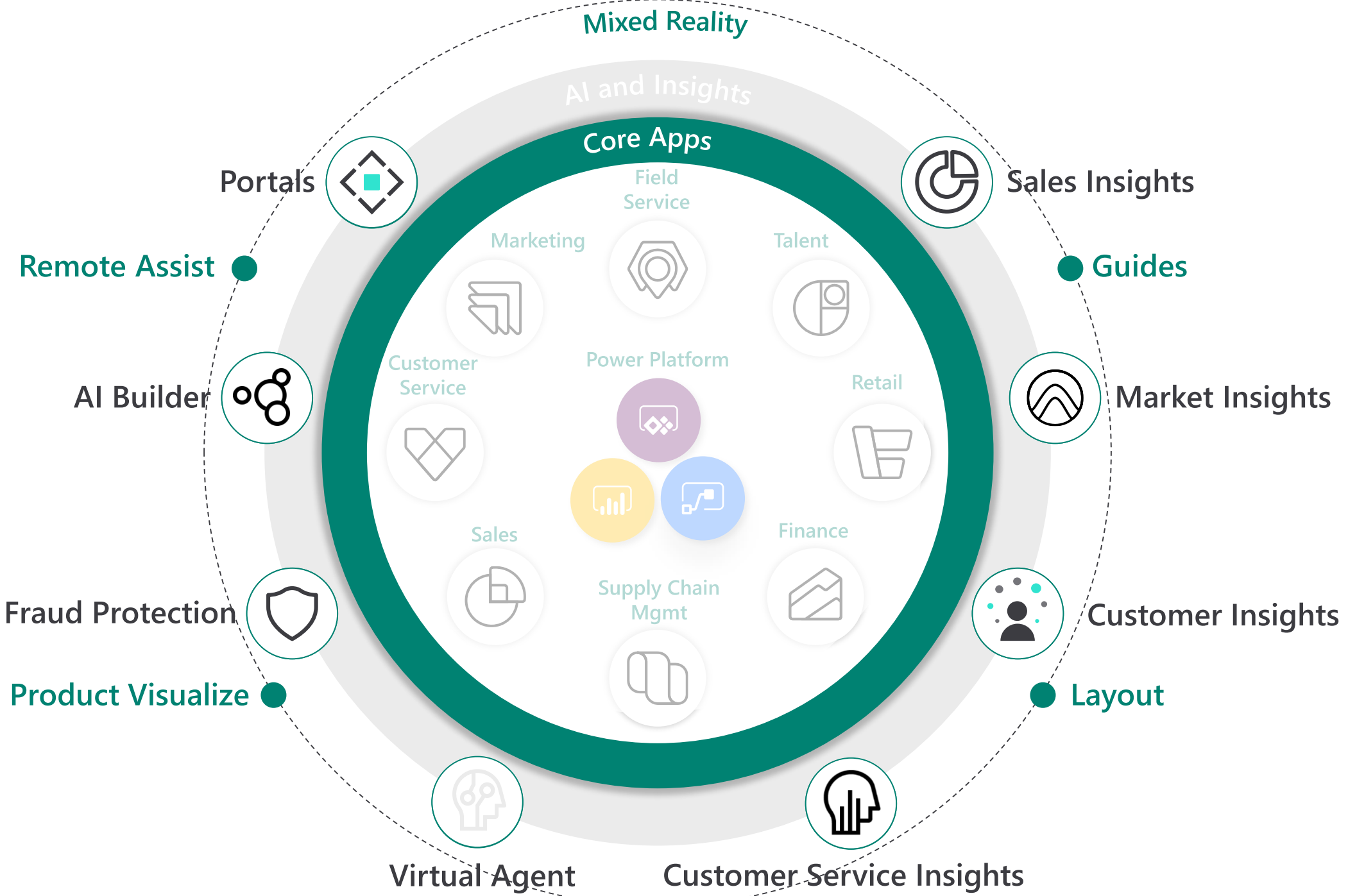


UNIFIED PROCESSES AND DATA

Dynamics 365 + Office 365 + LinkedIn







Mixed Reality

AI and Insights

Core Apps

Field Service

Marketing

Talent

Customer Service

Power Platform

Retail

Sales

Supply Chain Mgmt

Finance

Portals

Remote Assist

AI Builder

Fraud Protection

Product Visualize

Virtual Agent

Customer Service Insights

Sales Insights

Guides

Market Insights

Customer Insights

Layout



01 ERP Solutions

| Product name | Dynamics 365 Finance Finance management for middle and big companies | Dynamics 365 Supply Chain Management Supply chain management for middle and big companies | Dynamics 365 Business Central Enterprise resource management for small and medium companies |
|---------------|---|--|---|
| Functionality | <ul style="list-style-type: none"> Revenue Recognition Credit management Intercompany Treasury Organization administration Accounts receivable Budgeting Audit workbench Accounts payable Cash and bank management Cost management Consolidations General ledger Fixed assets Expense management Payroll Tax | <ul style="list-style-type: none"> Asset management Master planning Self service portal Retail headquarter management Transportation management Inventory management Warehouse management Human resources Production control Product information management Procurement and sourcing Service management Sales and marketing Questionnaire Project management and accounting Vendor collaboration Time and attendance Fleet management Tax | <ul style="list-style-type: none"> Planning Warehouse management Assembly management Production management Analytics XBRL Task management Service management Vendor collaboration Self service portal Accounts payable Treasury Inventory management Workflow Accounts receivable Budgeting Project management Human resource management CRM Fixed assets |

02 CRM Solutions

| Product name | Dynamics 365 Sales Enterprise Sales management for enterprise | Dynamics 365 Sales Professional Sales management for small business | Dynamics 365 Customer Service Customer service management |
|---------------|---|--|---|
| Functionality | <ul style="list-style-type: none"> Client management Contact management Marketing LinkedIn integration Sales Order management Proposal management Lead management Product information management Competitors management Microsoft Teams Integration Business process management | <ul style="list-style-type: none"> Visual Insights Simplified Opportunity-to-invoice process Customer 360 view Sales data Business process flow Documents templates Document management Sharepoint support | <ul style="list-style-type: none"> Customer service center Queue management Case management Task management Customer 360 view Product information management Client management Service management Integration with Dynamics 365 Virtual Agent for Customer Service Knowledge article templates Knowledge management Service scheduling migration tool |
| Product name | Dynamics 365 Field Service Field service and maintenance management | Dynamics 365 Project Service Automation Project management | Dynamics 365 Marketing Marketing management |
| Functionality | <ul style="list-style-type: none"> Competence management Resource management Mixed reality Guides for Field Service Resource planning Customer assets management Service orders management Schedule table Contracts/Offer management Sales Return management Billing Procurement management | <ul style="list-style-type: none"> Price list management Billing Project contracts management Requirements management Resource planning Schedule table Offer management Lead management Time and expense management Client management Teams collaboration Comprehensive project operations | <ul style="list-style-type: none"> Voice of the Customer Event management Client management Digital marketing Marketing campaign management E-mail marketing campaigns Layout editor Email A/B testing Support approvals using Microsoft Flow LinkedIn connector Logistic management Customer insights integration |

03 Modular Solutions

| Product name | Dynamics 365 Retail Retail management | Dynamics 365 Talent: Core HR Human resource management | Dynamics 365 Talent: Attract Hiring management | Dynamics 365 Talent: Onboard New hires management | |
|---------------|--|--|---|---|--|
| Functionality | <ul style="list-style-type: none"> Pricing Sales channel management Stores Shift management Assortment management Product categories Employee management Retail server Call centers Loyalty management Cloud scale unit Modern POS Replenishment management Online stores Retail HQ | <ul style="list-style-type: none"> People management Task management Compensation management Compliance Alerts management Leave and absence Employee self service Employee development Organization administration Employee transfer management Personal management Benefits Learning service Business processes management Skills management | <ul style="list-style-type: none"> Position management Vacancies templates Candidates management | <ul style="list-style-type: none"> Task management Resource management Onboard process management Contact management Activity management Onboard templates | |
| Product name | Dynamics 365 Talent: Offers Offer management | Dynamics 365 Unified operations Mobile solution for Finance and Operations | Dynamics 365 Universal Resource Scheduling Schedule any data in Customer Engagement | Microsoft Social Engagement Social engagement management | |
| Functionality | <ul style="list-style-type: none"> Offer management Offer templates | <ul style="list-style-type: none"> Predefined workspaces Custom workspaces designer Optimization tool for offline capabilities | <ul style="list-style-type: none"> Multi-resource scheduling Facility scheduling Resource pools Fulfillment preferences Schedule board tab Resource crew scheduling | <ul style="list-style-type: none"> Power BI connector Phrases analytics Search management Social selling assistance Location analytics Social Intent Analysis Social CRM Social listening | |
| Product name | Dynamics 365 Omnichannel for Customer service Connect with customers thru different channels | Dynamics 365 Gamification Employee and teams competitions management | Portal Capabilities for Dynamics 365 Portal management | Dynamics 365 App for Outlook Customer Engagement solution for Microsoft Outlook | |
| Functionality | <ul style="list-style-type: none"> Communication panel management Single interface Agent configurator Agent dashboard / work items | <ul style="list-style-type: none"> Gamification management KPI's management Gamification portal | <ul style="list-style-type: none"> Portal content management Knowledge base management Authentication management | <ul style="list-style-type: none"> Contacts and leads Link emails to contacts Relationship assistant Email templates Global search Phone calls and tasks | |
| Product name | Dynamics 365 LinkedIn Connector Seamless synchronization of LinkedIn leads | Dynamics 365 Voice of the Customer Customer opinions collection | Dynamics 365 Unified service desk Framework for call centers | Dynamics 365 Commerce Omni-channel solution for retail and e-tail companies | Dynamics 365 for phones and tablets Unified app for phones and tablets |
| Functionality | <ul style="list-style-type: none"> Integration with LinkedIn | <ul style="list-style-type: none"> Survey creation Survey distribution Survey analysis | <ul style="list-style-type: none"> Service desk management Knowledge base management Integration with Dynamics 365 | <ul style="list-style-type: none"> Product catalog Order management Inventory management Customer 360 view | <ul style="list-style-type: none"> Unified app for phones and tablets |

| | | | | |
|--|---|--|--|--|
| Product name Dynamics 365 Remote Assist Mixed reality remote presence tool | Product name Dynamics 365 Layout Mixed reality design spaces tool | Product name Dynamics 365 Product visualize Place a 3D digital twin of product in real life | Product name Dynamics 365 Guides Holographic instruction tool | Product name Dynamics 365 Import tool Tool importing 3D models to MR solutions operations |
| Functionality <ul style="list-style-type: none"> Hololens-based Video calling File sharing Field service Connection with the all Microsoft stack | <ul style="list-style-type: none"> Remote cooperative work Mobile support Integration with Teams | <ul style="list-style-type: none"> Virtual & Mixed reality support Vision sharing Proposed layout in real-world scaling | <ul style="list-style-type: none"> Edit physical design Import tool Remote cooperative work | <ul style="list-style-type: none"> Predefined integration with Dynamics 365 for Sales View product in context Share key sales details |

| | | | |
|---|---|--|--|
| Product name Dynamics 365 Sales insights AI-driven insights in sales | Product name Dynamics 365 Customer service insights AI-driven insights and virtual agents in customer service | Product name Dynamics 365 Market insights AI-driven market insights | Product name Dynamics 365 Customer insights Power personalized engagement with customer insights |
| <ul style="list-style-type: none"> Notes analysis Natural language support Relationship analytics Talking points Business data dashboard | <ul style="list-style-type: none"> Predictive lead/opportunity scoring Assistant studio Predictive forecasting Sales Coaching & Call intelligence | <ul style="list-style-type: none"> Automated AI-driven cases grouping Customer satisfaction dashboard Intelligent workflow Topic details dashboard | <ul style="list-style-type: none"> Case resolution dashboard Virtual agents KPI summary dashboard Incoming cases dashboard Natural language support |

| | | | | |
|--|--|---|--|--|
| Product name Dynamics 365 Virtual agent for Customer service Virtual agent configuration tool | Product name Dynamics 365 Fraud protection AI anti fraud solution | Product name IoT Intelligence for Dynamics 365 SCM Real-time IoT integration tool | Product name Dynamics 365 Product Insights Products and services real-time insights | Product name Dynamics 365 Connected Store Real-time observational data to improve in-store operations |
| <ul style="list-style-type: none"> Flow integration, Virtual agent designer No code customizing CDS integration Conversation tracing Transfer chat's to manager | <ul style="list-style-type: none"> Customer satisfaction (CSAT) dashboards AI-assisted authoring Microsoft Bot Framework Skills support | <ul style="list-style-type: none"> External compliance certification Data engineering Data diagnostic report | <ul style="list-style-type: none"> Risk decisioning dashboard Reduce friction Shared intelligence | <ul style="list-style-type: none"> Real-time production management Real-time stock management Predictive maintenance Predefined workspaces |

| | | |
|--|--|---|
| Product name Dynamics 365 Planning service External micro service for planning | Product name Dynamics 365 Inventory on-hand service External micro service for inventory | Product name Configurable business documents reporting in Word and Excel External micro service to setup documents |
| <ul style="list-style-type: none"> Multi-tenant What if analysis Planning insights Hyper Scale | <ul style="list-style-type: none"> External Signals support Real time | <ul style="list-style-type: none"> Real time Improved performance Simply to share Simply to integrate |

| | | | | | | |
|---|--|--|---|---|--|---|
| Platform Microsoft Flow Automated workflows solution | Platform Power BI Business intelligence solution | Platform Microsoft Office Office solutions | Platform Microsoft Azure Cloud computing solution | Platform Microsoft PowerApps Create business solutions tool | Platform Lifecycle Services Collaboration portal to manage the application lifecycle | Platform Microsoft Forms Pro Surveys solution |
| <ul style="list-style-type: none"> Alerts, Synchronization management Transparent processes between systems Predefined integration templates Mobile support Tasks automation | <ul style="list-style-type: none"> Predefined dashboards Power BI Insights Apps Embedded analytic Big data foundation AI visualization Common Data Service for Analytics | <ul style="list-style-type: none"> Sharepoint Outlook Word Skype Teams Excel | <ul style="list-style-type: none"> Azure Bot Machine Learning Logic Apps IoT Suite Cloud computing Cognitive Services | <ul style="list-style-type: none"> Process automation Application constructor Common Data Service for Apps | <ul style="list-style-type: none"> Environment management Business process library Updates management Implementation process control User management System diagnostic | <ul style="list-style-type: none"> Personalized surveys Question builder Distribution channel management Real-time insights Survey incentives Integrations management |

Dynamics 365 Sales & Dynamics 365 Product Visualize

Empower Sales with world-class technology:

Help your sellers meet their customers' needs faster with mixed reality.

With Microsoft Dynamics 365 Product Visualize, sales representatives can place a 3D digital twin of a product in their customer's environment, let them explore it as if it's physically there, and make

[SEE VIDEO](#)





COMPANY

Corinthia Hotels is implementing Energy Efficiency mechanisms in their Hotels across the country

Dynamics 365 Demo



Barney Stinson · 3rd

CUSTOMER

Customer who is looking to buy solar panel for the new Microsoft Building!



Pedro Pinto Lourenço 

SELLER

Account executive for solar panels

Dynamics 365



SALES



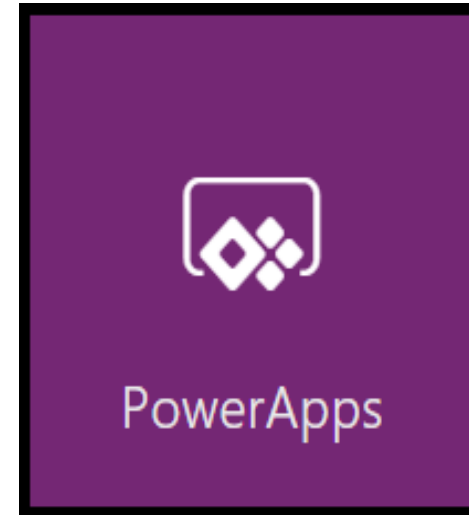
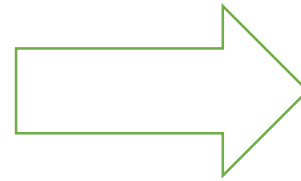
CUSTOMER SERVICE

**“MICROSOFT 365,
DYNAMICS 365,
AND THE POWER
PLATFORM, ON TOP
OF WHAT WE’RE
DOING WITH
AZURE, IS THE CORE
OF WHAT WE ARE
DOING AS A
COMPANY.”**



*--Satya Nadella
Chief Executive Officer*

POWERPOINT AND EXCEL FLIRT 😊



SOME INTERESTING STATS TO SUPPORT OUR PLATFORM BUSINESS OBJECTIVES...

500 million new apps will get created in the next five years – more than the total created in the last 40!¹

65% of application development activities in the enterprise will be in the low-code category by 2024²

Demand for **mobile apps** is growing **5x faster** than IT departments can deliver³

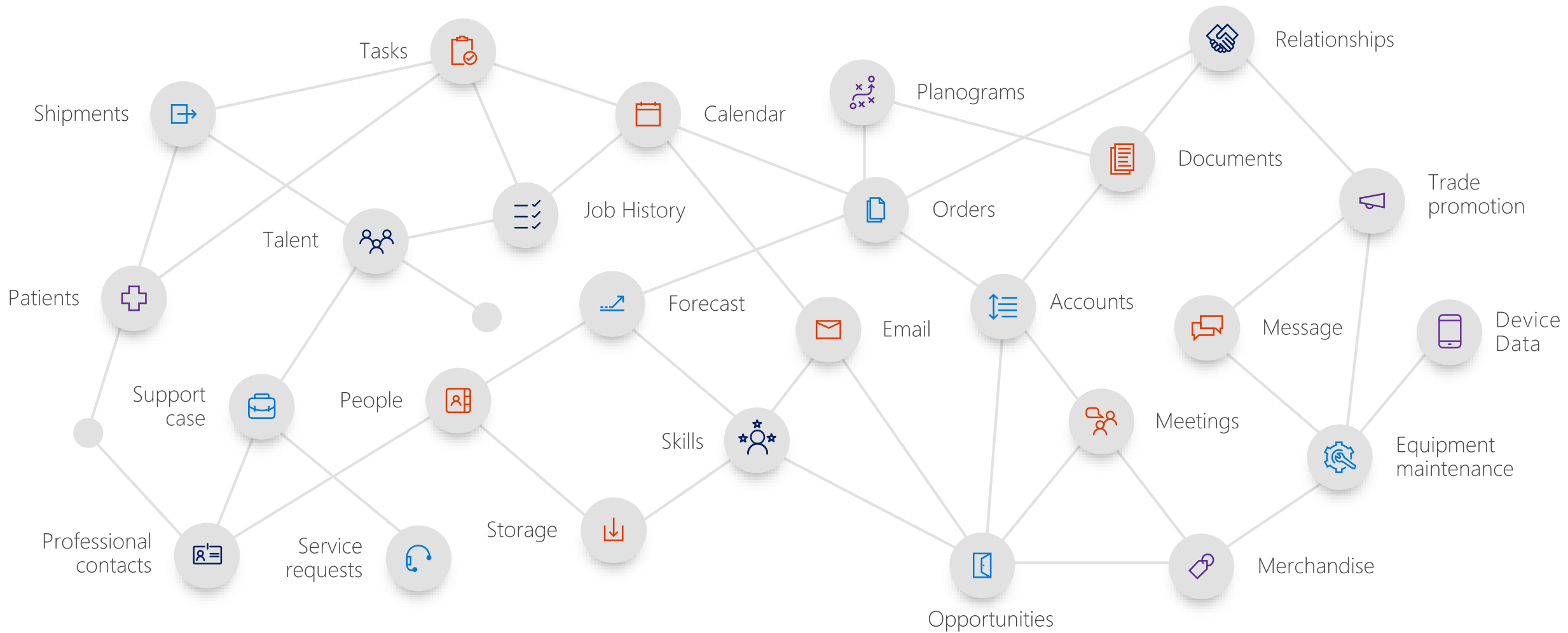
Estimated **Low-Code Development Platform** Market to exceed \$52B By 2024⁴

¹ Satya Nadella, Microsoft FY19 Q4 earnings call – Jul 2019

² Gartner Magic Quadrant for Enterprise Low-Code Application Platforms – Aug 2019

³ Gartner, How to Deliver Enterprise Mobile Apps Faster - 2017

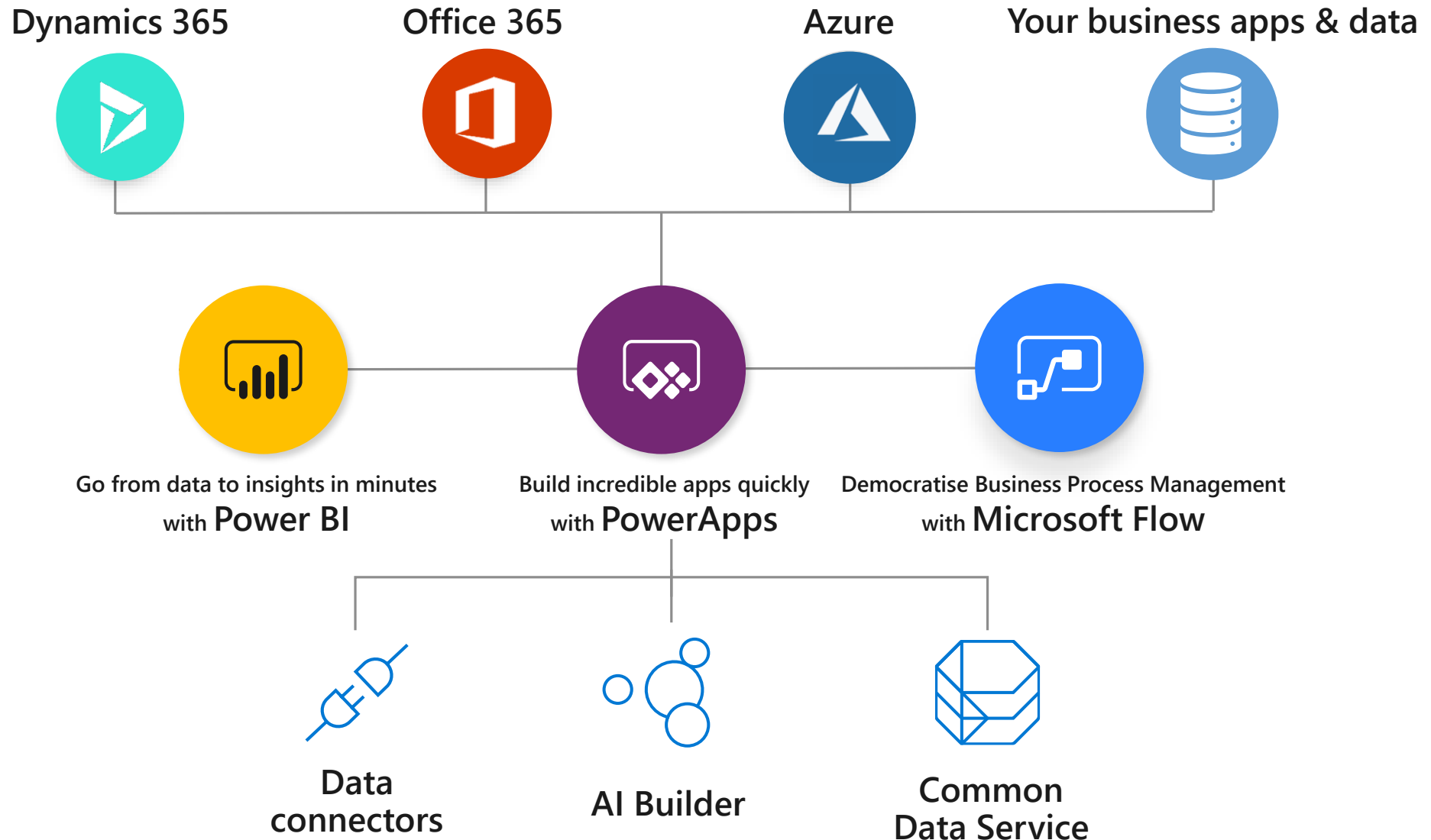
⁴ Prescient & Strategic Intelligence Low-Code Development Platform Market Research Report – Sep 2019



Success today is about connecting productivity experiences with business processes and data

Microsoft Power Platform - Analyse. Act. Automate.

One low-code platform that spans Office 365, Azure, Dynamics 365, and standalone applications – both cloud and on-premises





Data connectors: access to all the data you need

- Built-in connectivity to 260+ cloud services, files, databases, web APIs, etc.
- Leverage Azure investments including Logic Apps, API Management, AKS, Cognitive Services, SQL Azure, Cosmos DB, Azure Data Lake, SQL Data Warehouse
- Seamless hybrid connectivity to on-premises systems via the On-Premises Data Gateway
- Add your own custom connectors and on-premises sources



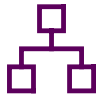


PowerApps: a low-code approach to building apps



Easily build web & mobile apps with a full featured low-code / no-code platform

Combine a PowerPoint-like designer with Excel functions and you have PowerApps!



Connect to your existing data with 260+ pre-built connectors and custom connectors

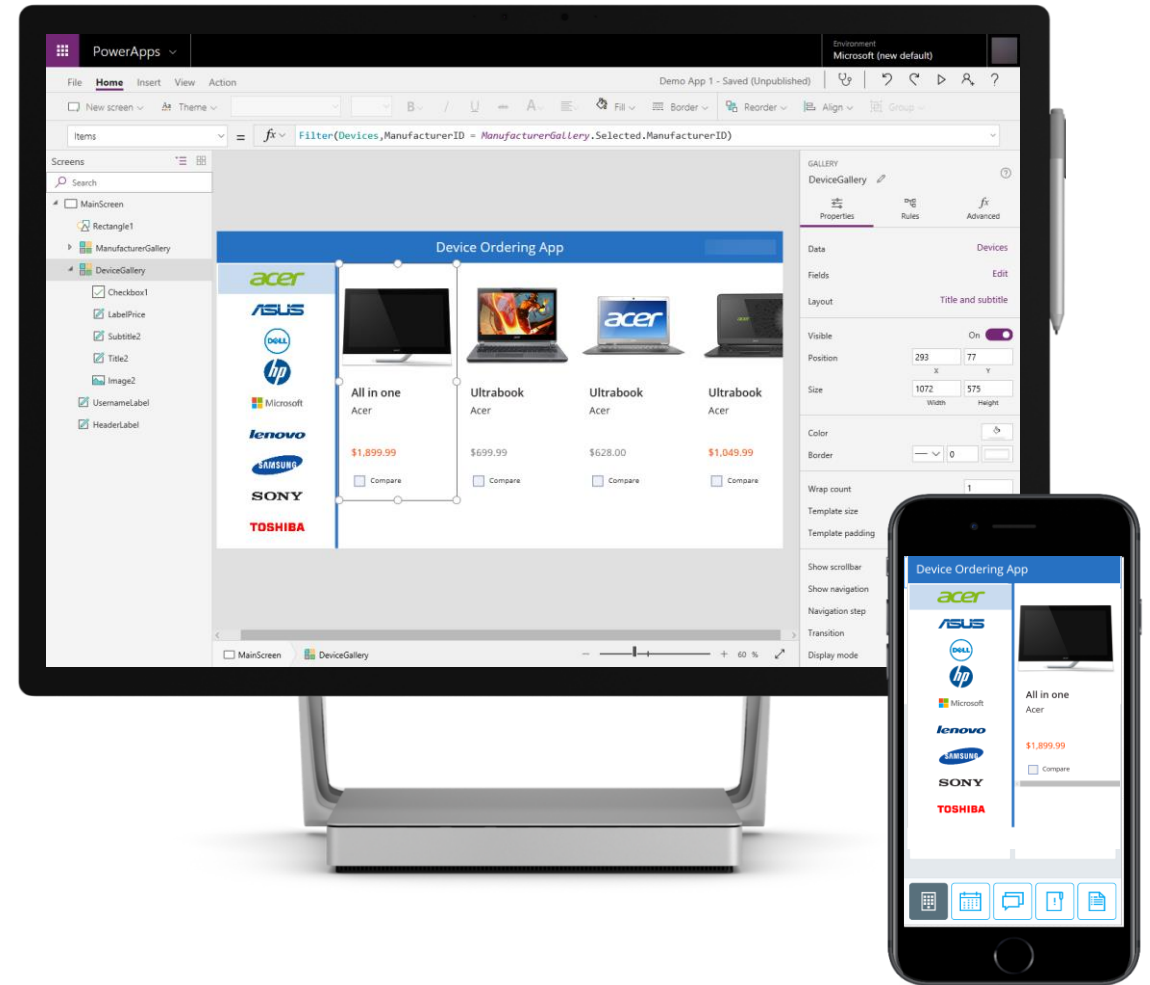


Strong enterprise governance & security



Leverage device features such as camera, GPS and microphone with no code!

Pro-dev extensibility enable "no limits" development





Microsoft Flow: a low-code approach to automation



From simple automations to complex business flows

Model business processes and automate workflows and your apps and services



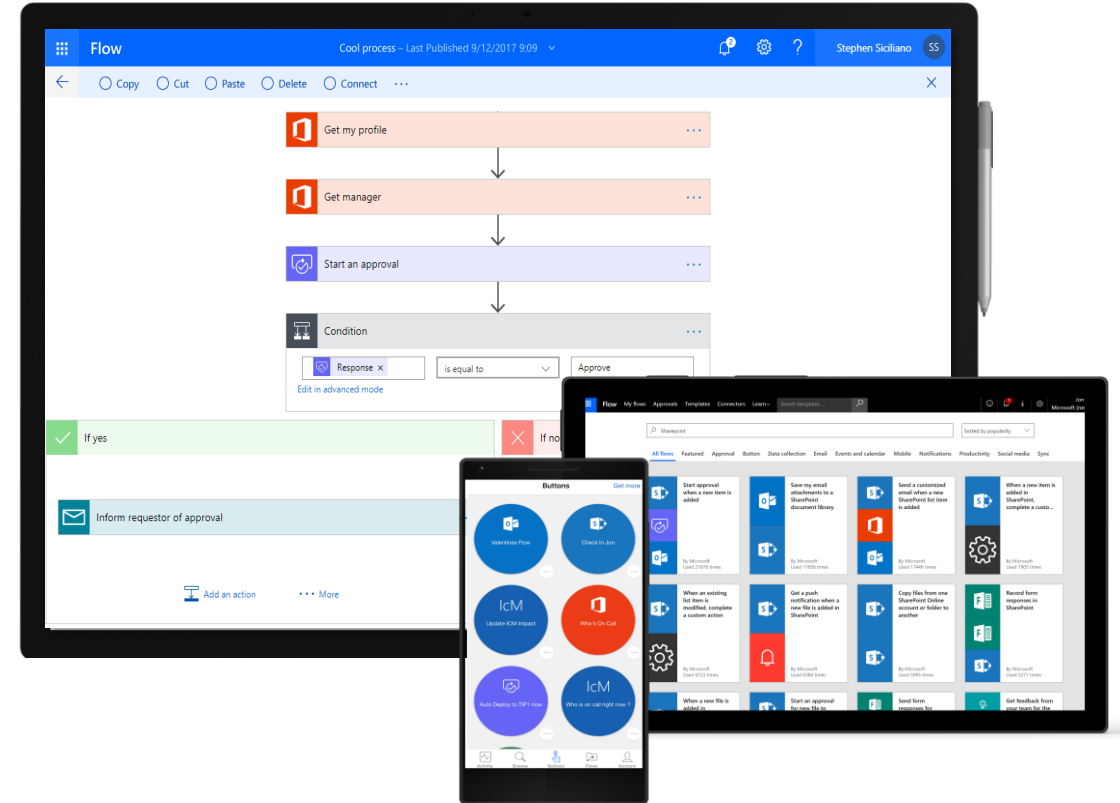
Same pre-built and custom connectors used by PowerApps



Strong enterprise governance & security



Pro-dev extensibility with Azure and custom logic





Power BI: Experience your data with Power BI



Connect to any data source to find the best insights and answer tough business questions.



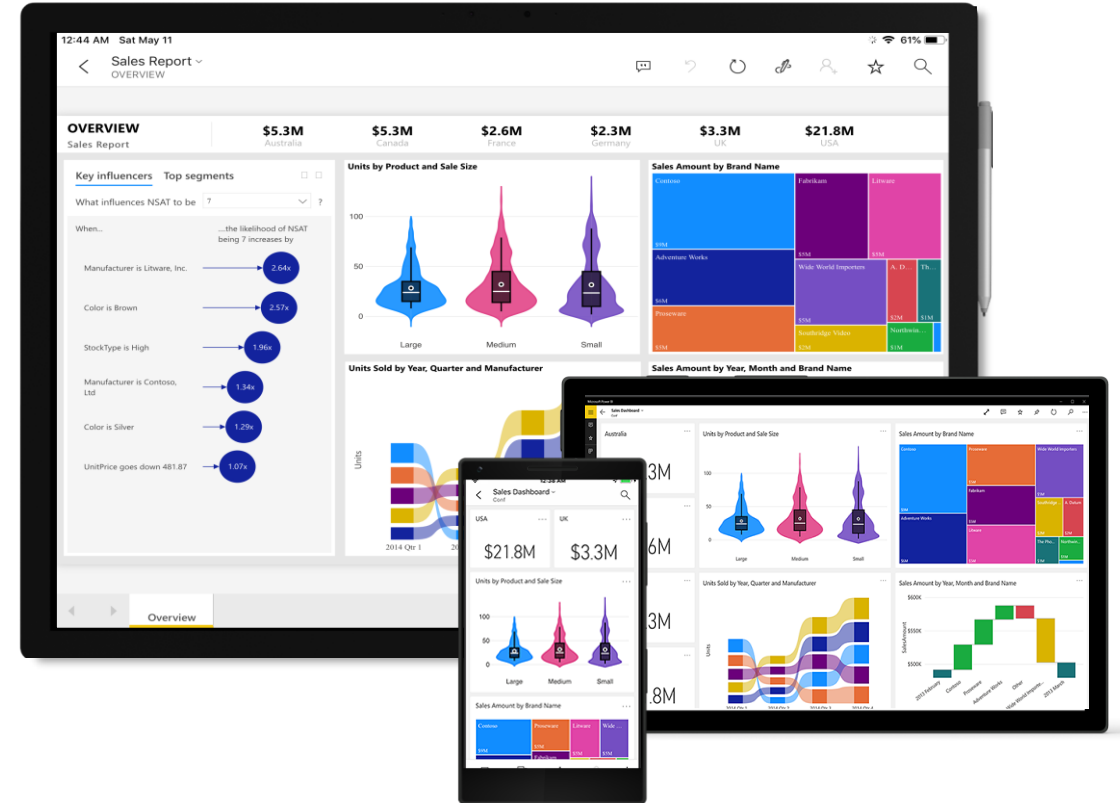
Directly integrated with Microsoft Flow, PowerApps, Microsoft Teams, Office 365, Dynamics 365 & Azure



Leverage Azure Data Services like Date Lake and SQL Data Warehouse to optimize analysis big data



PowerPoint like pixel perfect drag and drop design experience. Start from a template, report is running with live data as you build it



3.0M+

monthly active users

700%

Active usage increase in the last year

325K+

organizations are using the Power Platform

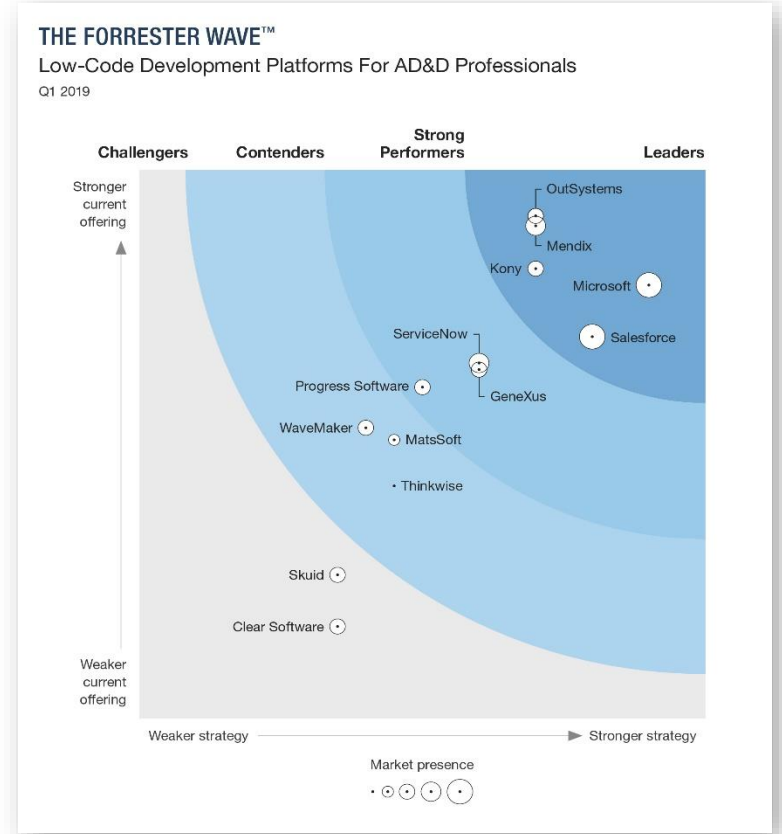
Leader

The Forrester Wave: Low-Code Development Platforms for Application Development and Delivery Professionals

Gartner: Enterprise Low-Code Application Platforms MQ

362%

ROI over 3 year term (Forrester TEI study)



Honeywell



Heathrow



Pedro Pinto Lourenço

Business Group Lead



Sónia Falcão

*Sales Manager
Enterprise Accounts*



Bruno Marques

*Solution Sales Professional
Enterprise Accounts*



Marco Silva

*Technical Sales Professional
Enterprise Accounts*



Diogo Roque

*Solution Sales Professional
Small and Medium Business*



Nádia Simões

Consulting Sales Professional



Rodrigo Umbelino

TSP PowerPlatform



Maicon Souza

*Solution Sales Professional
Small and Medium Business*



Pedro Custódio

*Partner Technical Consultant
Customer Engagement*



Guilherme Nunes

*Partner Technical Consultant
Talent & Business Central*



Marco Alves

*Business Value Management
Team*



Duarte Chaves

*Business Value Management
Team*



José Maria

*Business Value Management
Team*



Gabriel Cavalcanti

Dynamics 365 Trainee



TBH

*SSP Customer Engagement
EOU*



TBH

TSP EOU



TBH

*SSP Finance & Operations
EOU*



TBH

*SSP Customer Engagement
SMC Corporate*



Filipa Nery

Techdata Surestep



Jorge Martins

JPDI Surestep



MICROSOFT LOCAL PRESENCE

Microsoft presence in Portugal

Microsoft has been in Portugal for almost 20 years and has made significant local investments having almost 1.000 people working from Portugal for Microsoft key business areas.

2nd Biggest Support Center in the World

Key international teams in Portugal



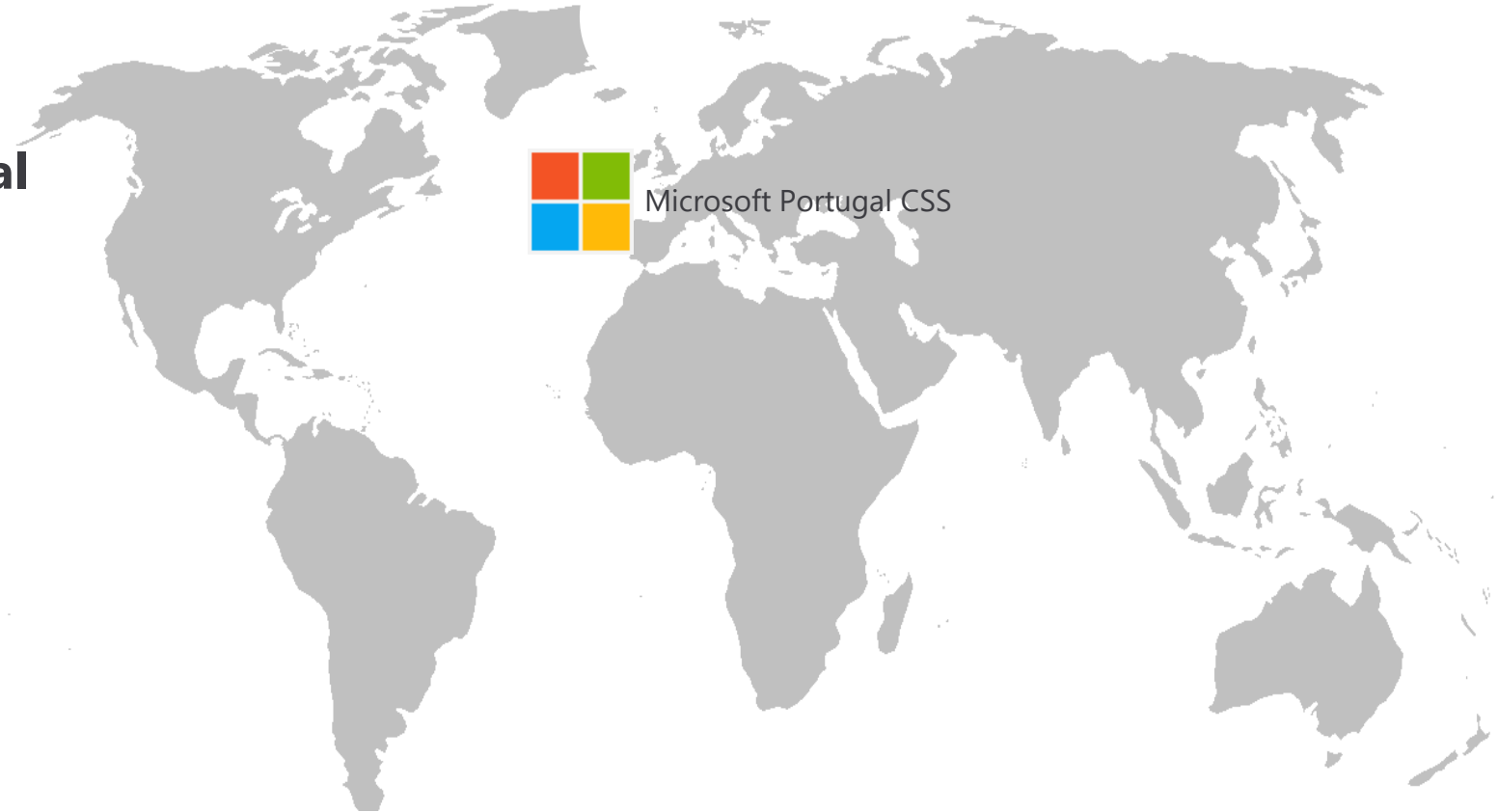
EMEA Microsoft Technical Support
(~500 People)



EMEA Microsoft Dynamics Support
(~100 Senior Engineers)



Microsoft Fast Track
(Dynamics adoptions teams)





Microsoft Dynamics 365

THE POWER OF SIMPLICITY

Pedro Pinto Lourenço

Pedro.lourenco@microsoft.com



Intelligent Cloud



Luís Ferreira da Silva, PhD
Director of Cloud & Enterprise
luis.silva@microsoft.com



Nearly 50% of the current S&P 500
will be replaced by 2026.

Innosight

Corporate Longevity: Turbulence Ahead for Large Organizations



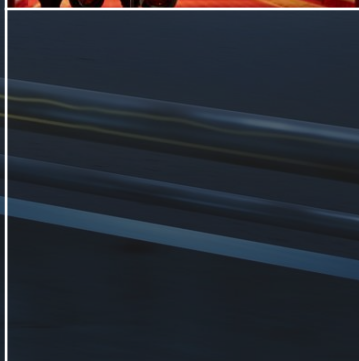
skype™



UBER

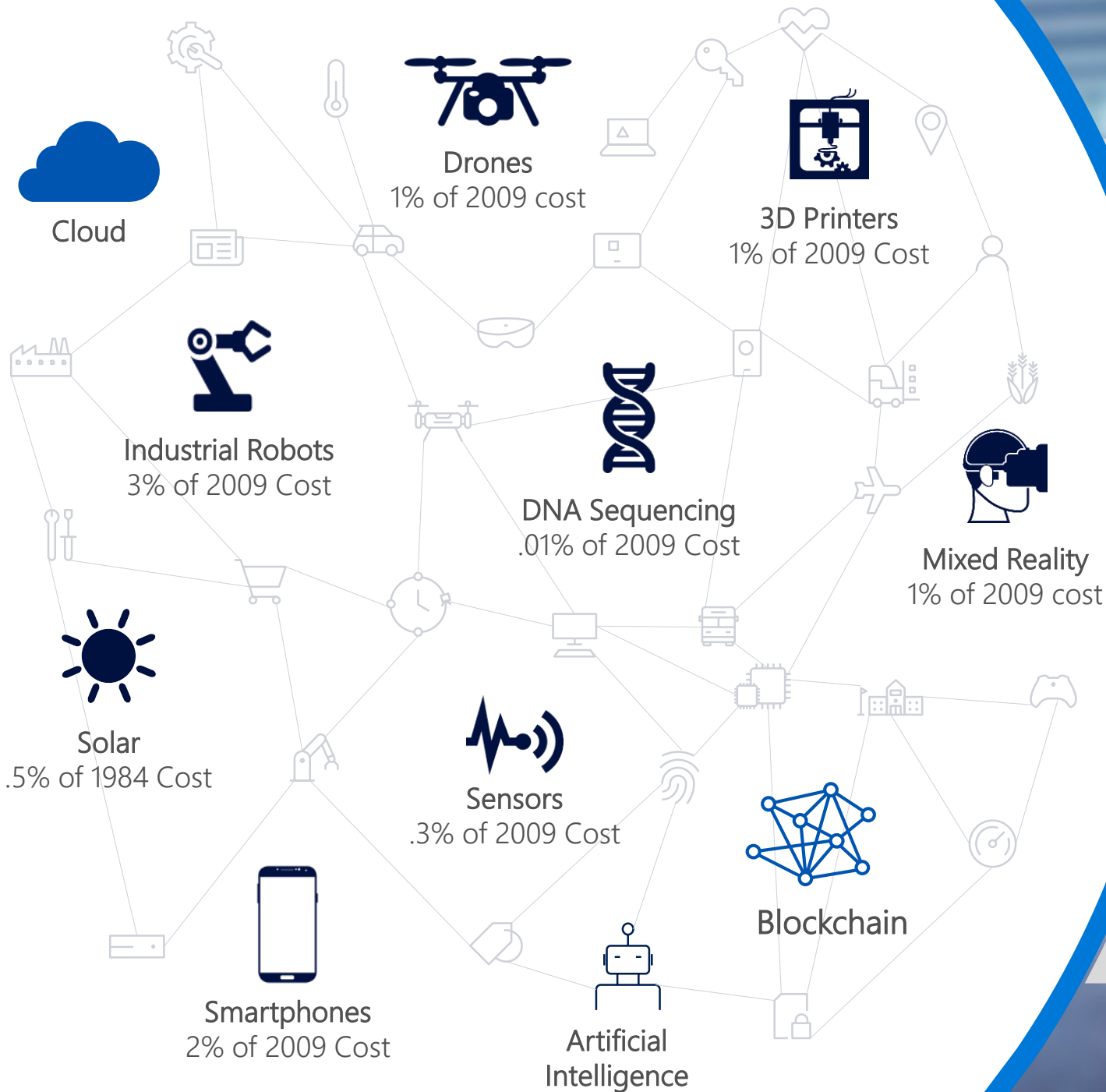


airbnb



NETFLIX





Transformative Technologies Democratized

Security & Management

- Security Center
- Portal
- Azure Active Directory
- Azure AD B2C
- Multi-Factor Authentication
- Automation
- Scheduler
- Key Vault
- Store/Marketplace
- VM Image Gallery & VM Depot

Platform Services

Media & CDN

- Media Services
- Media Analytics
- Content Delivery Network

Integration

- API Management
- BizTalk Services
- Logic Apps
- Service Bus

Compute Services

- Container Service
- VM Scale Sets
- Batch
- RemoteApp
- Dev/Test Lab

Application Platform

- Web Apps
- Mobile Apps
- API Apps
- Cloud Services
- Service Fabric
- Notification Hubs
- Functions

Developer Services

- Visual Studio
- Mobile Engagement
- VS Team Services
- Xamarin
- Application Insights
- HockeyApp

Data

- SQL Database
- SQL Data Warehouse
- SQL Server Stretch Database
- Redis Cache
- Storage Tables
- Azure Search

Intelligence

- Cognitive Services
- Bot Framework
- Cortana

Analytics & IoT

- HDInsight
- Machine Learning
- Stream Analytics
- Data Catalog
- Data Lake Analytics Service
- Data Lake Store
- IoT Hub
- Event Hubs
- Data Factory
- Power BI Embedded

Hybrid Cloud

- Azure AD Health Monitoring
- AD Privileged Identity Management
- Domain Services
- Backup
- Operational Analytics
- Import/Export
- Azure Site Recovery
- StorSimple

Infrastructure Services

Compute

- Virtual Machines
- Containers

Storage

- Blob
- Queues
- Files
- Disks

Networking

- Virtual Network
- Load Balancer
- DNS
- Express Route
- Traffic Manager
- VPN Gateway
- App Gateway

Datacenter Infrastructure



Azure global infrastructure

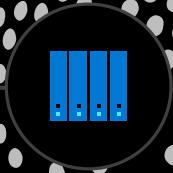




Is it Secure?

A secure foundation at global scale

Each **physical datacenter**
protected with world-class,
multi-layered protection



Over **100**
datacenters
across the
planet

Global cloud infrastructure
with custom hardware and
network protection



Secured with cutting-edge
operational security

- Restricted access
- 24x7 monitoring
- Global security experts





Is it only Windows. How open?

Support for key Linux distros in Azure



RHEL 6.7+ and 7.1+



CentOS 6.3+ and 7.0+



Ubuntu 12.04+



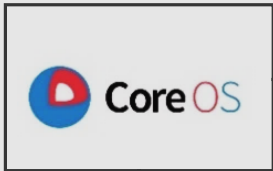
SUSE Enterprise Server 11
SP4, 12 SP1+



OEL 6.4+ and 7.0+



Debian 7.9+ and 8.2+



CoreOS 494.4.0+



openSUSE Leap 42.2+



~**50%** of Azure VMs are
running Linux

Azure works with what you use



Thousands Certified, pre-configured for Microsoft Azure Solutions in Azure Marketplace

OS



CentOS Debian RedHat Suse Ubuntu

Security, Identity Networking



Aqua Barracuda Check Point Citrix Cisco F5 Fortinet Palo Alto Networks Sophos

Data + Analytics



Cloudera Datastax Elastic Hortonworks Informatica Qubole Splunk Tableau Teradata

Storage, Backup, DR



CloudEndure CommVault DellEMC NetApp SoftNAS Veeam Veritas Zerto HPE

DevOps, Management, Containers























































Bitnami Chef Docker GitHub Jenkins Mesosphere Puppet OpenShift Terraform

Consulting Services

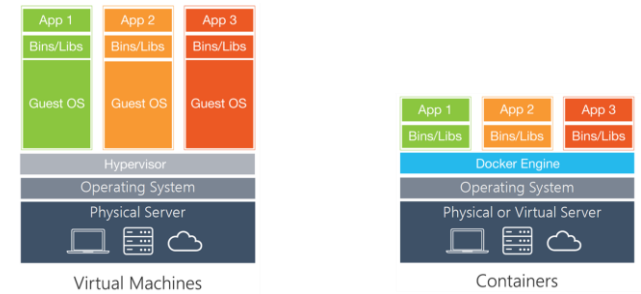


Wipro Xcent Unify Cloud Blue Granite Decisive Data Bright Wolf Dynamics Edge VNB Consulting Convergence

Thousands Certified, pre-configured for Microsoft Azure Solutions in Azure Marketplace

| | | | | | | | | | | |
|---------------------------------|---|---|---|---|---|---|---|---|---|---|
| DevOps |  |  |  |  |  |  |  |  |  |  |
| Management |  |  |  |  |  |  |  |  |  |  |
| Applications |  |  |  |  |  |  |  |  | | |
| App frameworks and tools |  |  |  |  |  |  |  | | | |
| Databases and middleware |  |  |  |  |  |  |  |  | | |
| Infrastructure |  |  |  |  |  |  |  |  |  | |

Containers **momentum**

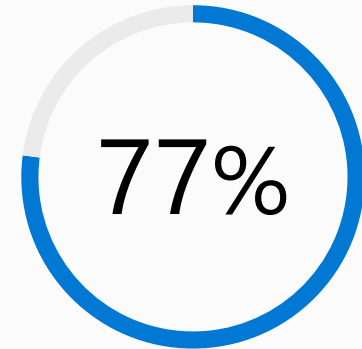


“By 2020, more than **50%** of enterprises will run mission-critical, containerized cloud-native applications in production.”

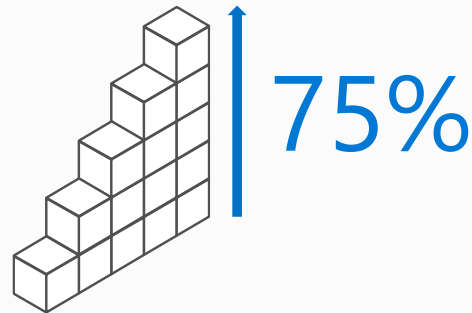
Gartner

Half of container environment is orchestrated.¹

77% of companies² who use container orchestrators choose Kubernetes.

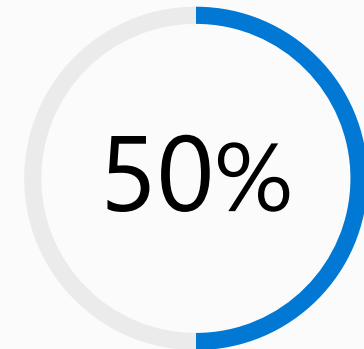


The average size of a container deployment has grown **75%** in one year.¹



Larger companies are leading the adoption.¹

Nearly 50% of organizations¹ running 1000 or more hosts have adopted containers.



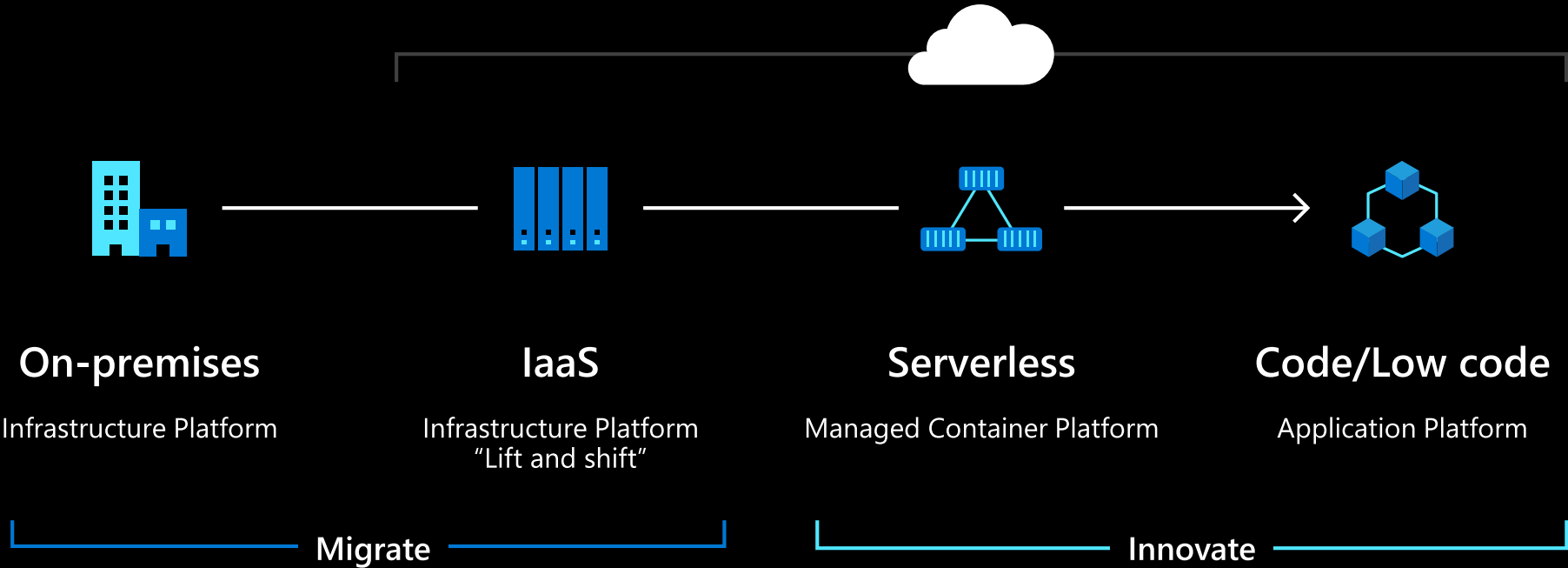
¹ Datadog [report](#): 8 Surprising Facts About Real Docker Adoption

² CNCF [survey](#): cloud-native-technologies-scaling-production-applications

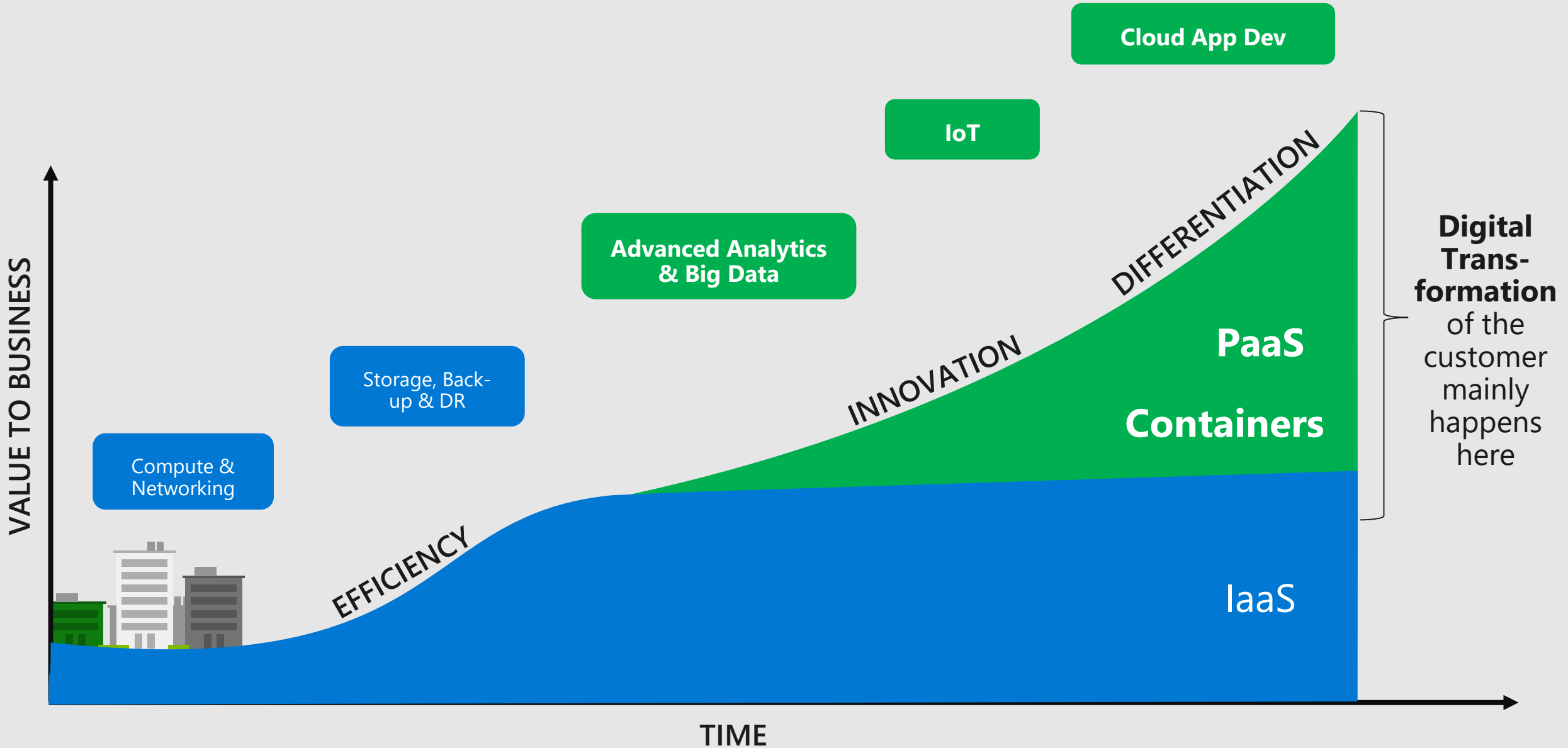


Cloud Adoption is a Journey

Journey to the cloud



Innovation starts with PaaS



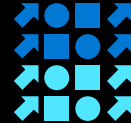
A serverless platform for application modernization



Web and mobile
development



Containers



Microservices



Integration
services



Event-driven



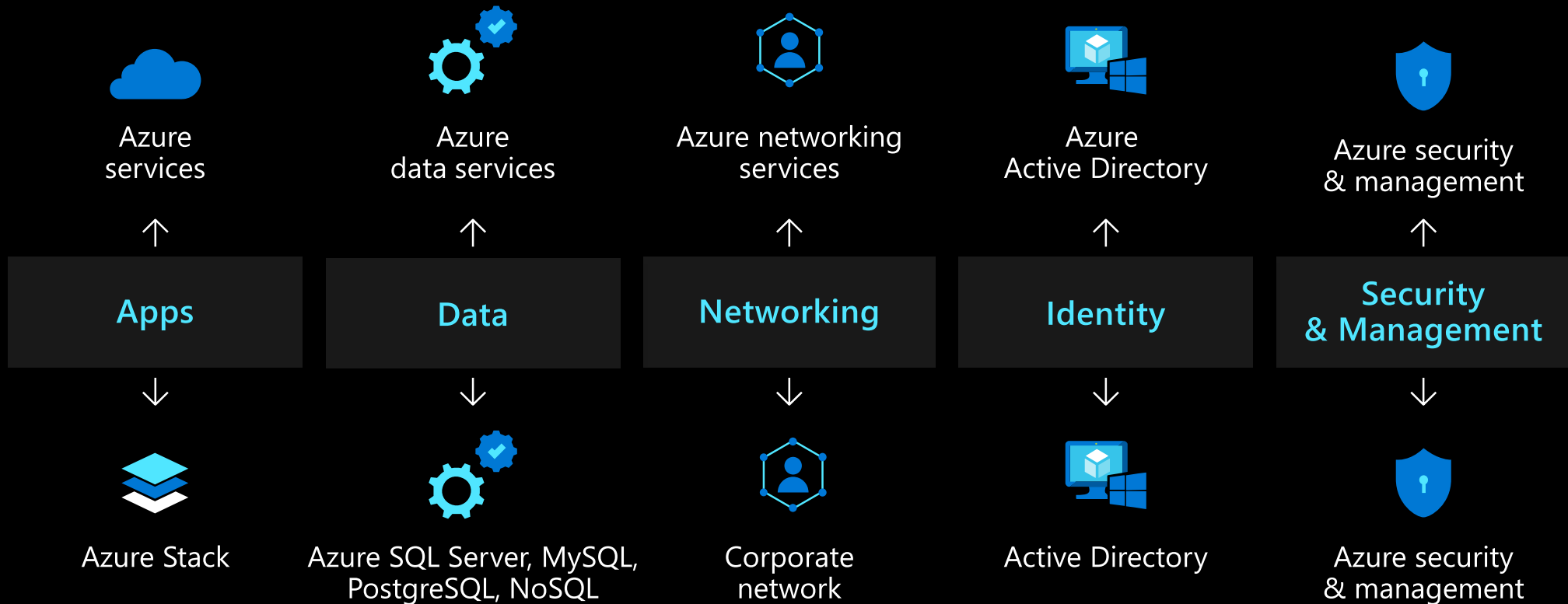
Artificial
Intelligence



Why Azure?

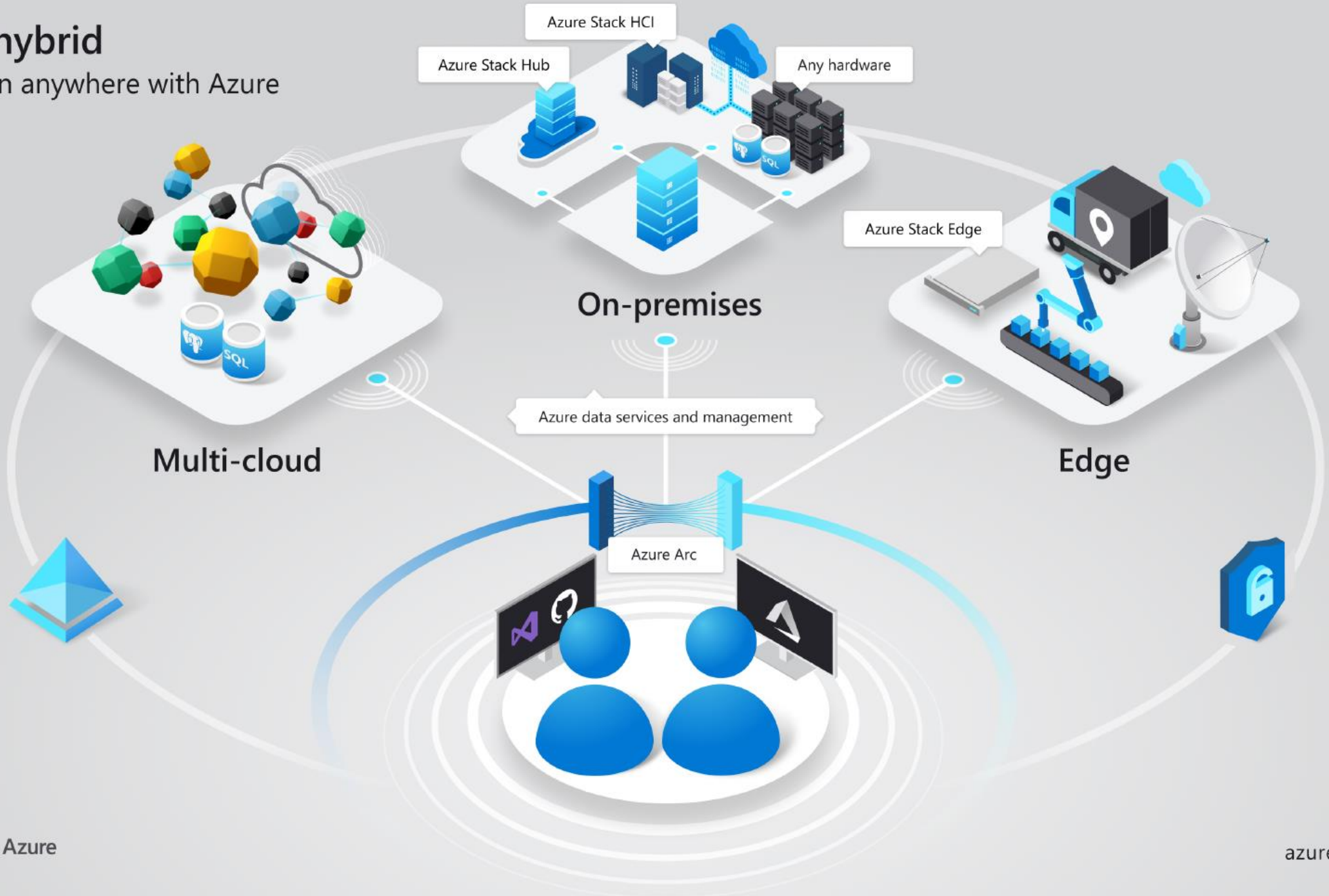
Azure

The only consistent, comprehensive hybrid cloud



Azure hybrid

Innovation anywhere with Azure



Azure IaaS: Reliable infrastructure for your migrated workloads

On-demand
global scale

Best for
Microsoft workloads

Linux, Open Source,
and Red Hat

Purpose-built
infrastructure

54
regions



Best hybrid cloud experience
for Windows Server



~50%
of Azure VMs run Linux



150
VM size options



Run SQL in Azure VMs most
cost-effectively



1.4x
growth of Linux



Comprehensive
resilience: Availability
sets, Availability zones,
Region pairs



Comprehensive protection
for hybrid environments



Co-located support
with Red Hat



Azure benefits and offers



Azure Hybrid Benefit for Windows Server and SQL Server

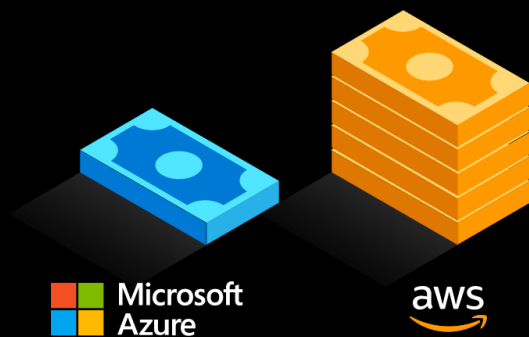
Save 50% versus other cloud providers



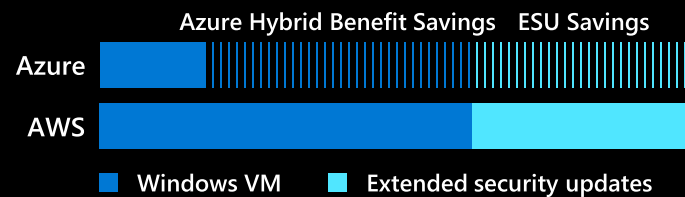
Extended Security Updates (ESU), free only on Azure

Three years of security updates after support on-premises ends
75% of the license cost to buy standalone

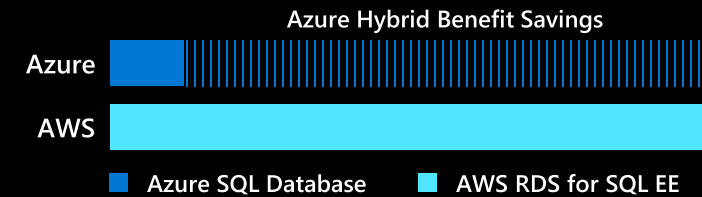
Pay less with Azure. AWS is 5x more expensive



Windows Server savings illustration



SQL Server savings illustration (PaaS)

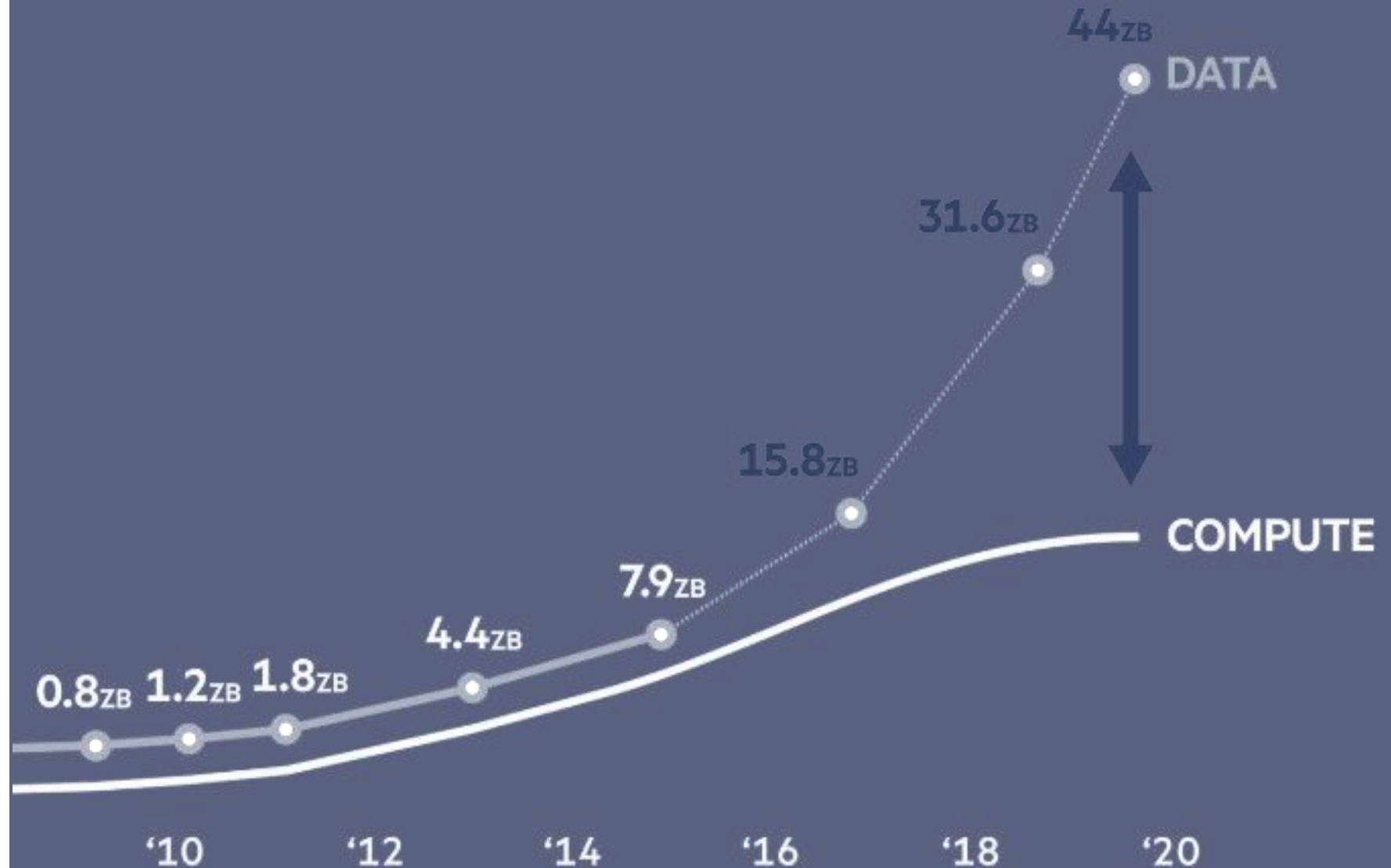


Learn more: aka.ms/why5xmore



What about data?

Every two years, we create more data than we've created in all of history



The Azure data landscape



Azure Data Factory



Azure Import/Export service



Azure CLI



Azure SDK



Azure IoT Hub



Azure Event Hubs



Kafka on Azure HDInsight



Azure SQL DB



Azure Cosmos DB



Azure Blob Storage



Azure Data Lake Store



Azure SQL Data Warehouse



Azure Data Lake Analytics



Azure HDInsight



Azure Databricks



Azure Analysis Services



Power BI



Azure ML



ML Server



Azure Databricks



Azure Search



Azure Data Catalog



Azure Stream Analytics



Azure HDInsight



Azure Databricks



Bot service



Cognitive Services



Azure ExpressRoute



Azure Active Directory



Azure network security groups



Azure key management service



Operations Management Suite

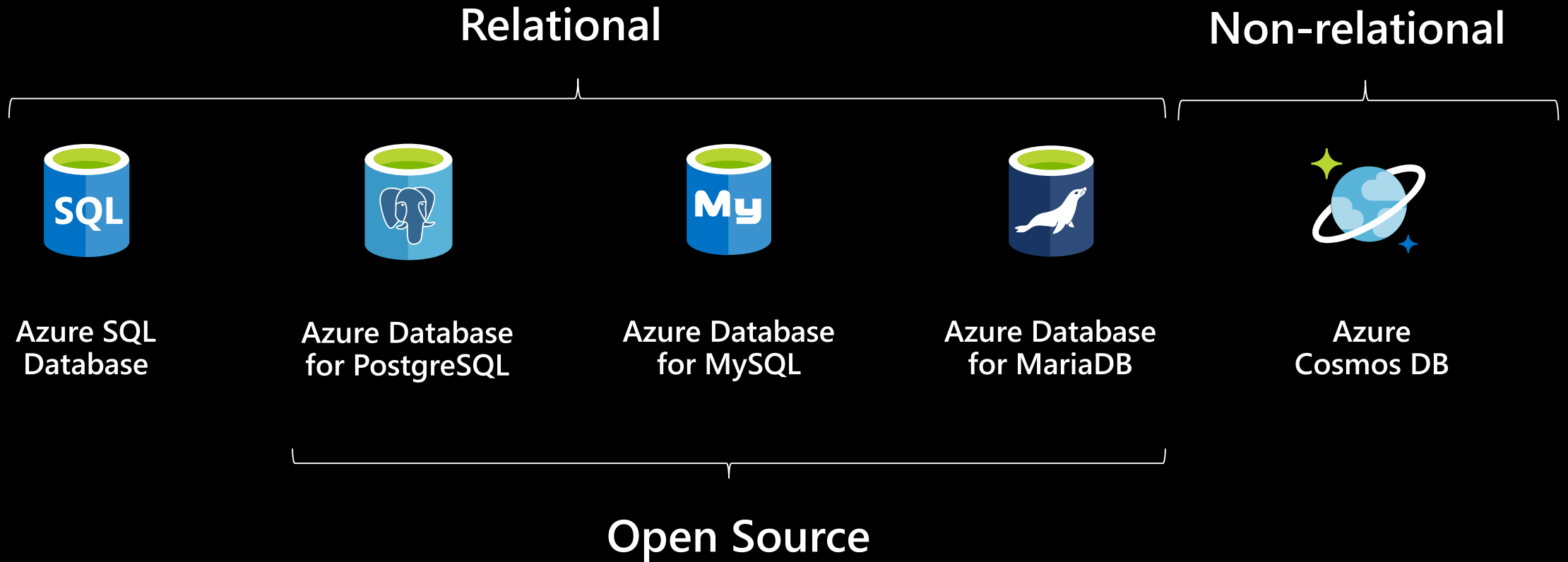


Azure Functions



Visual Studio

Azure operational database services





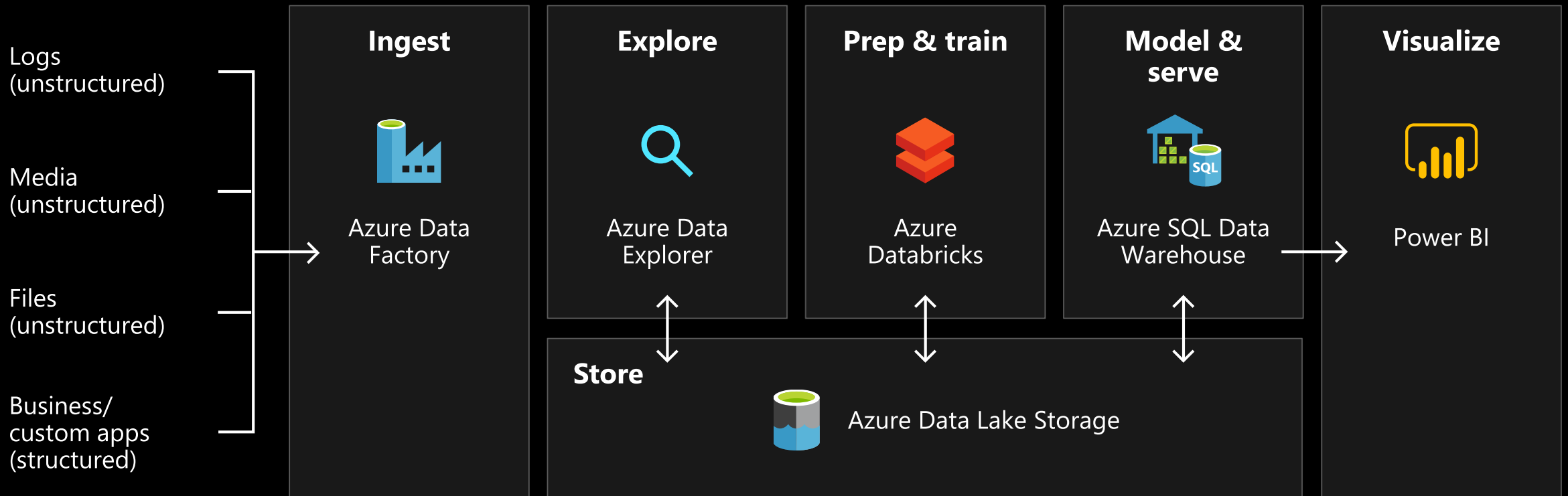
Azure SQL Database Managed Instance

Comprehensive SQL Server
compatibility and support



Migrate SQL applications
without changing code

Azure enables analytics at cloud scale





What resources we have?

Azure QuickStart Center

Need a comprehensive guide to set up Azure for your organization? No worries

The Introduction to Azure Setup and Azure Migration (lift and shift) guides help you to make key decisions as you prepare to deploy resources in Azure.

Accelerate your Azure deployment

A focused view of the frequently used Azure services guides you through options to help you easily build, test, and deploy your project to the cloud.

Want to learn more about Azure? We have you covered

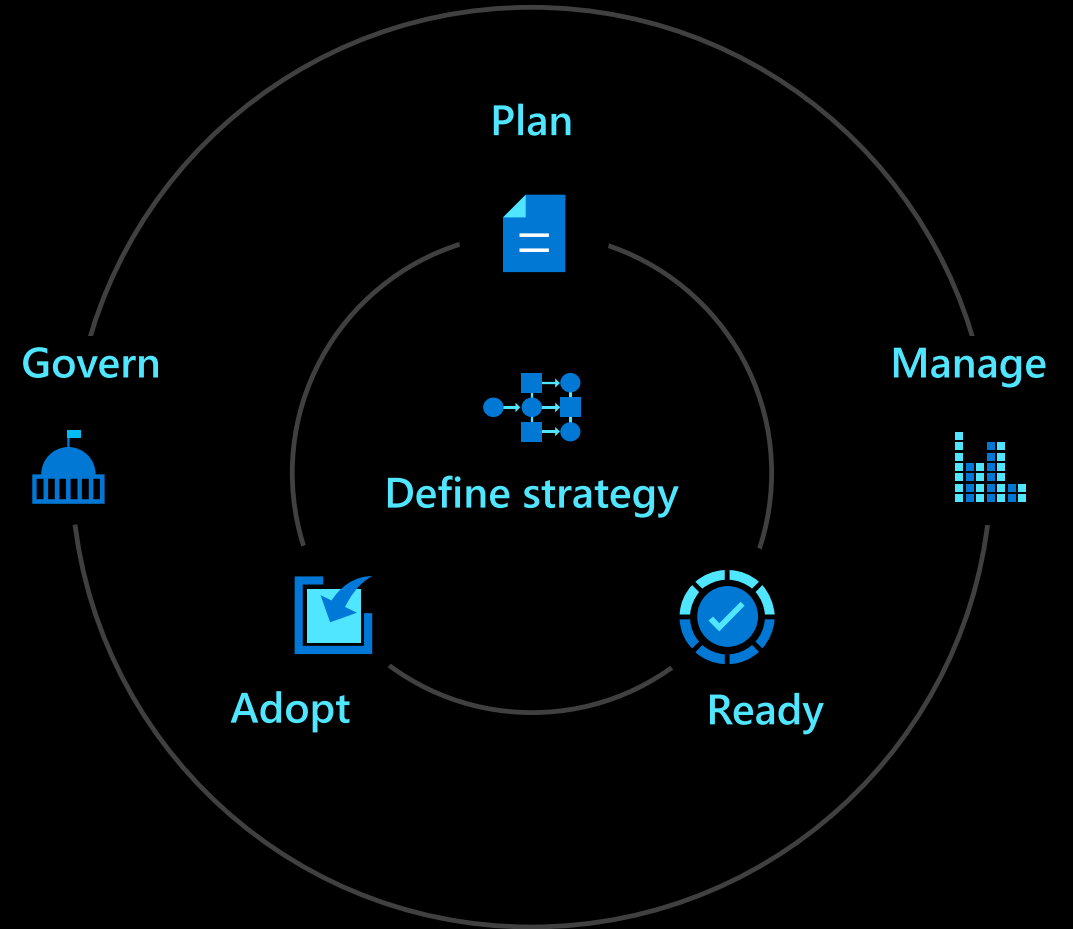
Our recommended online learning modules let you take a hands-on approach to building Azure skills and knowledge.

[Link to Azure Quickstart Center in Azure portal.](#)
[Check product availability in your region](#)

The screenshot displays the Azure Quickstart Center page. At the top, there is a breadcrumb trail: Home > Quickstart Center. Below this is the Quickstart Center logo with the Microsoft Azure text. A navigation bar contains two links: 'Get started' (underlined) and 'Take an online course'. The main content area is titled 'Setup guides' and includes a sub-header: 'Our guides walk you through deployment scenarios to help you set up, manage, and secure your Azure environment.' There are two guide cards: 'Azure setup guide' with the description 'Step-by-step guidance to help admins plan, set up, and secure Azure for your organization' and 'Open >' link; and 'Azure migration guide' with the description 'Step-by-step guidance to help assess your current environment, prepare for migration, and make the shift to Azure' and 'Open >' link. Below this is the 'Start a project' section with the sub-header: 'Choose from the popular services below to create your first resource and launch your project. Otherwise, see All services.' It features three project cards: 'Create a web app' (Build and deploy web apps that can scale, Start >), 'Deploy a virtual machine' (Run your workloads in the cloud and reduce the redundancy and maintenance of physical hardware, Start >), and a partially visible 'Set up...' card (Explor nonr, Start >).

Microsoft Cloud Adoption Framework for Azure

Proven guidance from Microsoft
to accelerate cloud adoption journey



Azure Migration Program (AMP)

Available to all Azure customers, scaled through specialized migration partners



Best practice guidance



Offers and incentives



Technical skill building



Infrastructure and
data foundations



Migration planning
and execution



Digital
resources



Migration
Tools



Azure
trainers



FastTrack for
Azure engineers



Specialized
partners

Reduce cost and risk | Accelerate migration velocity | Deliver customer success

Learn more | [Azure.com/AMP](https://azure.com/AMP)

Microsoft Learn

Hundreds of learning paths,
completely free

Step-by-step tutorials

Browser-based interactive coding
environments

