



 Microsoft

ON TOUR

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 CPCDI

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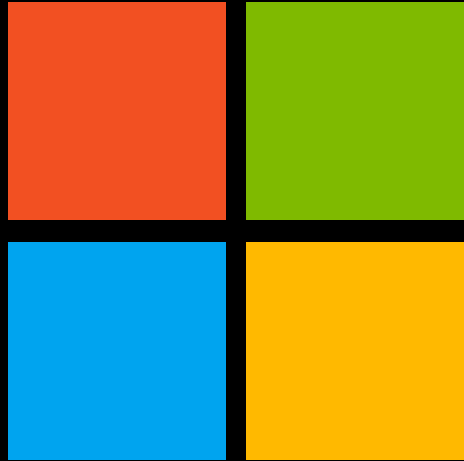
 jp.di

 TechData



The partnership with Microsoft





Our mission

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

100



17



7



“

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

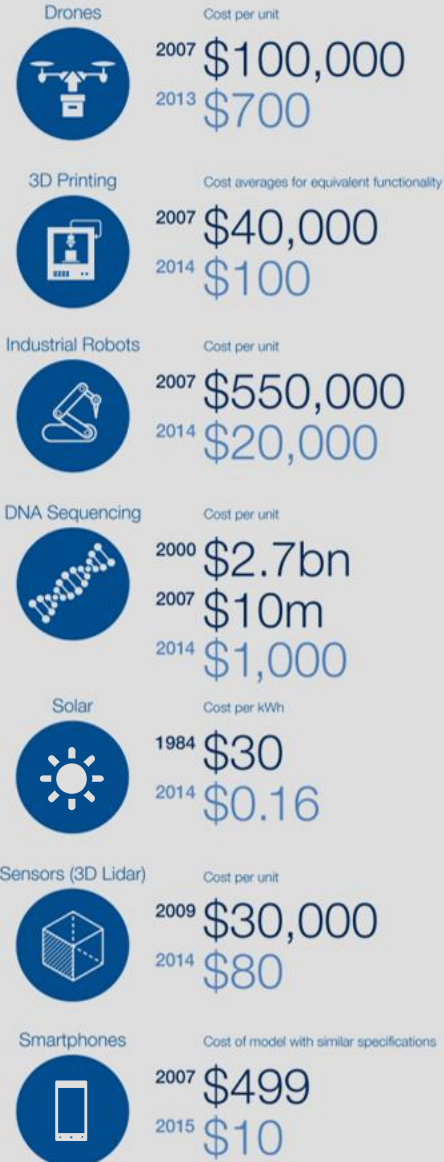
90%

of global GDP from
non-tech by 2030

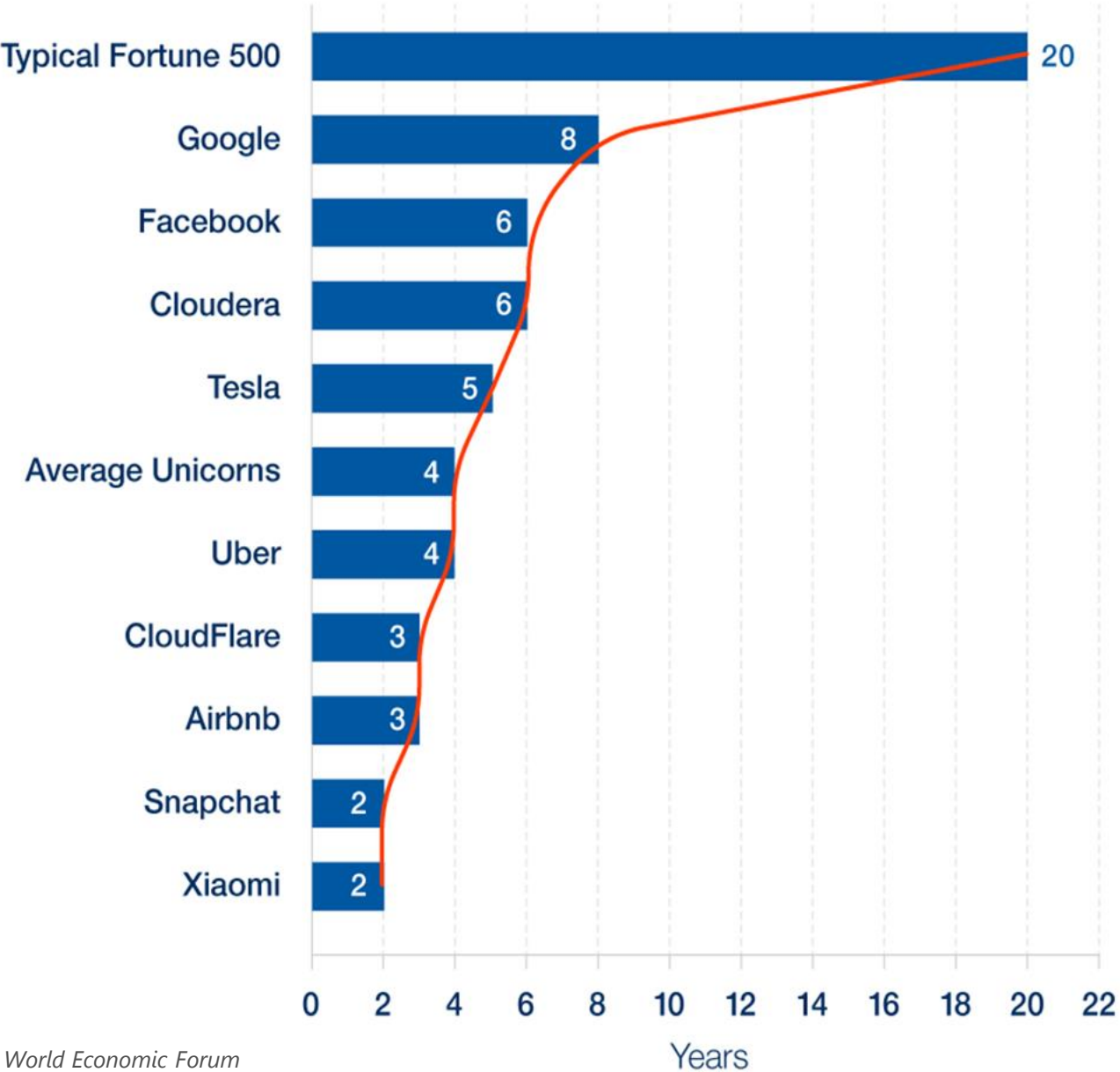
Digital Transformation and the 4th Industrial Revolution



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

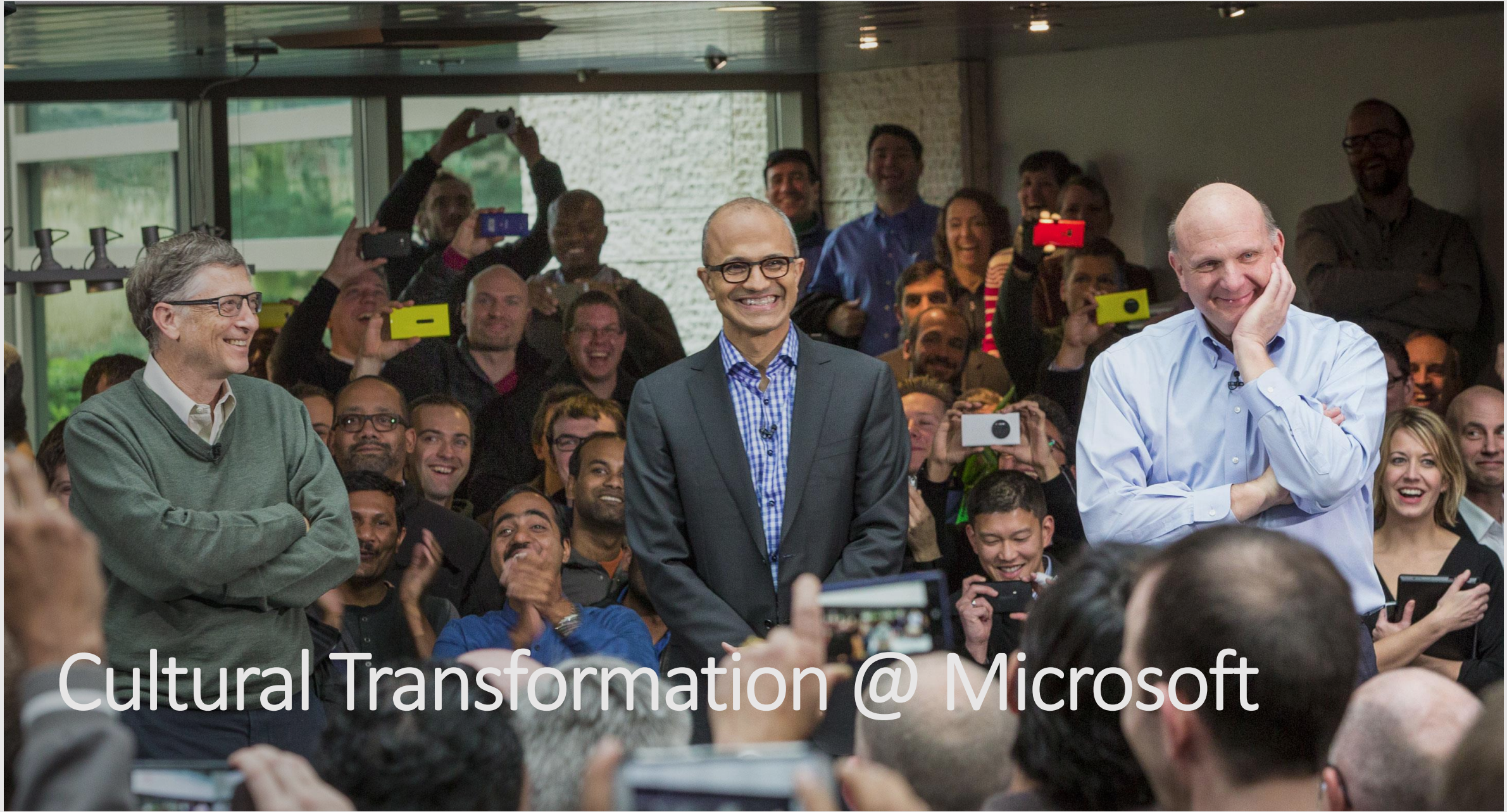


5

distinct generations

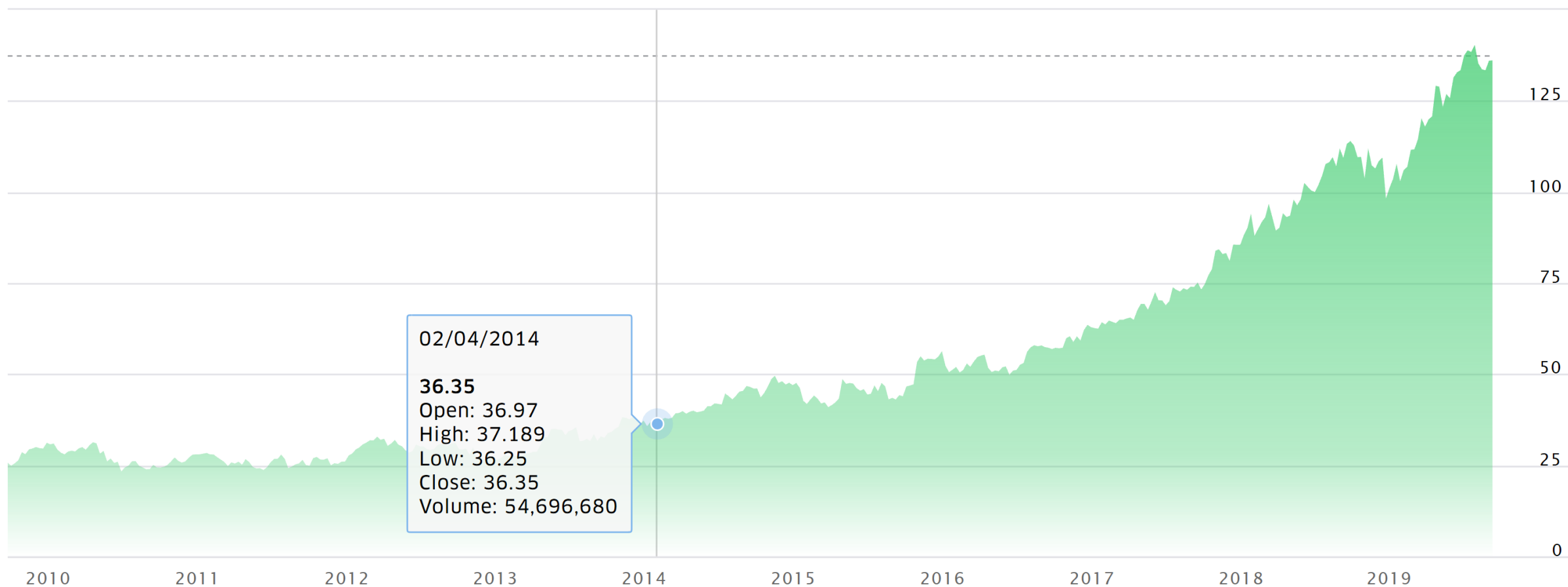
77%

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






Cultural Transformation @ Microsoft

Stock performance over the years

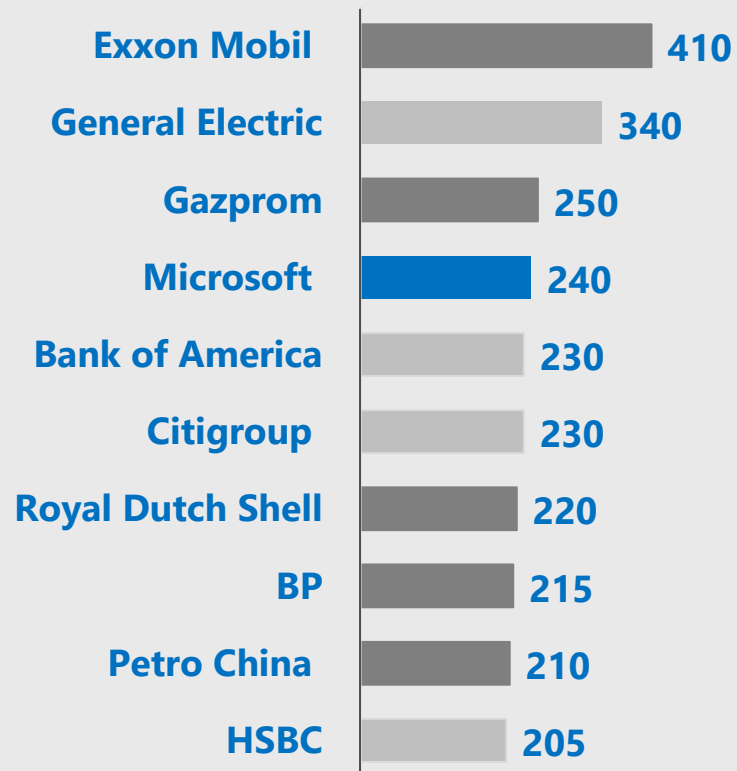


A new virtual world

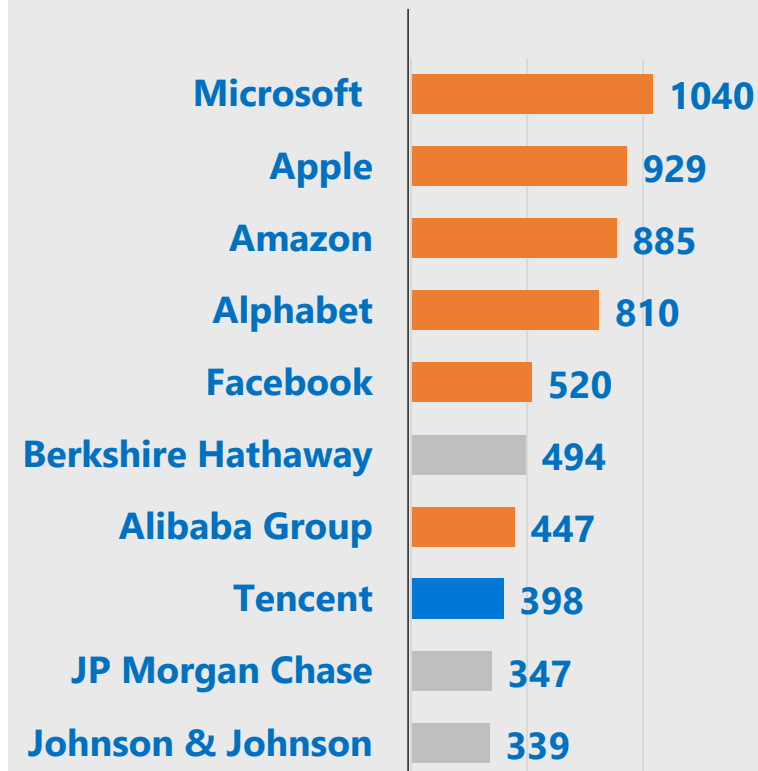
Industry

- 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

negocios

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- colabora- dos 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

negocios

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

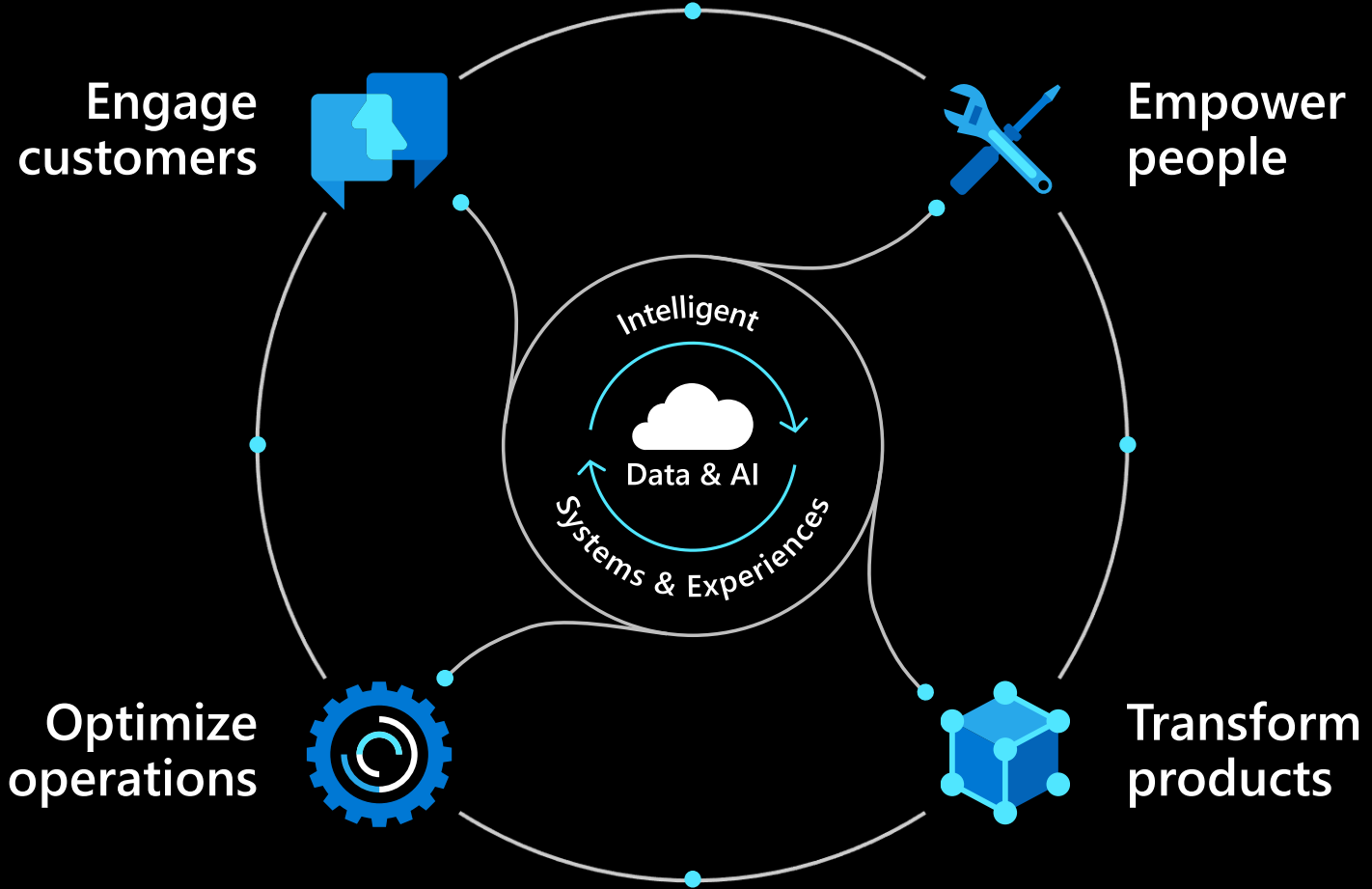
Azure

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

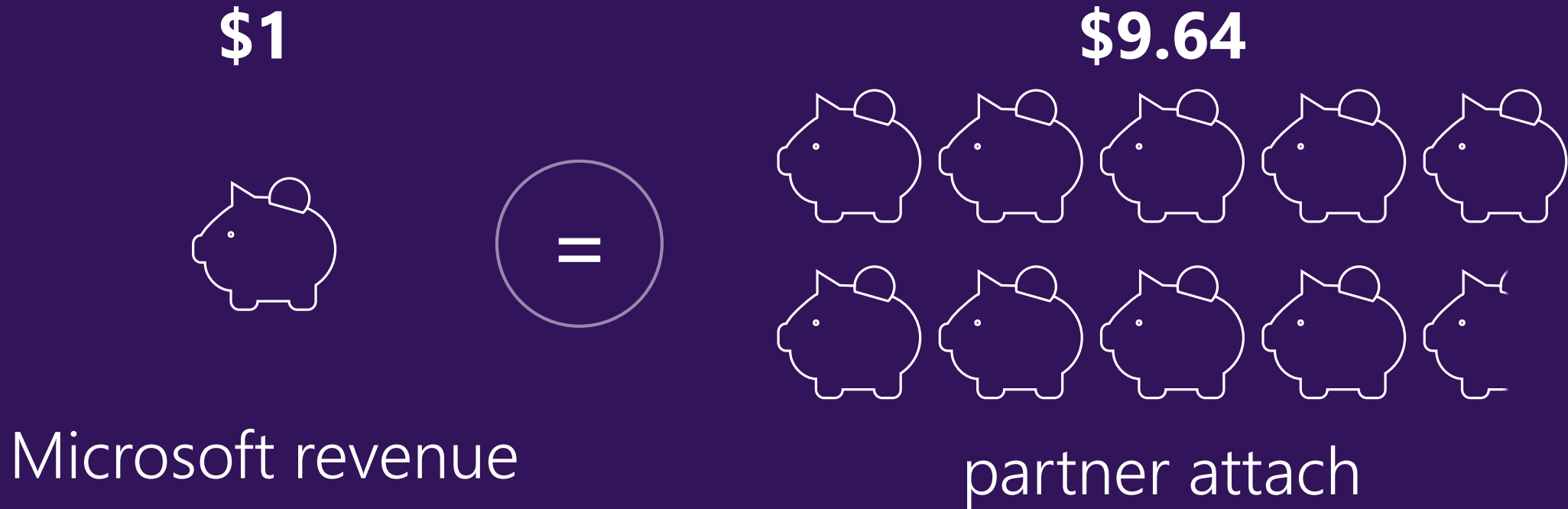


1.5x
gross profit



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**

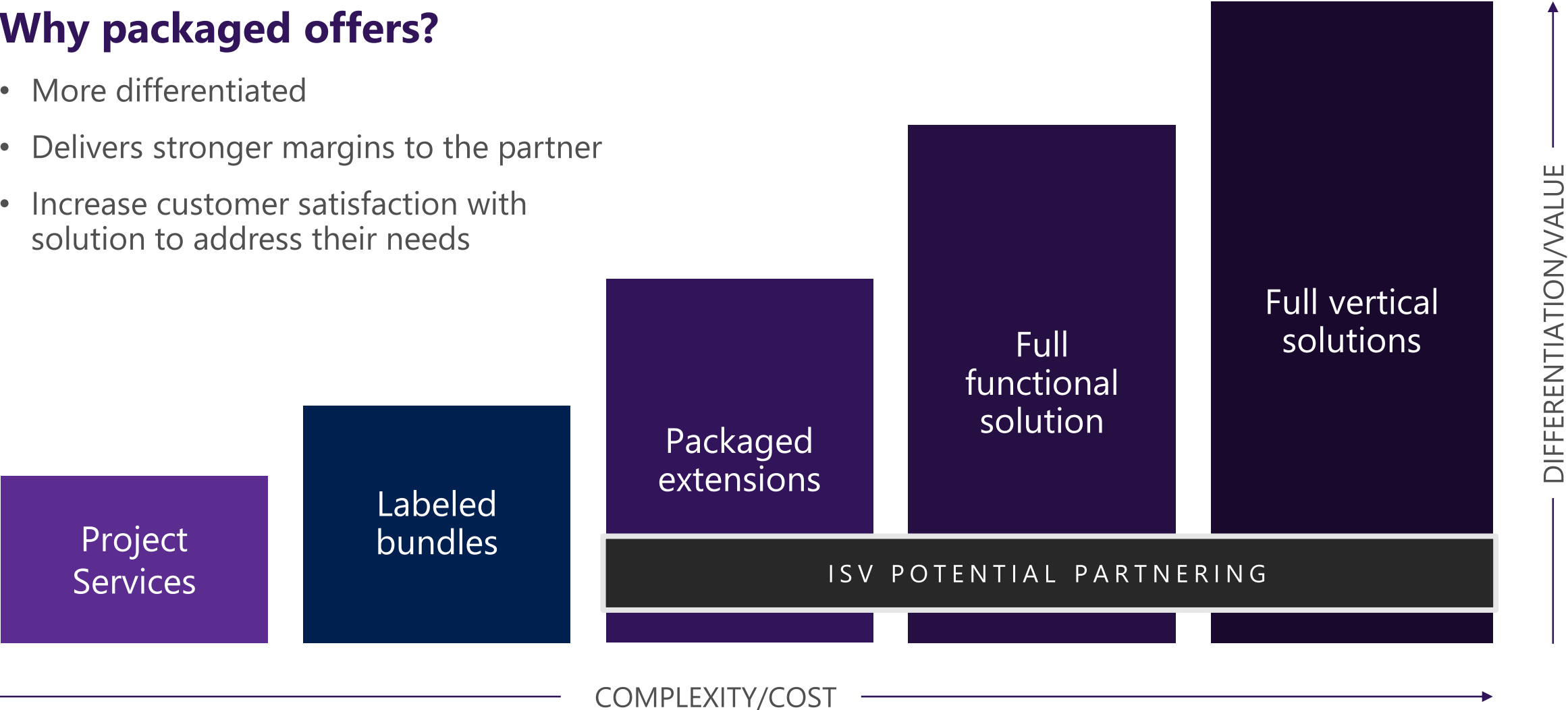


**Increased average
revenue per customer**

The IP staircase

Why packaged offers?

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





Modern
workplace



Biggest market opportunities

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

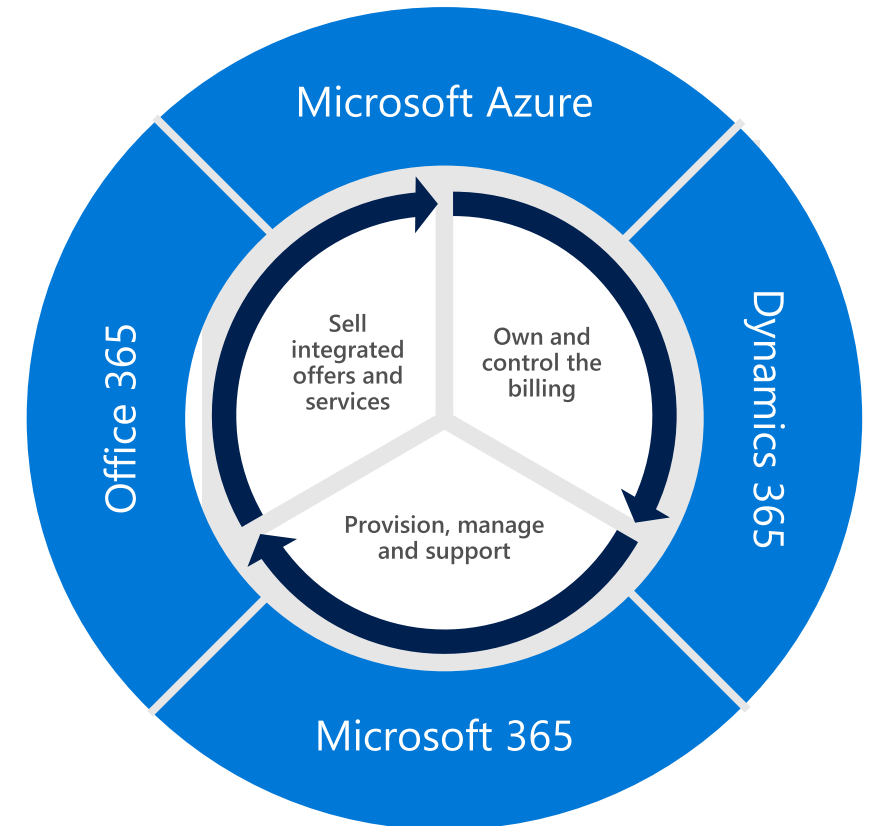
Key benefits of Microsoft CSP program

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%

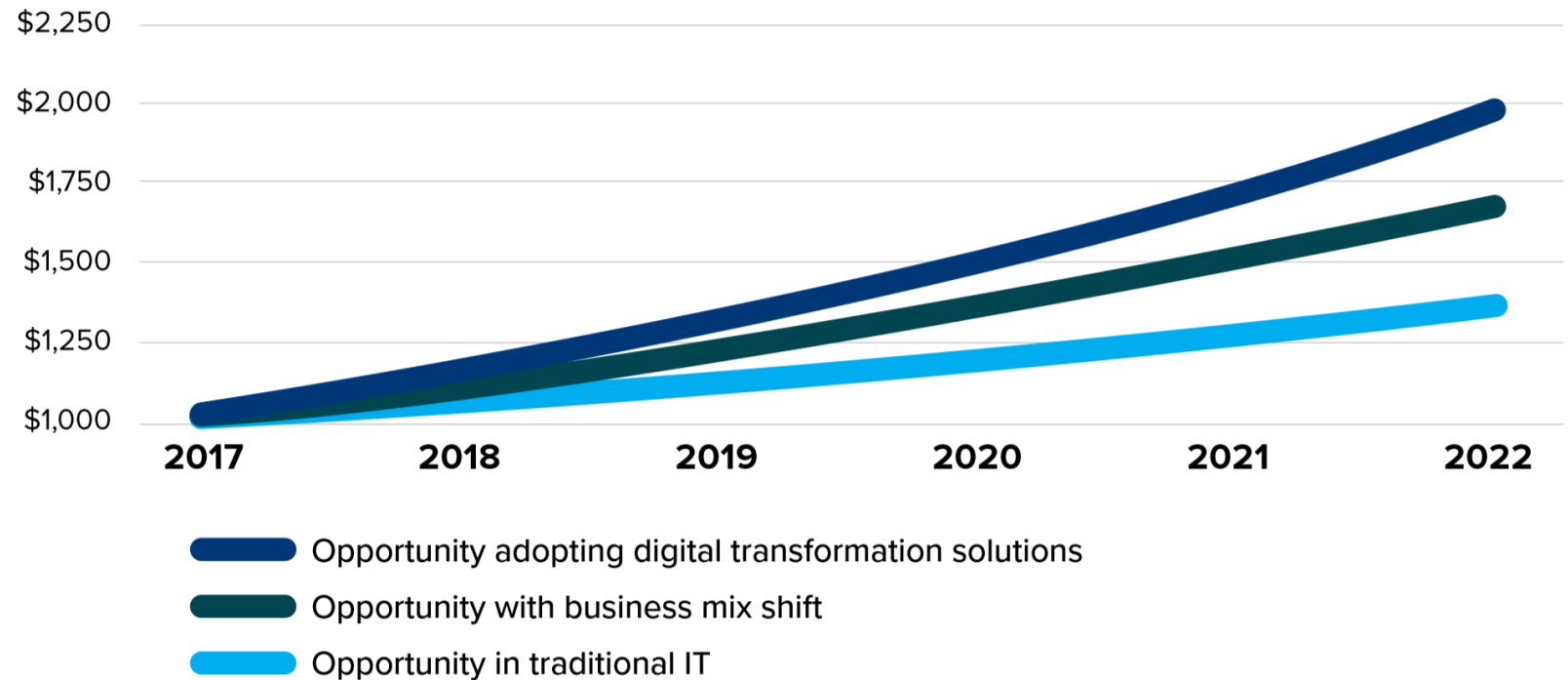
of cloud services providers' cloud revenue will be mediated by channel partners/brokers by 2020¹

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.

CloudFirst
Sydney, Australia

 Office 365



Simon Smith
CEO, Extrinsicica 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 office has a clean, minimalist aesthetic with grey walls and large windows that offer a view of a city building.

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.

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**7 billion people
on the planet**

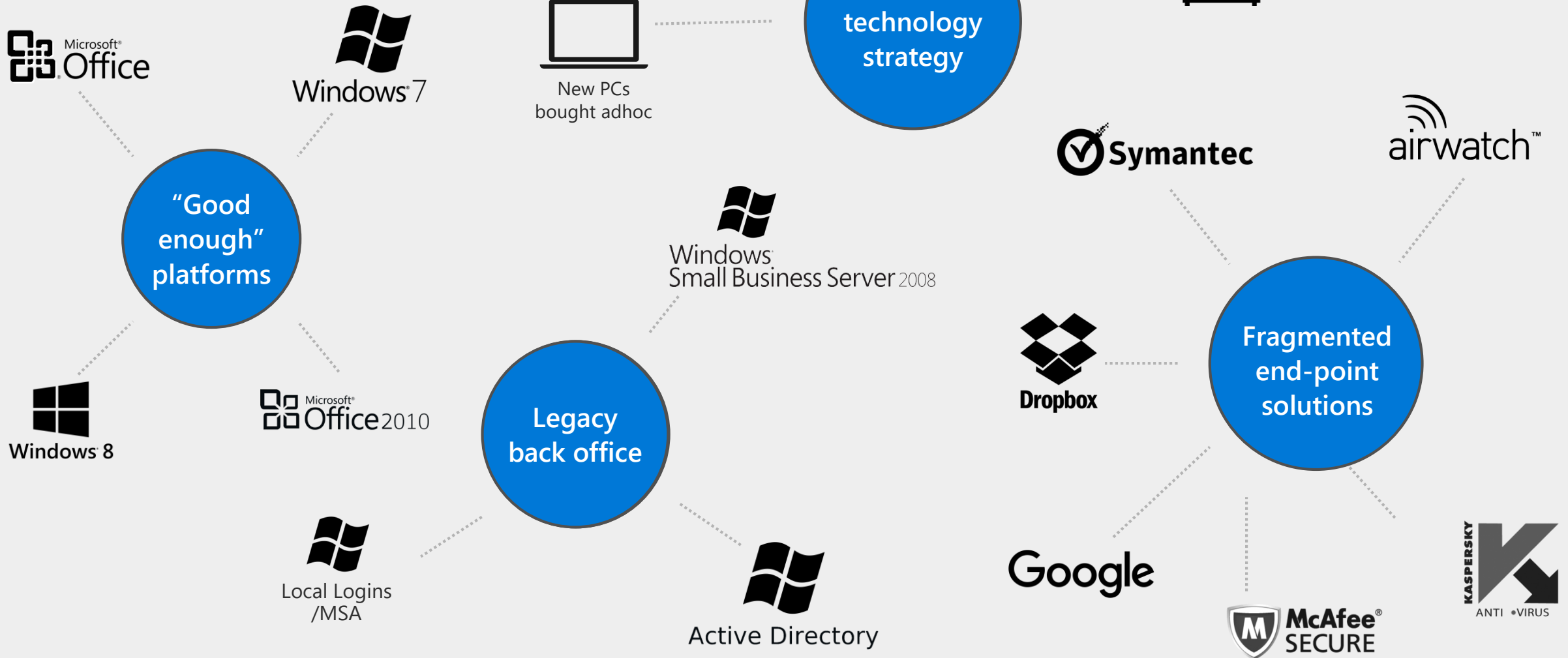
**7 billion chances to
make a difference**



O DESKTOP MODERNO



SMBs' IT environment ... is complicated



Needs

- 1. Security.** Access rights, information governance and, particularly, data security are increasing concerns for SMBs.
- 2. Management.** SMBs want a simple, straightforward deployment experience. Most medium sized businesses have internal IT set up new devices.
- 3. Mobility.** A solution that empowers employees to be mobile and collaborative whilst showing cost effectiveness for the business.



Purchase Journey

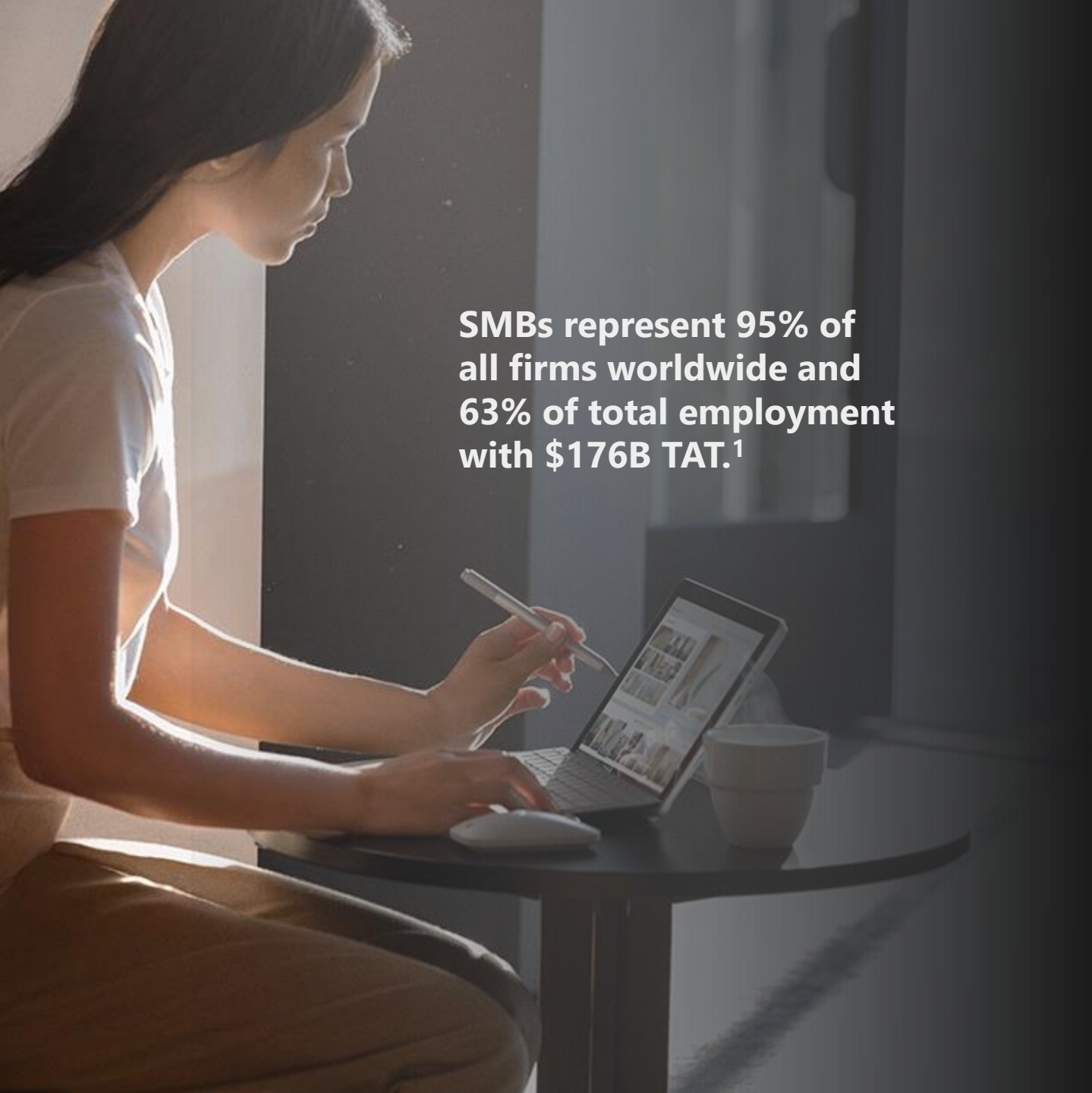
- 1. Trigger.** A new device purchase is most commonly triggered by performance slowdown and broken devices.¹
- 2. Research.** Trying out devices is thought to be an important step in the purchase journey but many SMBs may not actually do this.
- 3. Purchase:** SMBs are more likely to add software solutions when part of a discounted bundle sold with business PC

1. SMB Purchase Journey, Final Report. Market Research (2016)



A big opportunity with SMBs

A changing workplace and PC market offers a new business opportunity for Microsoft Partners

A woman with long dark hair, wearing a white t-shirt, is sitting at a dark round table. She is looking at a laptop and a tablet. She is holding a white pen over the tablet. There is a white cup on the table. The background is a window with light coming through.

SMBs represent 95% of all firms worldwide and 63% of total employment with \$176B TAT.¹

The workplace is changing



Culture

The new currency

91% believe that technology choices reflect on the company¹

Space

The accessible, everywhere office

The millennial workforce is choosing employers based on flexible working, international opportunities and fulfilling work.²

Technology

Enabling secure working and collaboration

43% of cyber-attacks target small businesses.³

50% more time in collaborative activities⁴

Modern work demands modern devices and services

...to attract and retain talent

Surface focuses on people-centric design, so customers can inspire their employees with devices that naturally enhance the way people work.

...to embrace new workstyles

Surface devices, backed with Microsoft 365, provides users with cloud-based business apps, collaboration tools and easy connectivity.

...to protect businesses

Surface devices come standard with Windows 10 Pro, Microsoft's most secure operating system. And Microsoft 365 offers even more robust protection.



Microsoft 365,
Segurança,
Teams...

...e a importância de evoluir
para o Windows 10



Microsoft 365

Productivity tools
from Office 365

User
Productivity

Windows 10

Multiple
Devices

Microsoft 365

Security and management
tools from EMS

IT
Manageability

Empower users with best-in-class productivity across devices while providing IT security and control

- Complete cloud solution
- Single, per-user subscription
- Suite discount

Microsoft 365 Business



Office 365

Office Applications

Word, Excel, PowerPoint, Outlook, and more

Online Services

Exchange, OneDrive (1TB), Teams, and more

Advanced Services

Exchange Online Archiving



Advanced Security

External Threat Protection

Office 365 Advanced Threat Protection
Multi-Factor Authentication
Enforce Windows Defender to be on
Enforce Bitlocker to be turned on

Internal data leak prevention

Data Loss Prevention
Azure Information Protection



Device management

Device management

Microsoft Intune
Windows 10 Credential guard
SSO > 10 apps

Deployment assistance

Windows Autopilot
Auto-installation of Office apps
AAD Auto-enroll

Additional Benefits

Consistent security configuration across Windows 10, macOS, Android, and iOS devices

Upgrade from Windows 7 Pro or Windows 8.1 Pro to Windows 10 Pro at no additional cost

99.9% financially-backed uptime guarantee; 24x7 online and phone support



Windows 10 Pro's value to business customers

All Surface for Business devices ship with Windows 10 Pro

Single sign-on and more control over devices

- Azure Active Directory* Join
- Domain Join + Group Policy
- MDM client
- Windows Autopilot

Control over when and how to update devices

- Deferred updates
- Windows Update for Business

Easier ways to acquire, deploy, and configure business apps

- Microsoft Store for Business
- Assigned Access
- Client Hyper-V
- Remote Desktop

Peace of mind over lost devices and passwords

- BitLocker
- BitLocker To Go

*Sold separately

Shift to a modern desktop with Microsoft 365

Windows 7 and Office 2010 End of Support (in January 2020) present a \$100b+ Partner services and solutions opportunity for shifting customers to a modern desktop over 3 years¹

Over 50% of SMB customers run older versions of Windows on their PCs.²




69% of SMBs are not aware of the end of support dates.²

The total cost of owning a 4+ year old PC is US\$2,397, enough to replace with one or more newer PCs.²

SMBs are more likely to purchase a new device than they are to upgrade legacy PCs with Windows 10.²

1. Forrester Consulting, The Partner Opportunity for Microsoft 365 Business. A commissioned study (2018)
2. Microsoft and PSB Research (2016)

The Microsoft 365 family

	Microsoft 365 E3/E5	Microsoft 365 Business	Microsoft 365 F1
Office 365	Office 365 E3/E5	Office 365 Business Premium	Office 365 F1
Windows 10	Windows 10 E3/E5	Windows 10 Pro	Windows 10 E3
Security and Management	EMS E3/E5	Features from EMS + Windows 10 Enterprise	EMS E3
			

Upgrading Windows 10 Home devices

Relevant when customers are considering buying Surface consumer SKUs which come with Windows 10 Home, or customers have existing Windows 10 Home devices.

FAQ	Response
Can I upgrade from Windows 10 Home to Windows 10 Pro?	You can upgrade from Windows 10 Home to Windows 10 Pro but it will require the manual entry of a new product key or upgrade through the Microsoft Store. Both processes will require a manual reboot of the device. This is a one-by-one device process with no bulk process to do so. A full upgrade is supported, including retention of personal data, settings, and applications during the upgrade process. The cost of the upgrade is \$99 (see special offer for Microsoft 365 Business customer described below).
Can I upgrade from Windows 10 Home to Windows 10 Enterprise?	Windows 10 Home is not a qualified OS for upgrade to Windows 10 Enterprise. You would first follow the process to upgrade from Windows 10 Home to Windows 10 Pro as previously described and then make the upgrade from Windows 10 Pro to Windows 10 Enterprise. The upgrade from Home to Pro requires an manual reboot. The upgrade from Pro to Enterprise requires no reboot and can happen in bulk via an enterprise management tool like Microsoft Intune (MDM). Note, Windows 10 Enterprise requires a paid license.
Does S-Mode on a device effect the ability to upgrade the device to Windows 10 Enterprise?	S-Mode has no effect on upgrade. Both Pro and Pro in S-Mode are a qualified OS for Windows 10 Enterprise. Customers with Home and Home S will have to manually upgrade each device to Pro from the MS store or with a new product key. Note, Windows 10 Enterprise requires a paid license.
Our small business currently subscribes to Microsoft 365 Business. If we purchased devices with Windows 10 Home, can we enroll them into Microsoft 365 Business?	Yes, however you will first need to upgrade to Windows 10 Pro which is a device-by-device method with no bulk process to do so. Microsoft 365 Business is currently offering a special discount for small businesses subscribed to M365 Business with Windows 10 Home devices, offering a special \$49 upgrade license per device. Work with your Microsoft Cloud Solution Provider (CSP) for more details.
Where can I find more detailed information on the Windows 10 edition upgrade paths?	<ul style="list-style-type: none">Windows 10 upgrade paths - https://docs.microsoft.com/en-us/windows/deployment/upgrade/windows-10-upgrade-pathsWindows 10 edition upgrade - https://docs.microsoft.com/en-us/windows/deployment/upgrade/windows-10-edition-upgrades

Teams is the fastest growing business app in Microsoft history

500,000+

Companies using Teams

181

Markets

91

Fortune 100
companies use Teams

44

languages are
supported

10,000+

150 Organizations with
more than 10,000 users

The changing modern workforce

The workplace is more team based and mobile than ever

80% of employee time is spent collaborating

2x as many teams as 5 years ago

72% of employees will be mobile workers by 2020

56% of meetings have at least one remote attendee

15% of meeting rooms are equipped for video, even as video becomes the norm





Collaboration

Office 365
Messaging
Contacts



Collaboration

Office 365
Messaging
Contacts



IC

Meeting
Voice
Hybrid



Devices

Meeting rooms
Phones
Accessories



App Platform

Microsoft Graph
Apps (bots etc.)
AI



Enterprise Compliance

GDPR
eDiscovery
Governance

Teams Now

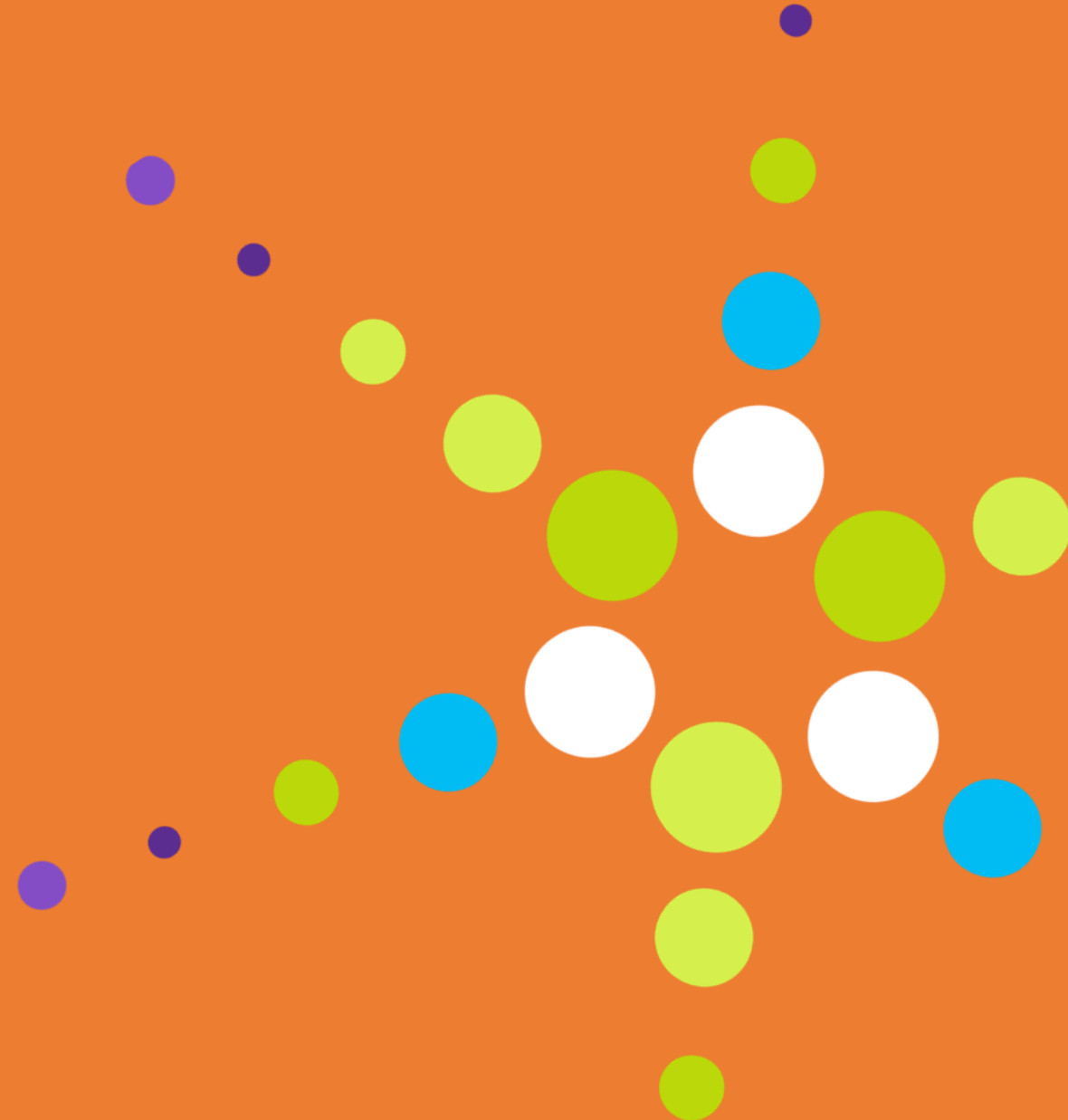
The single hub for
communications
& collaboration

Teams

March 2017 launch

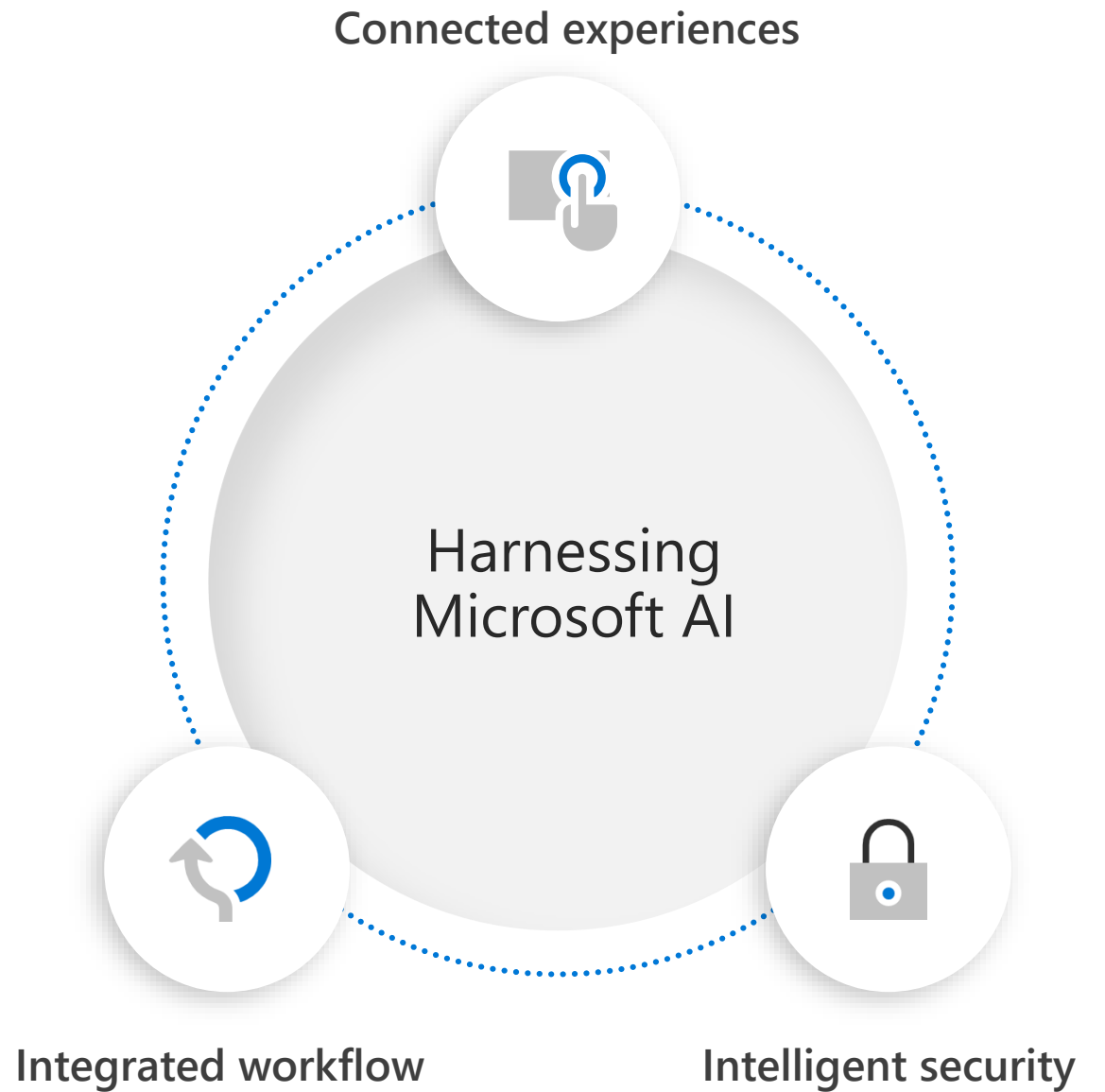
INTELIGÊNCIA ARTIFICIAL e REALIDADE AUMENTADA

- O futuro hoje



Microsoft 365

The world's productivity cloud



Trends impacting the modern workplace

Team-based and collaborative



80% of time is spent collaborating, people work on **twice as many teams**

Overwhelming amounts of data



59% of knowledge workers **struggle to find the information** they need

Growing security threats



Twice as many **security breaches** and 3x increase in identity-based attacks

AI augmentation is projected to generate \$2.9 trillion in **business value** and recover 6.2 billion hours of **worker productivity** by 2021.

Empower your organization with Everyday AI in Microsoft 365



Connected experiences that foster teamwork and amplify skills

- ✓ Streamline your chat, calling and meetings with Microsoft Teams
- ✓ Stay on top of your email and calendar with Outlook
- ✓ Transform presentations and documents in less time with Ideas in Office



Uncover hidden insights and improve decisions

- ✓ Find content and expertise relevant to your work with Microsoft Search
- ✓ Quickly turn complex data into action with PowerBI and Workplace Analytics



Proactively secure your data and devices with intelligent security

- ✓ Actively monitor threats with Office 365 Advanced Threat Protection
- ✓ Secure your business data across identities, endpoints, apps and more with Microsoft 365

An unparalleled foundation with Microsoft AI

Data

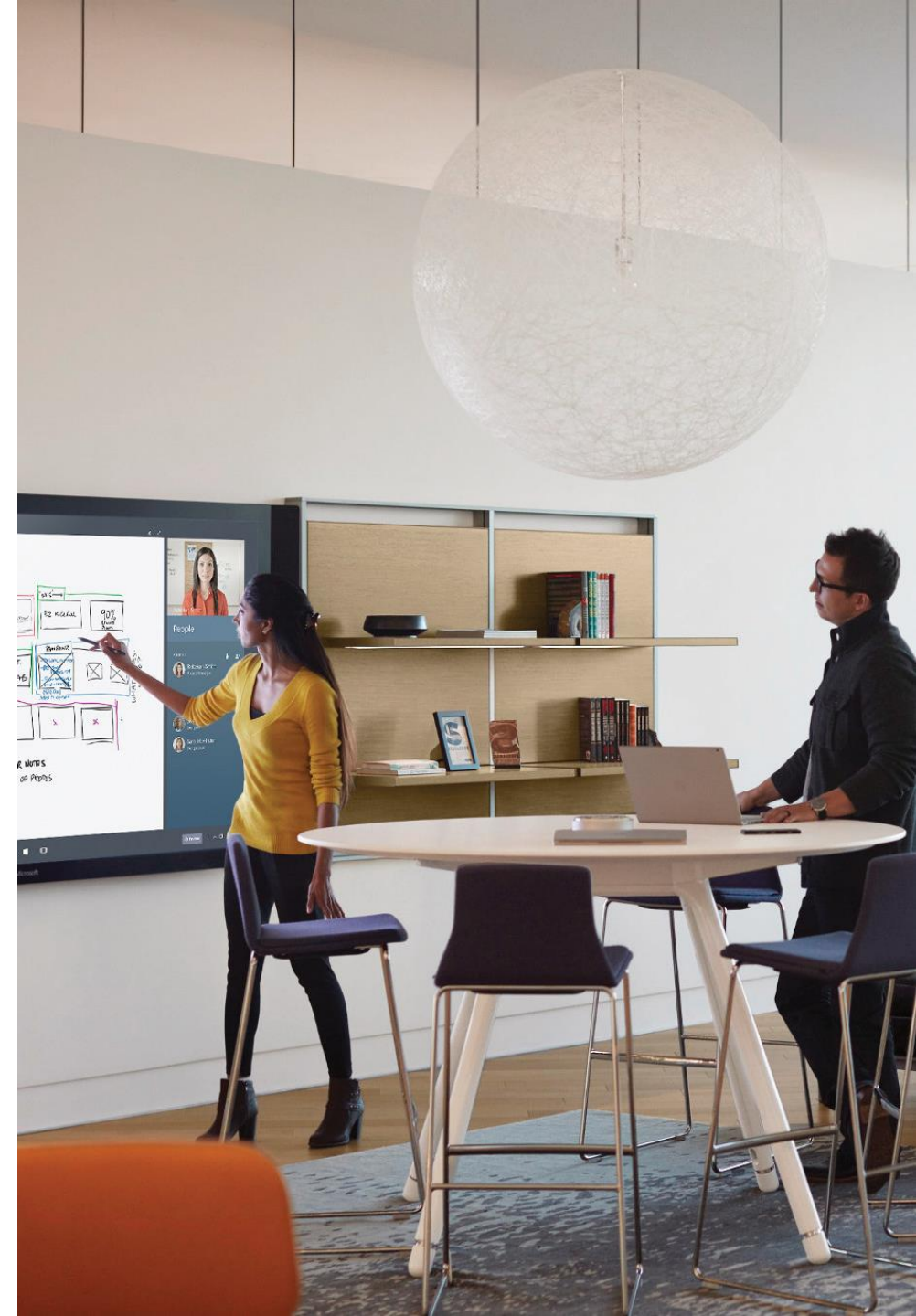
Vast **graph dataset** comprised of knowledge from Bing, LinkedIn, Office, and more, **to give you unique insights and keep you safe** on a trusted platform.

Cloud

The power of Azure brings software and hardware together to build a **cloud optimized for AI**.

Algorithms

Pioneering **breakthrough advancements** and reaching milestones in [vision](#), [speech recognition](#), [natural language processing](#), and [machine translation](#).



Everyday AI by the numbers

1
BILLION



Slides designed with **Design Ideas** in PowerPoint

1
BILLION



Images captioned by **Automatic Alt-Text** in PowerPoint and Word

5
BILLION



Threats detected on devices every month

14
MILLION



People worldwide are using **Learning Tools** across 45 languages

16
HOURS



Annual savings from **Editor AutoCorrect** for 10 events per email and 20 emails per day

53%



More clicks on **Recommended Files in Office.com** upon leveraging machine learning

AI in Windows 10

Windows Hello biometric login

Search that anticipates your needs

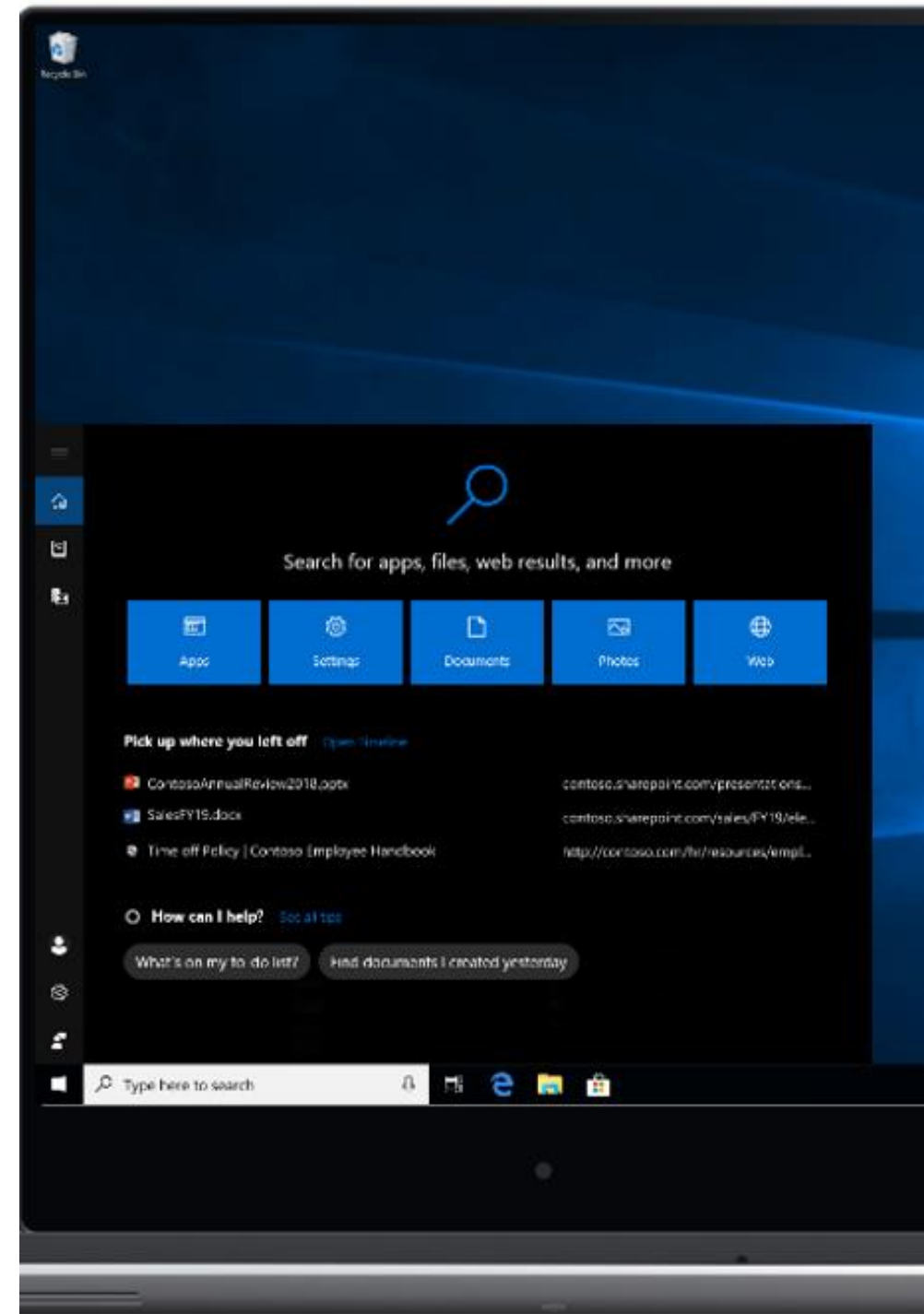
Personal assistant for business

Control your mouse with your eyes

Dictate to Windows

Learning Tools

Microsoft Search



AI in Outlook

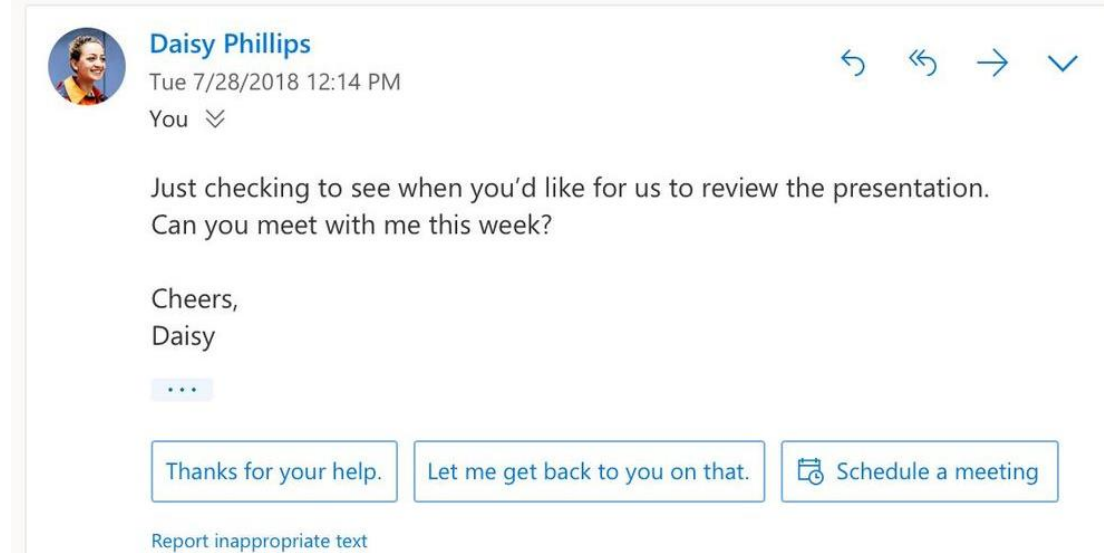
Search that anticipates your needs

People and Connections

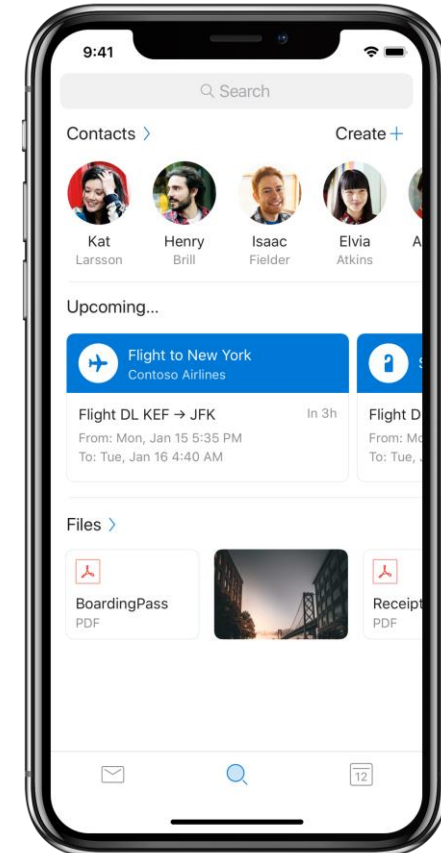
Intelligent technology to help you stay organized

Key travel and event information at-a-glance

Suggested replies

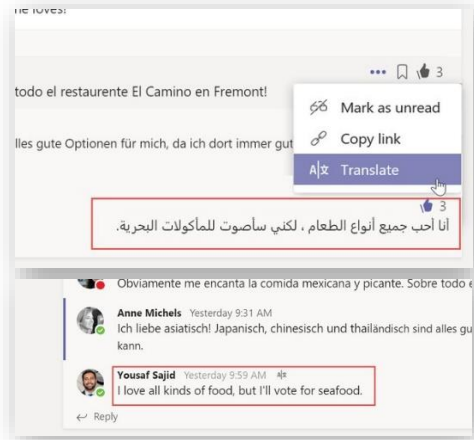


Suggested replies

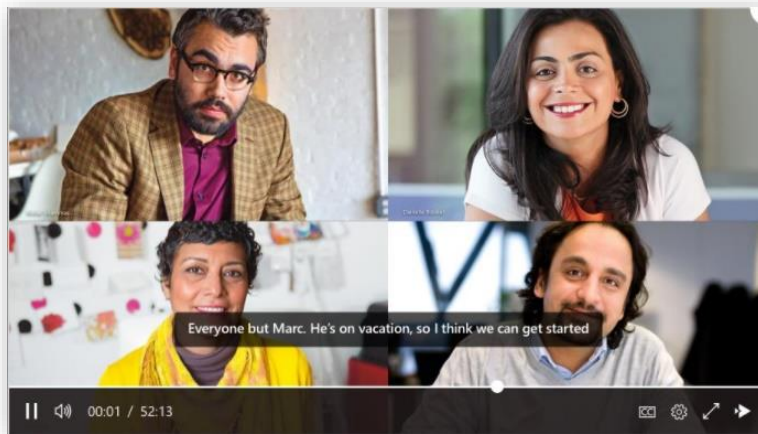


Travel summary cards

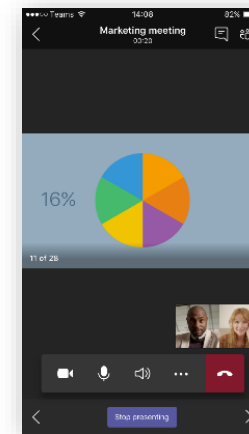
AI in Teams



Inline Message Translation



Meeting Recording Transcription

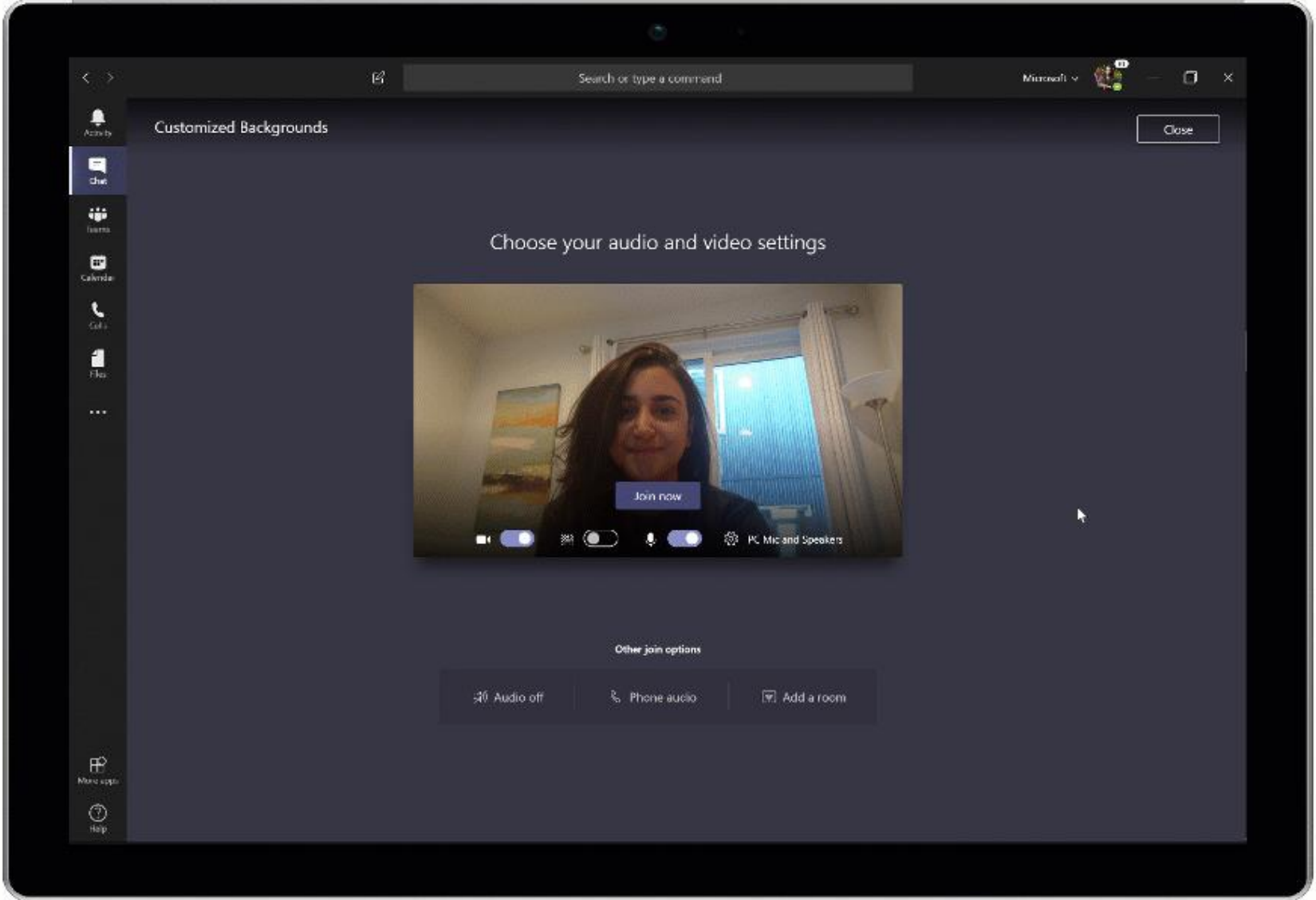


Mobile Companion Mode

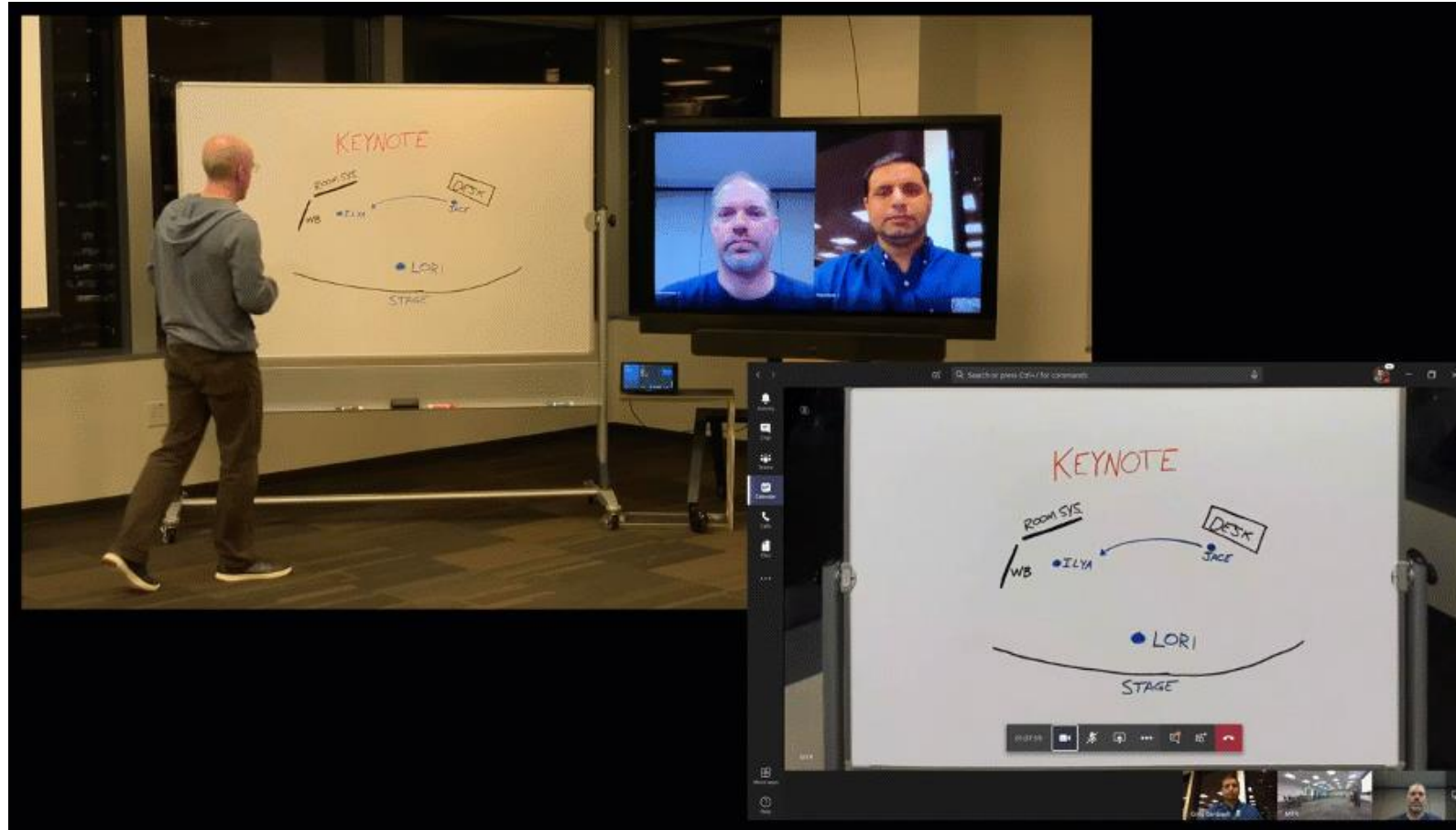


Background Blur

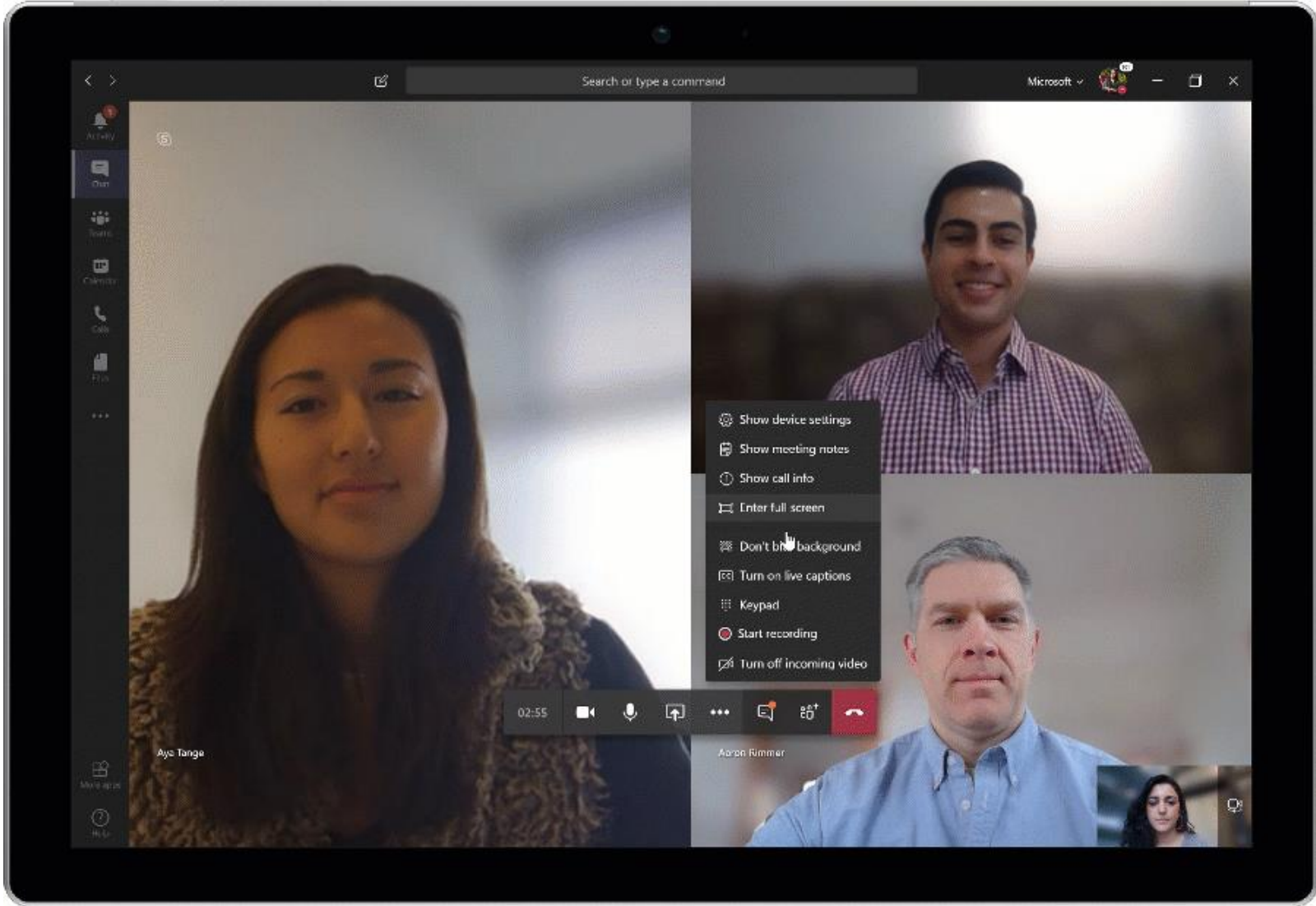
Coming later this year: Customized Backgrounds in Teams



Coming later this year: Intelligent Capture in Teams



Coming later this year: Live captions and subtitles in Teams meetings



AI in SharePoint and OneDrive

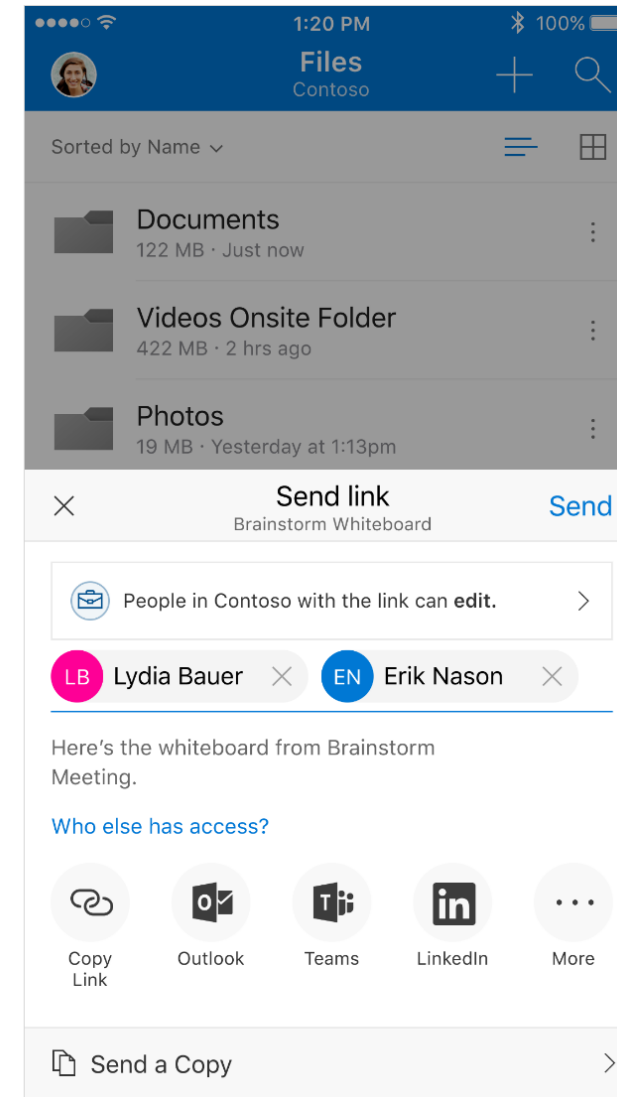
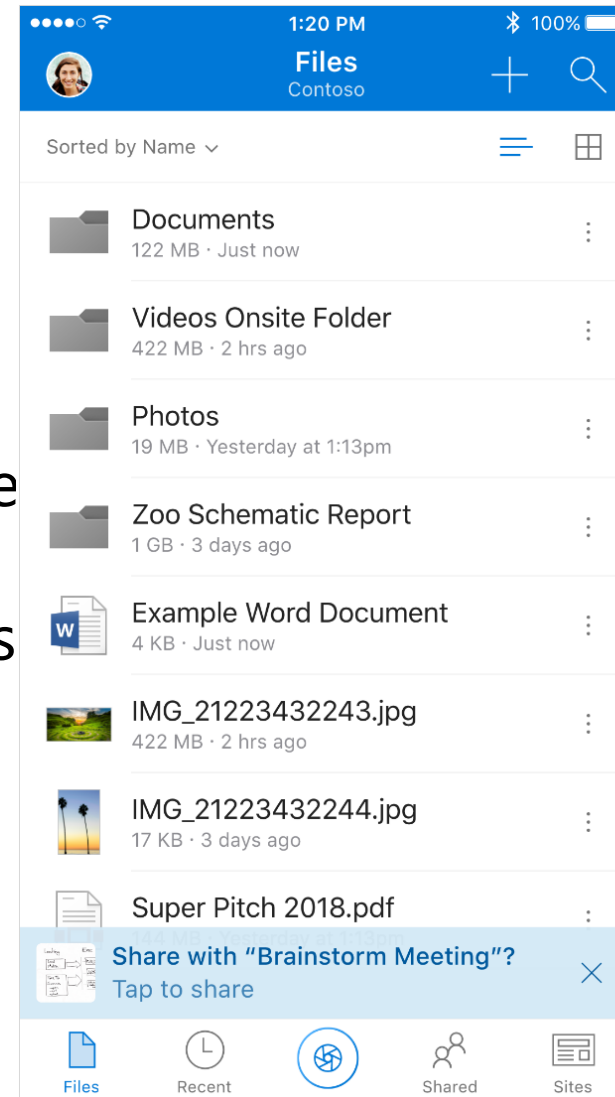
Intelligent file recommendations

Data insights on your files

Intelligent sharing with meeting attendees

Search for text and objects within images

Video and audio transcription



Intelligent sharing

AI in Office Apps

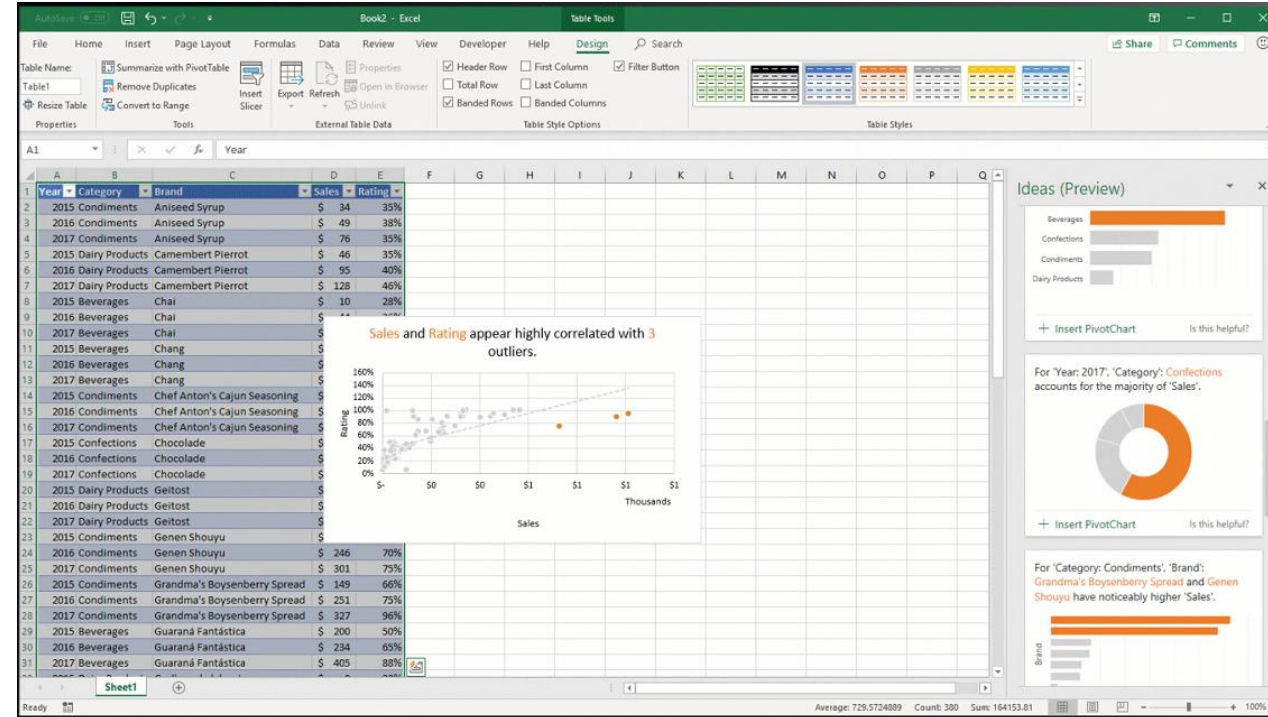
Intelligent suggestions with Ideas

Editor is your writing assistant

Change handwritten ink to shapes or text

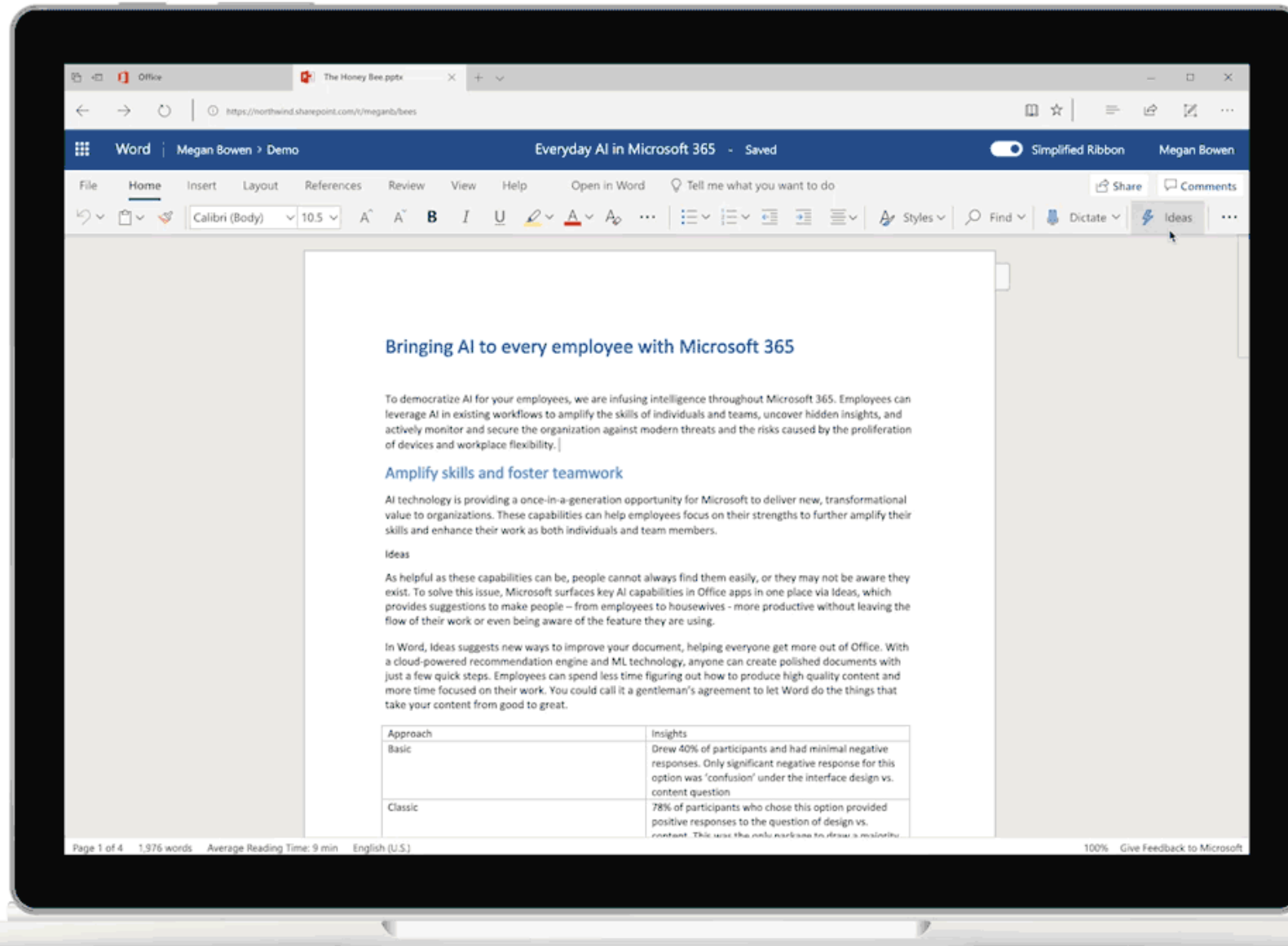
Dictate with your voice

Learning Tools



Ideas in Excel

Coming soon: Ideas in Word Online provides suggestions to make your writing shine



Coming soon: add data to Excel directly from a photo via Android or iOS

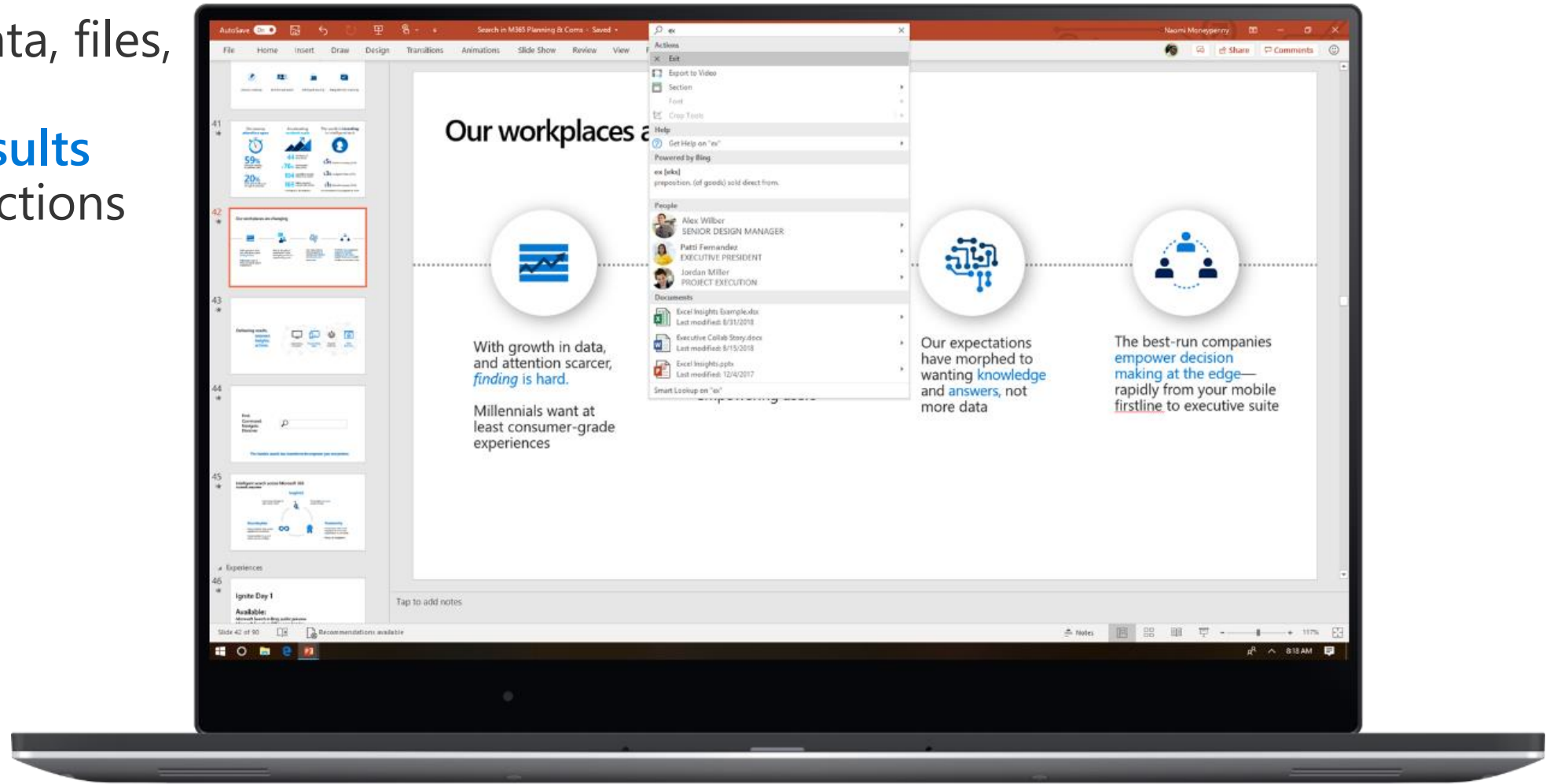


EXHIBIT 3 1997 National Commission Forecast for the United States (in \$B)

	1996	1997	1998	1999	2000
Domestic	\$1,214	\$1,247	\$1,280	\$1,313	\$1,346
Manufacturing	309	312	315	318	321
Non-manufacturing	905	935	965	995	1,025
Non-manufacturing (excluding health services)	742	767	792	817	842
Health services (excluding health services)	163	168	173	178	183
Government	1,128	1,158	1,188	1,218	1,248
Government (excluding health services)	1,065	1,095	1,125	1,155	1,185
Health services	63	63	63	63	63
Exports	\$1,738	\$1,747	\$1,756	\$1,765	\$1,774
Imports	\$1,814	\$1,804	\$1,794	\$1,784	\$1,774

Microsoft Search in Office

Search across data, files,
and people with
personalized results
based on your actions



Physical Reality



The state of things as they “actually exist” through our human senses without any technology.

Digital Reality



Artificially created sensory experiences of people, environments and objects, which can include sight, touch, hearing, and smell.

Physical Reality



Digital Reality

Mixed Reality

The blending of physical and digital worlds

Mixed Reality Spectrum



**PHYSICAL
REALITY**

Mixed Reality combines elements of the physical and digital worlds to produce new environments where physical and digital objects co-exist and interact in real-time.

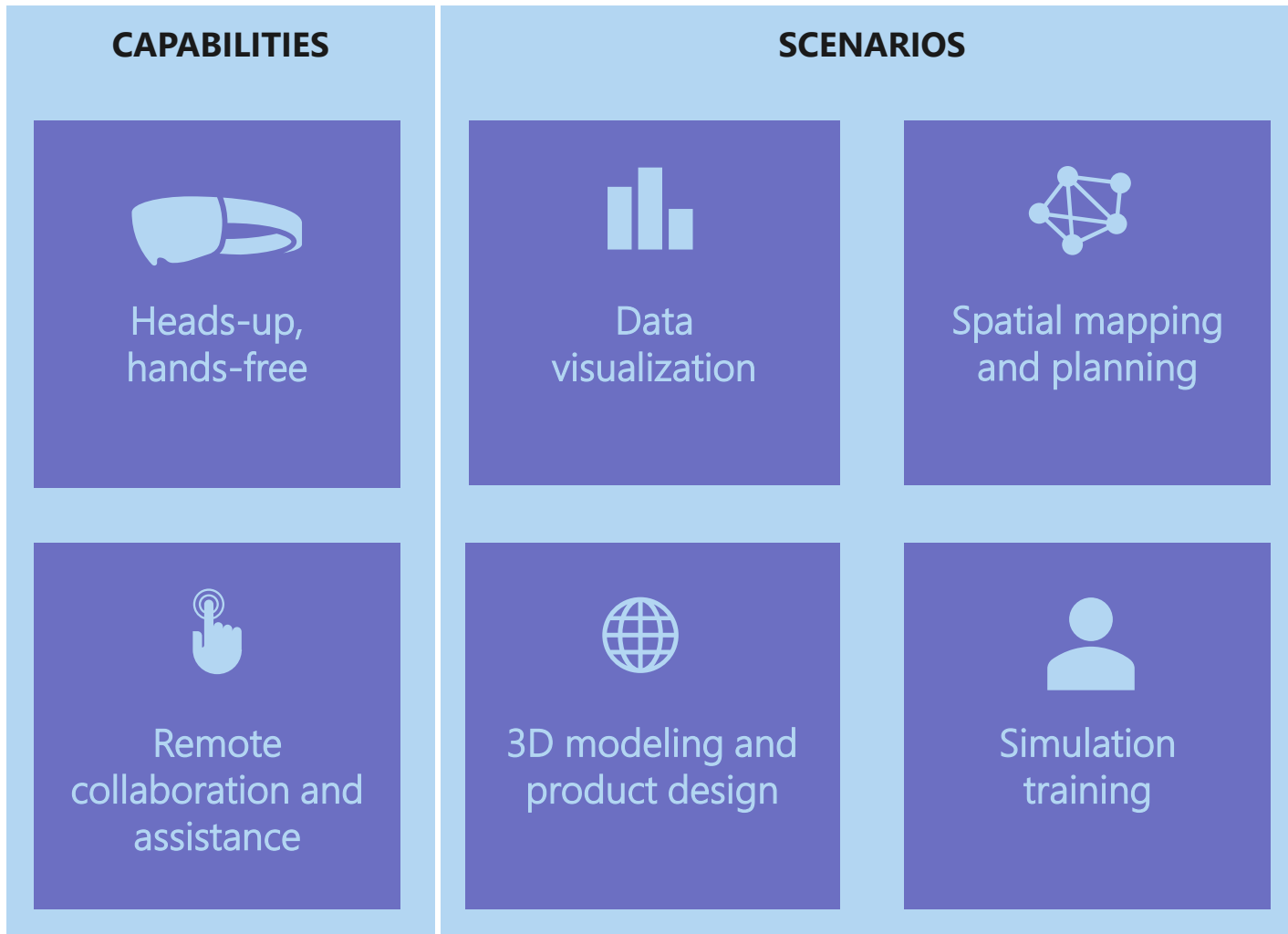
**MIXED
REALITY**



**DIGITAL
REALITY**



4 key operational scenarios touch a broad range of activities for every organization

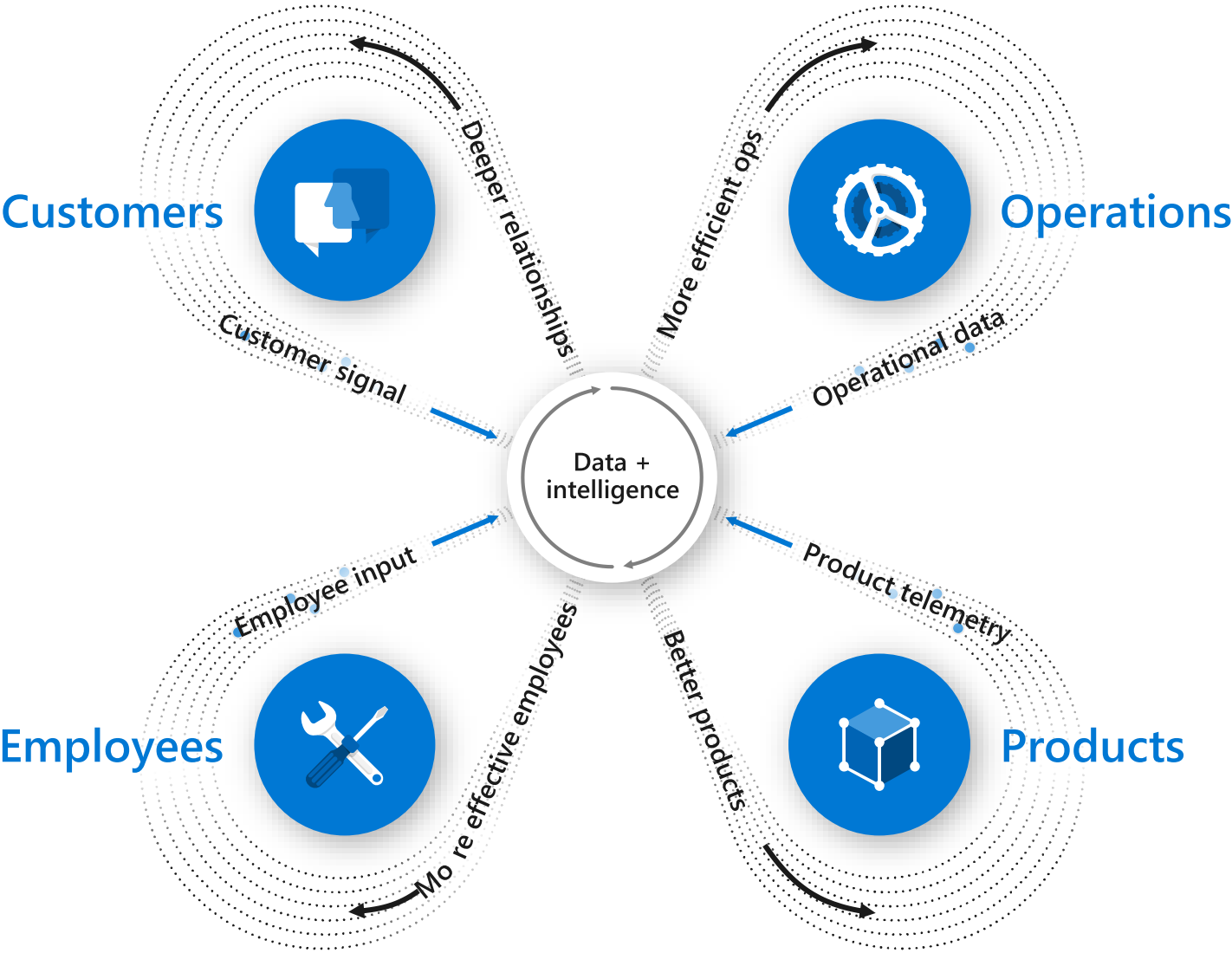




CLOUD AZURE



The digital feedback loop



Infrastructure is the core of Digital Transformation

On-demand



Compute



Networking



Storage

Purpose-built



Linux and Open Source



> 50%
of Azure VMs are
running Linux



1.4x
growth of Linux



Red Hat



Co-located support
with Red Hat & SUSE
on-site team

Best Choice for Microsoft workloads



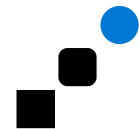
Cost savings



Easy migrations

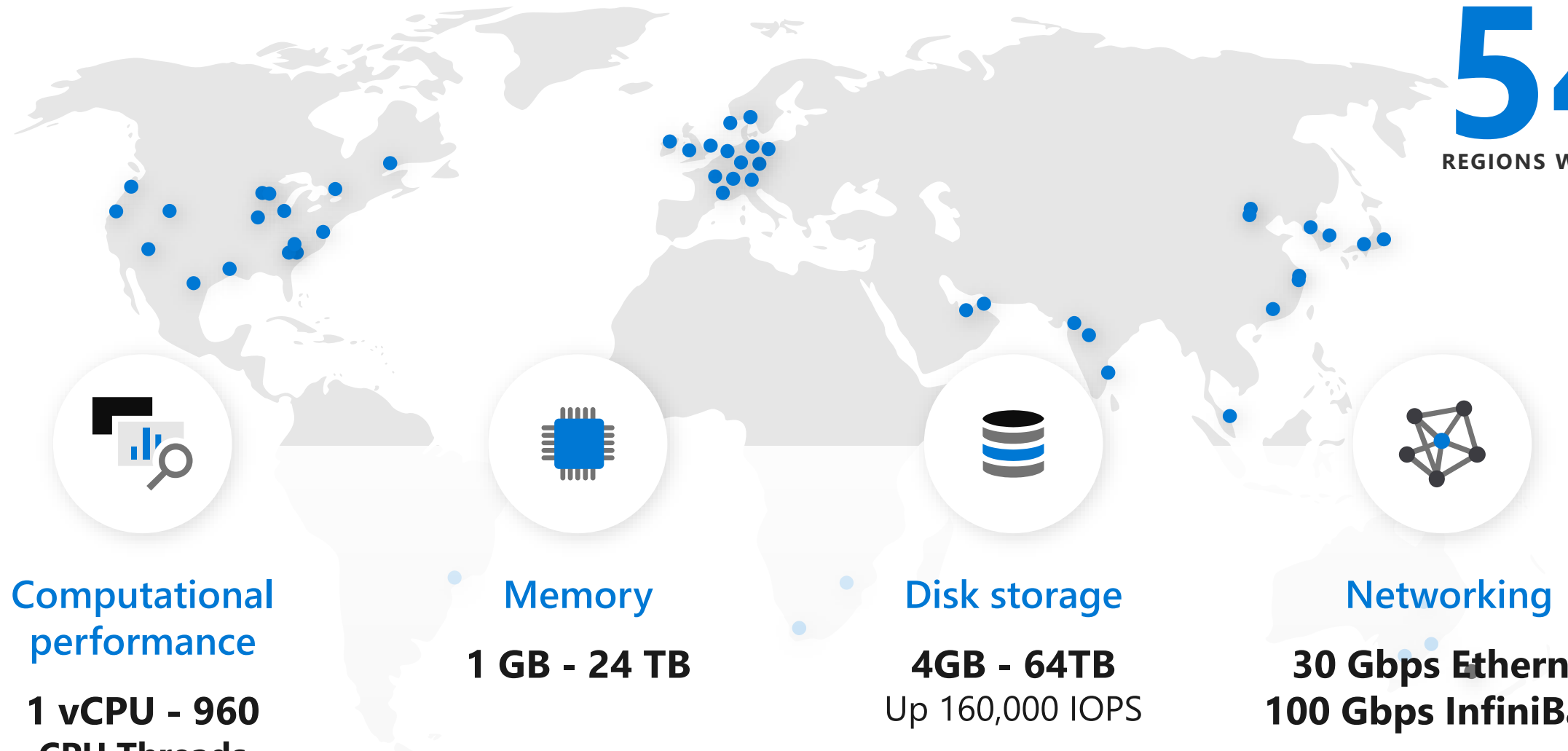


First-party support



Modernize apps beyond
infrastructure

54
REGIONS WORLDWIDE



Computational performance
1 vCPU - 960 CPU Threads

Memory
1 GB - 24 TB

Disk storage
4GB - 64TB
Up 160,000 IOPS

Networking
30 Gbps Ethernet
100 Gbps InfiniBand

Broadest scale and performance

FY20 Investments



Built-in security and management

Built-in security and management

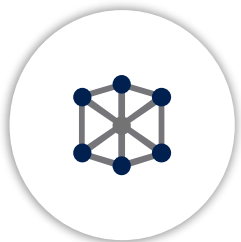
- Quality and reliability as a design principle
- Built-in security
- Management and governance



Hybrid by design

Hybrid by design

- Provide consistent and comprehensive infrastructure from the cloud to the edge



Infrastructure for every workload

Infrastructure for Every Workload

- Run mission critical apps on Azure
- Be dynamic and scalable to manage demand
- Best platform to modernize apps
- Help customers get to Azure, reducing the friction on migration

Azure provides best in class performance



Compute
performance

960
CPU Threads

Largest in public cloud



Memory

24
TB RAM

Largest in public cloud



Remote Storage
(single disk)

160K
IOPS

Fastest in public cloud



Local
storage

3.7M
IOPS

Fastest in public cloud



File storage

100K
IOPS

Fastest in public cloud



VM-VM Networking

30
Gbps Ethernet

100
Gbps InfiniBand

Fastest in public cloud



Hybrid Networking

100
Gbps Connectivity

Fastest in public cloud

Compute – Windows Server

My customer is debating whether they should use Windows Server with Azure or another cloud. Why should they choose Azure?

Benefits of Running Windows Server on Azure



Unmatched security

6.5 trillion threat signals analyzed daily



Built-in hybrid

3M+ Windows Server nodes hybrid enabled with Azure



Most cost effective

5x lower cost for Windows and SQL than other clouds

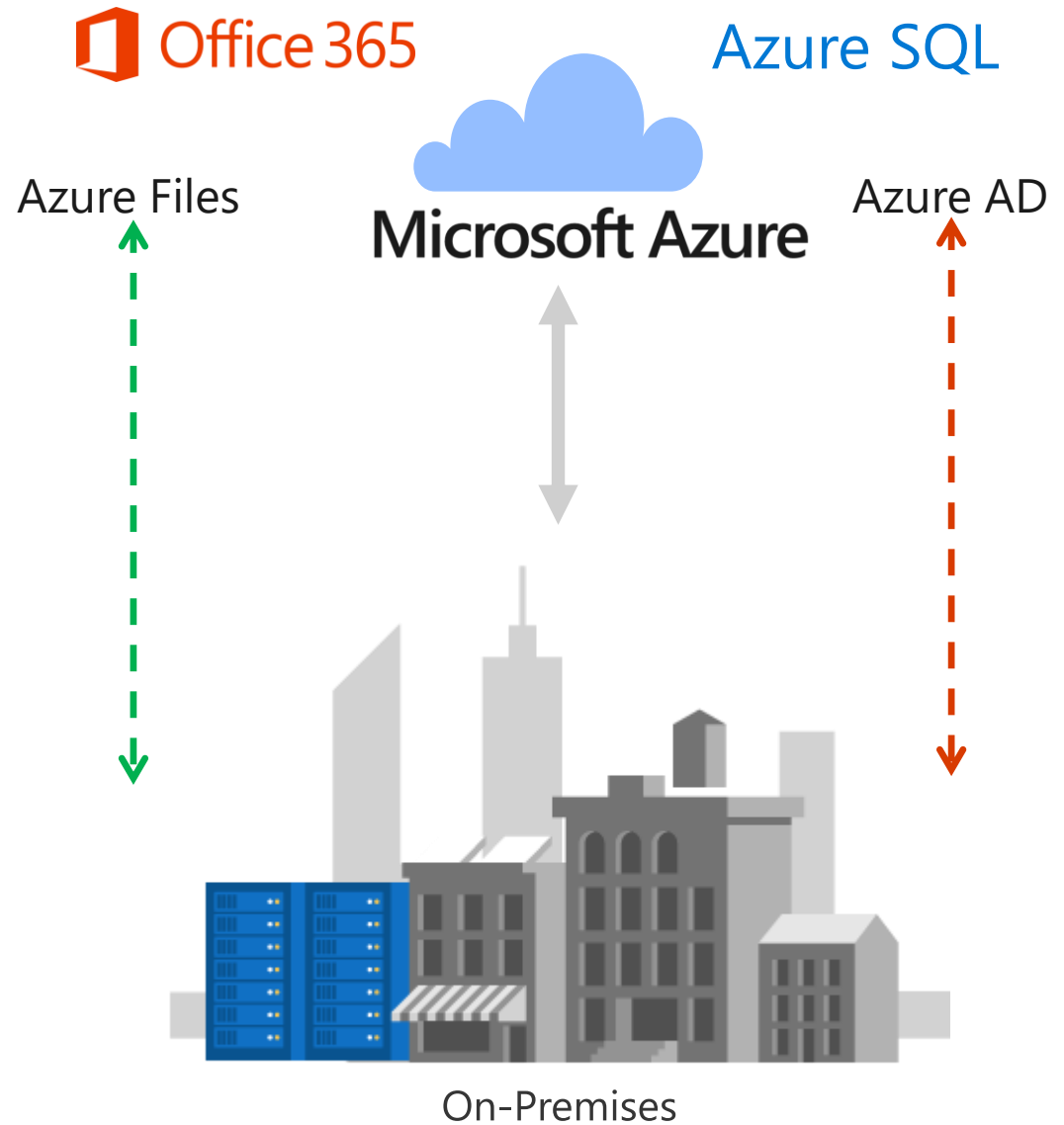
Unparalleled innovation, and deep trust with enterprises

100 TB+ hyperscale storage for Azure SQL DB, highest public cloud

90+ compliance offerings, more than any other cloud provider

App Modernization

- Exchange
- SharePoint
- SQL Server
- Active Directory
- Web Server
- File Server
- Print Server
- Custom Apps



Most comprehensive security

Advanced threat protection

| Security posture management

| Enterprise-wide security analytics



Azure Security Center

Unified security management across hybrid cloud workloads



Sentinel

AI-driven Security Information and Event Management (SIEM)



SQL Analytics

Unique database security monitoring for your cloud SQL



Intel SGX

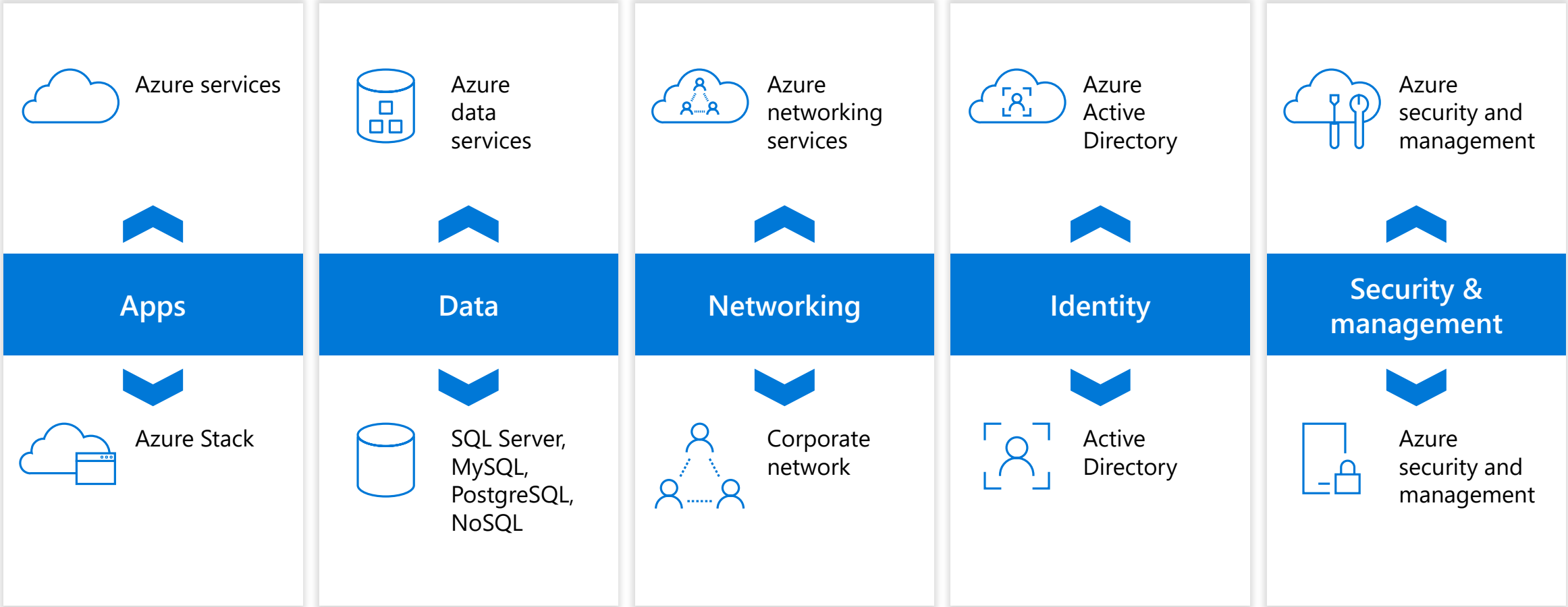
Industry leading confidential computing



Free security updates

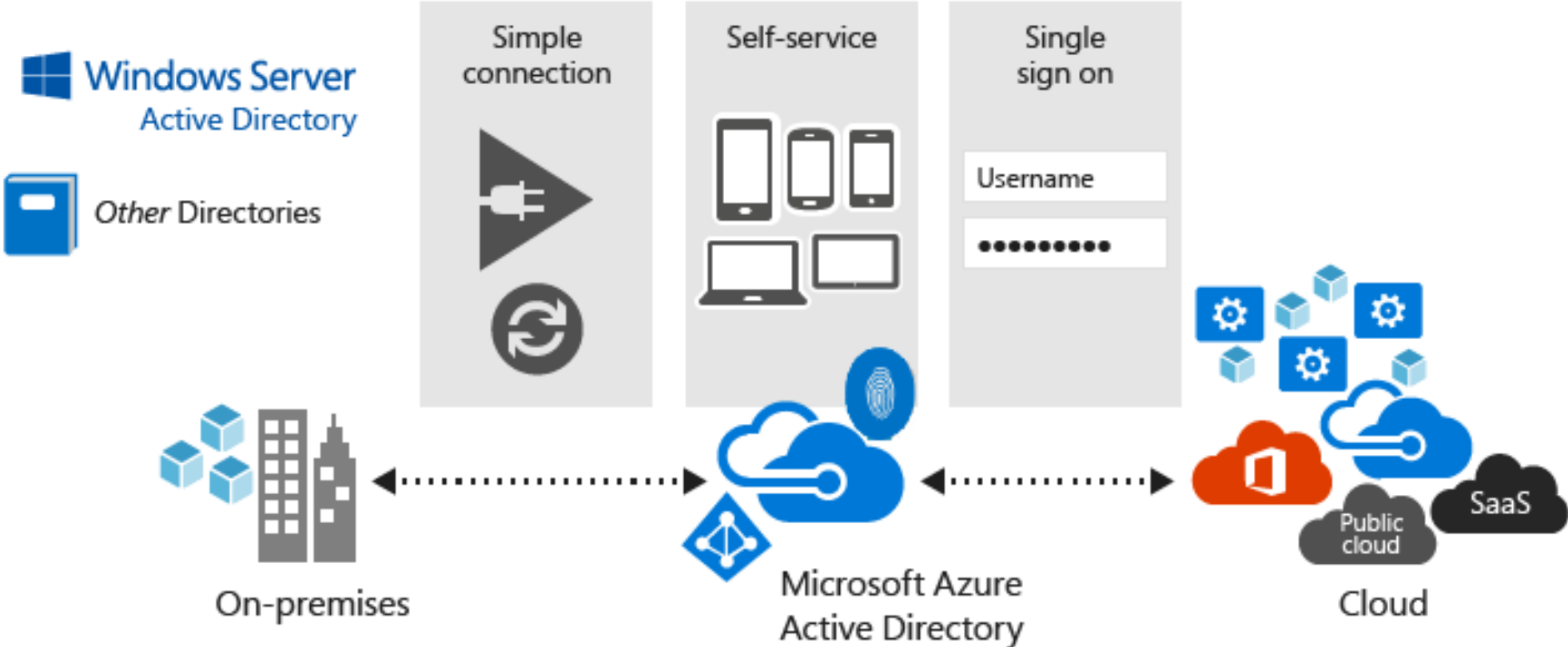
Extended security for Windows Server and SQL Server 2008/R2 workloads

Azure is the only consistent, comprehensive hybrid cloud



Consistent Authentication with Azure AD

Consistent on-premises and cloud | SSO for any app, anywhere | Secured user credentials



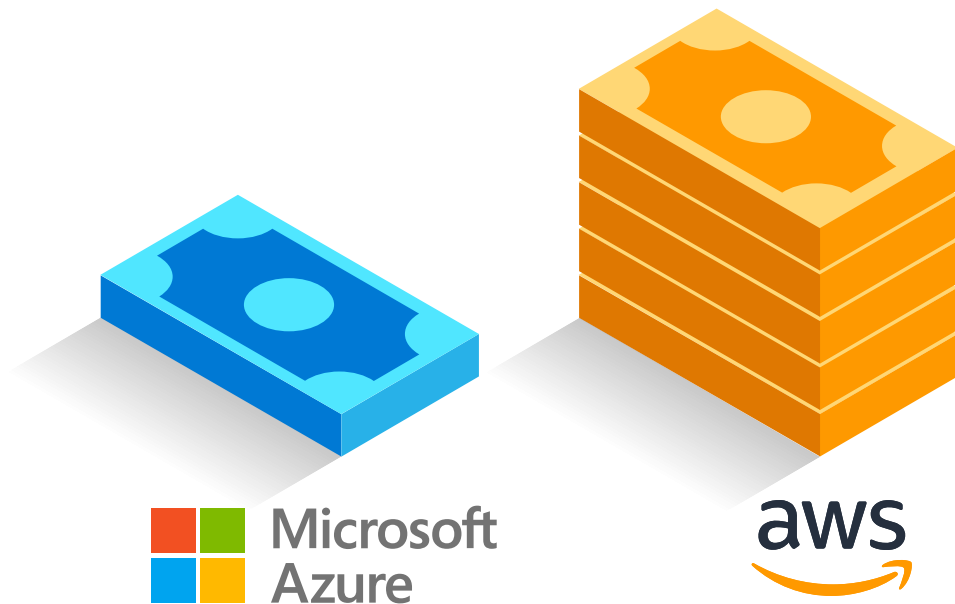
Pay less with Azure

AWS is 5x more expensive

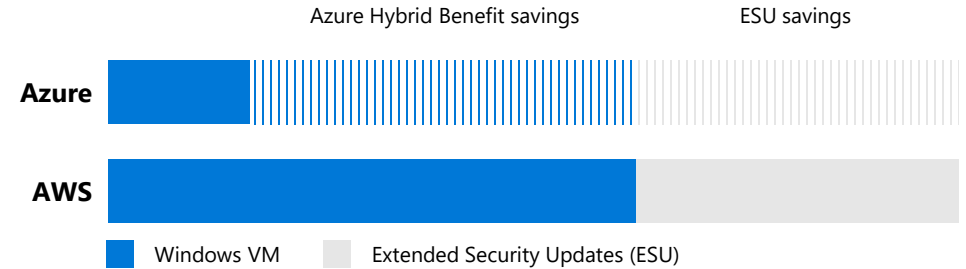
3 years of security updates after support ends

75% of the license cost to buy standalone

Reuse existing licenses with Azure Hybrid Benefit

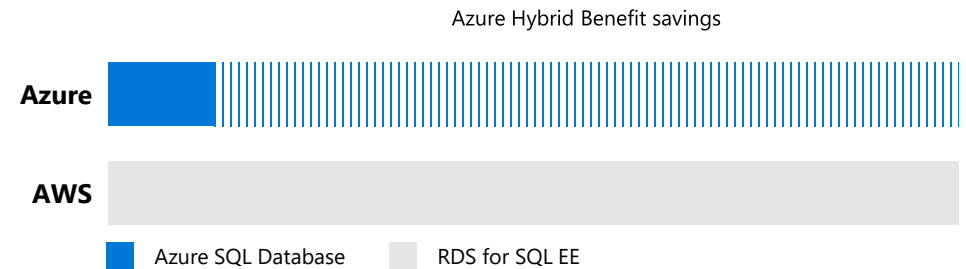


Windows Server savings illustration



Other cloud service providers may claim to have similar savings to the Azure Hybrid Benefit, but you'll need to repurchase your Windows Server license on those clouds. And only Azure offers free extended security updates for Windows Server 2008 and 2008 R2.

SQL Server savings illustration (PaaS)



Only Azure offers savings across both platform-as-a-service (PaaS) and infrastructure-as-a-service (IaaS) for SQL Server. With the [Azure Hybrid Benefit](#), you can use existing licenses with Software Assurance to pay a reduced rate on [Azure SQL Database](#) (PaaS). This is not included in SQL Server license mobility rights for other clouds.

Learn more: aka.ms/why5xmore

Compute – Linux

I want to move my Linux workloads to the cloud. What technical investments is Microsoft making to enhance the Linux experience on Azure? How should I help customer choose?

Enterprise Supported Linux Distros



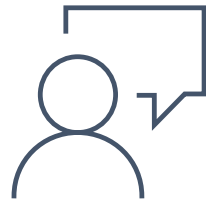
Community Support Linux Distros



Benefits



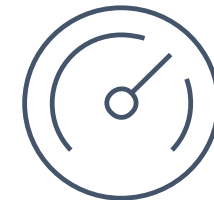
On demand
1 Year / 3 Year Pre-purchase
Bring your own subscription



24x7 Integrated co-located
support (Red Hat/SUSE)














Joint Product Development
(Microsoft + Red Hat / SUSE)



On demand
Bring your own subscription

Breadth of Azure services and ISV offerings for Linux

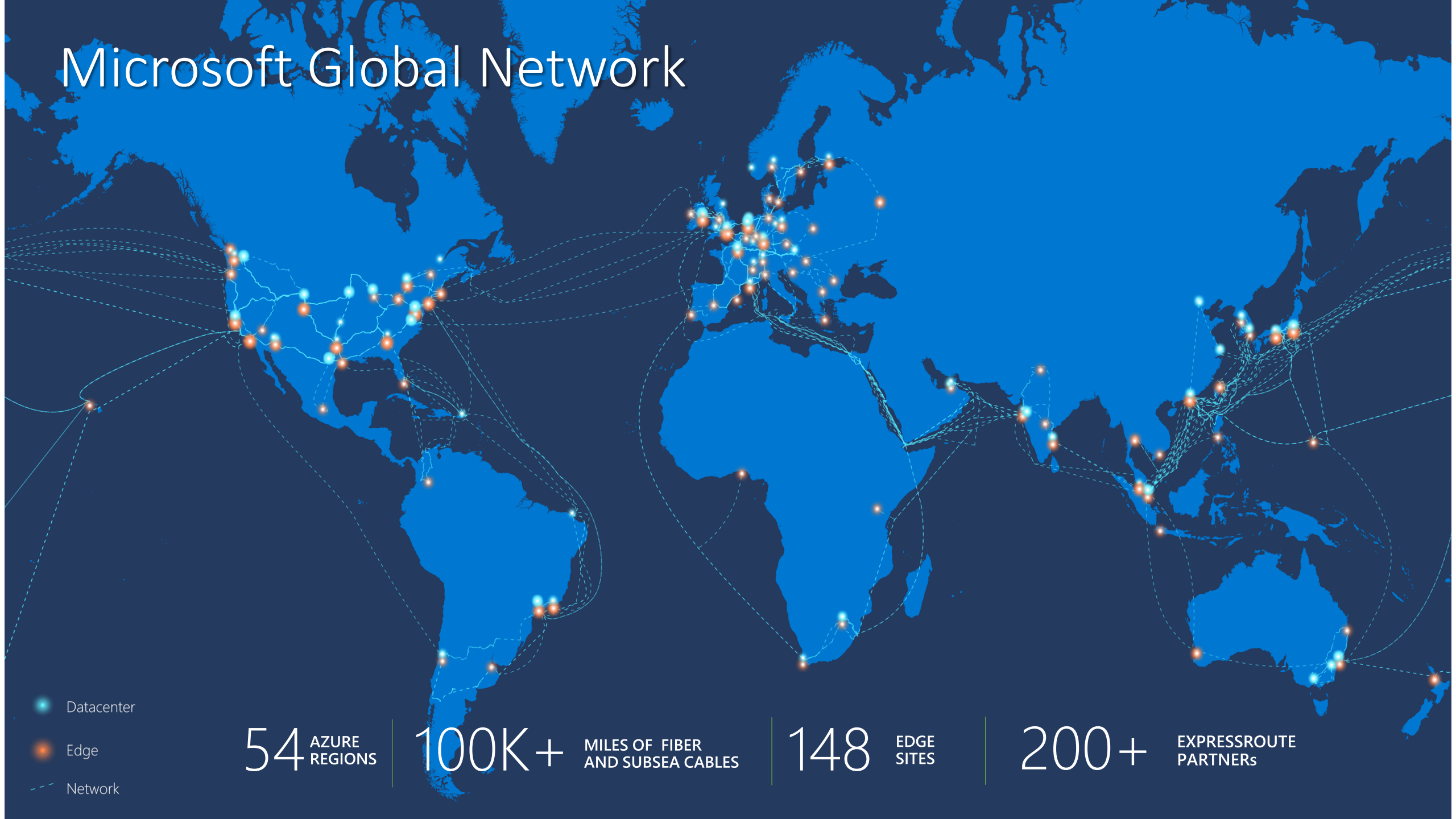
1st Party Azure Services and features




 Linux Virtual Machines	 VM Scale Sets for Linux	 Linux VM Extensions (e.g., Docker, Chef)	 PowerShell on Linux	 PostgreSQL	 kubernetes Azure Kubernetes Service
 SQL on Linux	 R Server on Linux	 HDInsight on Linux	 MySQL	 Azure Service Fabric	 Azure DevTest Labs
 OPENSIFT Azure Red Hat OpenShift	 Azure Functions on Linux	 Azure App Service	 Web Apps on Linux	 Mobile Apps	 Azure Active Directory

3rd Party Partner ISV Solutions

 Azure Marketplace				...	And many other Linux based ISV Solutions
--	--	---	---	-----	--

Microsoft Global Network



-  Datacenter
-  Edge
-  Network

54 AZURE REGIONS

100K+ MILES OF FIBER AND SUBSEA CABLES

148 EDGE SITES

200+ EXPRESSROUTE PARTNERS

...e as últimas novidades



Windows Virtual Desktop

The best virtual desktop experience, delivered on Azure



The only multi-user Windows 10 experience



Optimized for Office 365 ProPlus



Deploy and scale in minutes



Virtualization scenarios



Security and regulation

- Financial Services
- Healthcare
- Government



Elastic workforce

- Mergers and acquisition
- Short term employees
- Contractor and partner access



Specific employees

- BYOD and mobile
- Call centers
- Branch workers



Specialized workloads

- Design and engineering
- Legacy apps
- Software dev test

Windows Virtual Desktop High Level Architecture

Utilizes Azure Active Directory identity management service

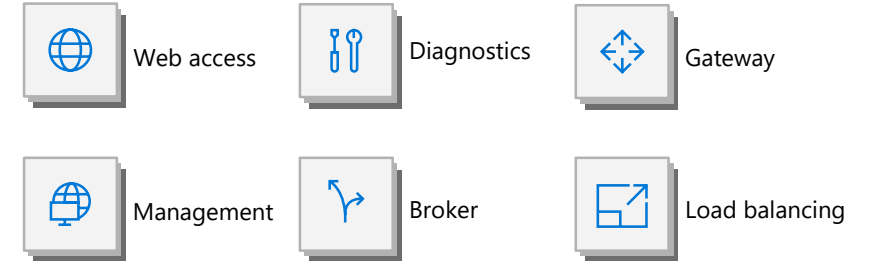
Provides virtualization infrastructure as a managed service

Deploy and manage VMs in Azure subscription

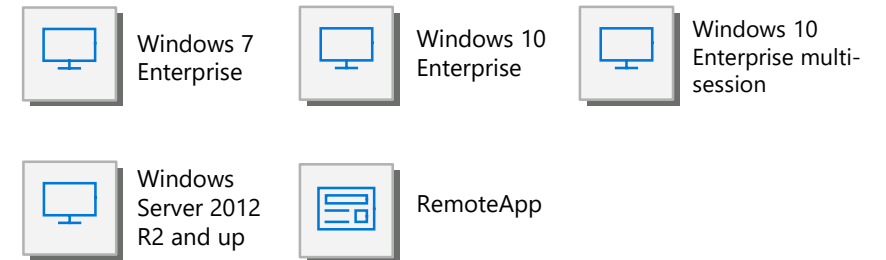
Manage using existing tools like Configuration Manager or Microsoft Intune

Simply connect to on-premise resources

MANAGED BY MICROSOFT



YOUR SUBSCRIPTION - YOUR CONTROL



MANAGED BY MICROSOFT



Virtualization hosts of the future



Windows Server 2019 Desktop Experience

Scalable multi-user **legacy**
Windows environment.

Windows Server 2019

Multiple users

Win32

Office 2019 perpetual

Long-Term Servicing Channel

Windows 10 Enterprise multi-session

Scalable multi-session **modern**
Windows user experience with
Windows 10 Enterprise security.

Windows 10

Multiple users

Win32, Universal Windows Platform

Office 365 ProPlus

Semi-Annual Channel

Windows 10 Enterprise

Native single-session **modern**
Windows experience.

Windows 10

Single user

Win32, Universal Windows Platform

Office 365 ProPlus

Semi-Annual Channel

RDS



On-premises Desktop + App virtualization

RDS desktop and app images; RDS infrastructure roles run on-premises

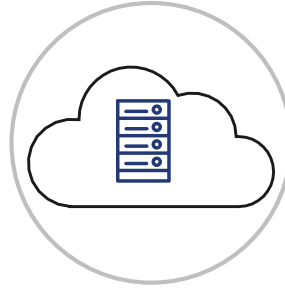
Windows Server (multi-session)

RDS CAL, RDS SAL or RDS Subscriptions (2016+), Windows Server CAL, Windows Server

Hosted in customer or partner datacenter

Somewhat difficult to setup, requires infrastructure investments

RDS on IaaS



Desktop + App virtualization on IaaS

RDS desktop and app images ;RDS infrastructure roles run on IaaS. Hybrid capable in IaaS model where Infra can be in Azure and VMs can be on-premises

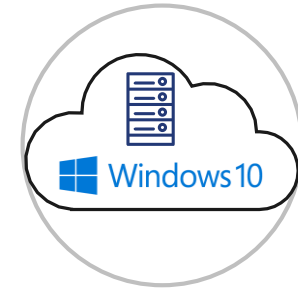
Windows Server (multi-session)

RDS user CAL with SA, RDS SAL or RDS Subscriptions (CSP), Windows Server + IaaS compute & storage

Hosted in a customer/partner's Azure subscription

Somewhat difficult to setup, infra cost savings

Windows Virtual Desktop



Desktop + App virtualization on Azure

RDS desktop and app images hosted in Azure IaaS; RDS infrastructure roles hosted in Azure as PaaS

Windows 10 multi-session, Windows 10, Windows Server 2012R2+, Windows 7 (w/free ESU)

M365 E3/E5/F1/B, Win E3/E5, entitlement. Azure compute + storage cost*

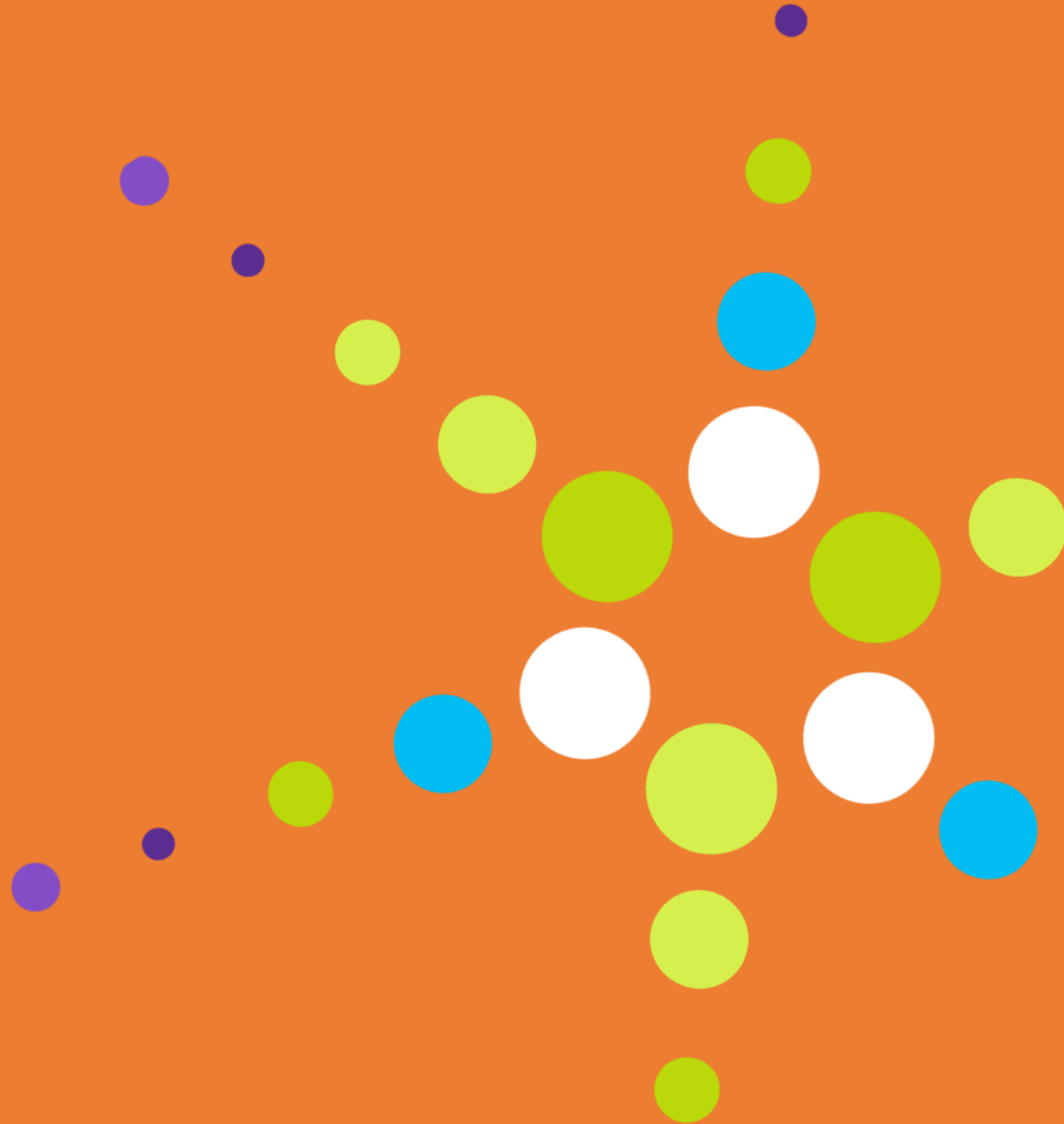
Hosted in customer or partner tenant on Azure

Easy to setup and deploy, infrastructure managed by Microsoft

*Running RDSH in Windows Virtual Desktop still requires RDS CALs

CSP

- Novidades e questões frequentes



As subscrições são renovadas automaticamente nas plataformas CSP

R: Sim são renovadas automaticamente

Quanto tempo leva para que as subscrições fiquem disponíveis no portal O365.

R: As subscrições ficam aprovisionadas de imediato no portal O365

Um parceiro pode ter mais que um cliente inscrito em varias plataformas automáticas

R: Sim, um parceiro pode estar inscrito em varias plataformas CSP

Onde posso encontrar informação sobre a mudança do portal Partner Membership Center (PMC) para o Partner Center?

R: A mudança deve-se a uma centralização de conteúdos e gestão, e encontra mais informação no link em anexo:

<https://docs.microsoft.com/en-us/partner-center/move-pmc-pc-map>



Um cliente final pode ter subscrições mensais e anuais contratadas?

R: Sim o cliente pode ter a mesma subscrição ou subscrição diferente no modo de faturação mensal ou anual

Que ações terei que tomar para ficar em conformidade com a nova regra de autenticação no portal CSP?

R: A segurança é e será sempre um fator vital na ligação da Microsoft com os seus clientes e nesse sentido, achamos por bem aplicar uma funcionalidade adicional da mesma, mais informação no link em anexo:

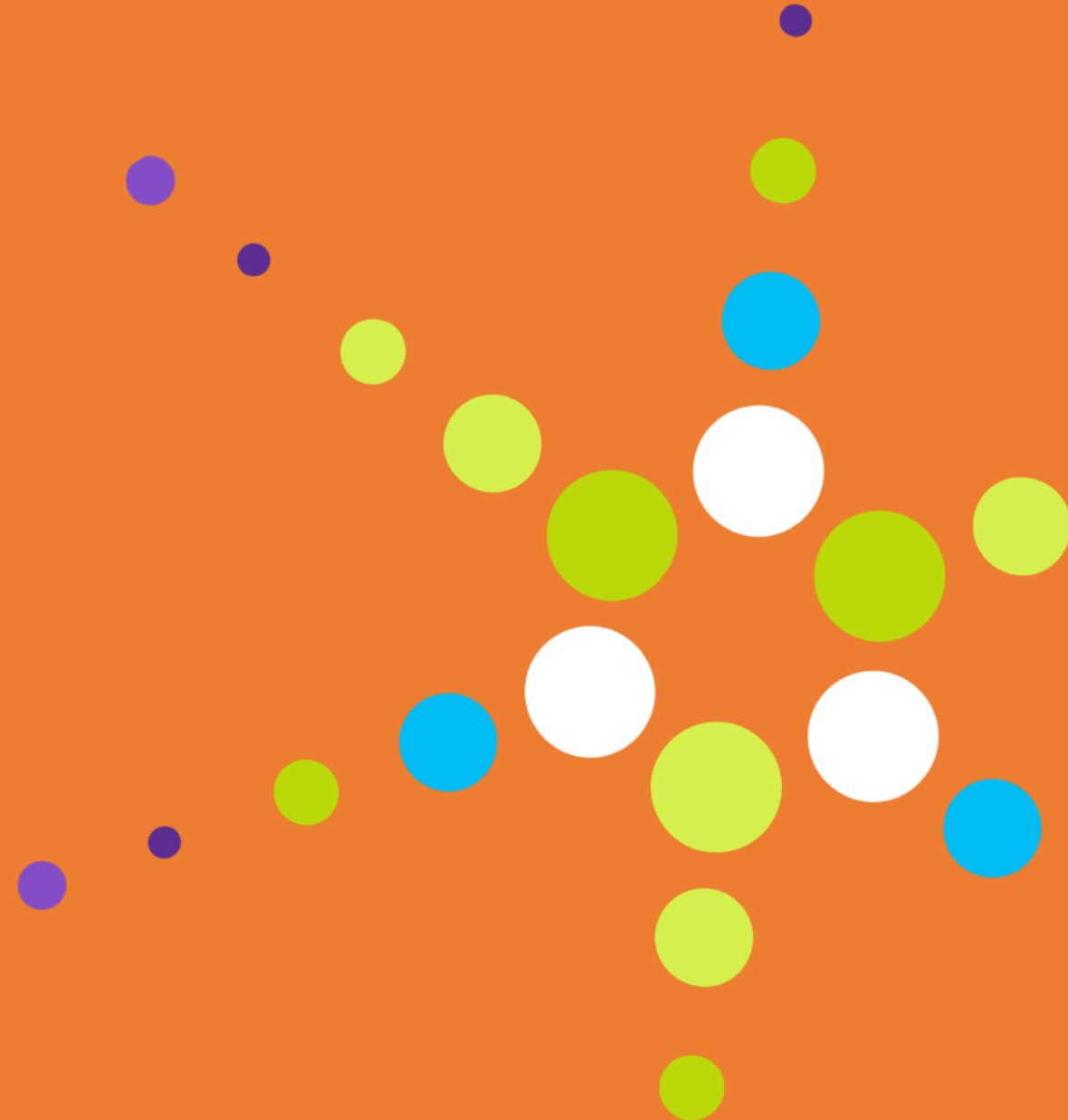
<https://docs.microsoft.com/en-us/partner-center/partner-security-requirements>





POWER PLATFORM

- PowerApps, Power BI e Flow



What is the Power Platform?

Microsoft Power Platform

One low-code platform that spans Office 365, Dynamics 365, and standalone applications

Analyze. Act. Automate.



Power BI

Business analytics



PowerApps

Application development

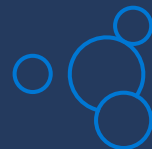


Flow

Workflow automation



**Data
connectors**



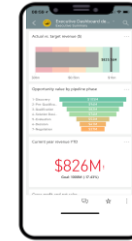
AI Builder



**Common
Data Service**

Analyze data, get insights with Power BI

Connect to data across the business and view through a single pane of glass



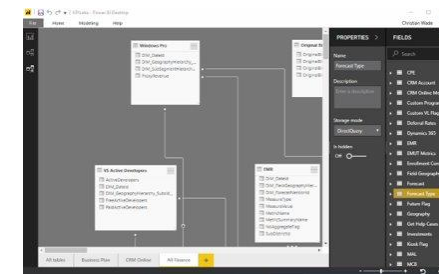
Create ad-hoc analysis, live dashboards and interactive reports to consume on the web and mobile



Personalize using PowerPoint like experiences for custom visuals



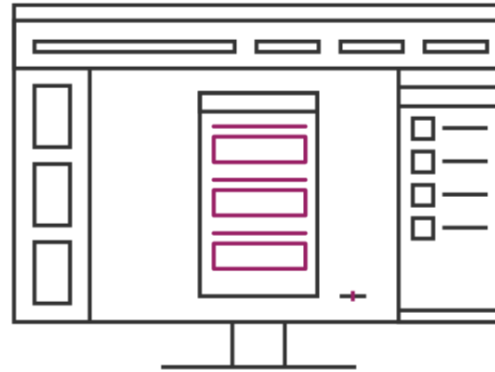
Manage with strong governance, and enterprise grade semantic models to deploy at scale



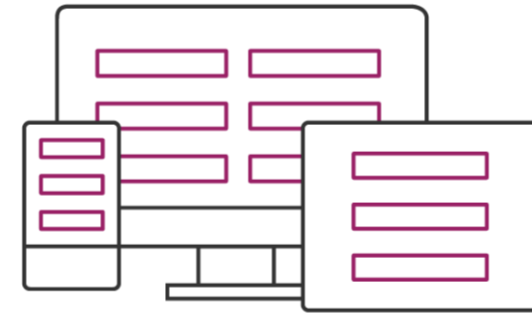
Build custom biz-app with Microsoft PowerApps



Connect to data & systems you're already using; create the data you need with Common Data Service



Create apps, forms, and workflows without writing code

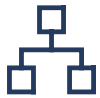


Use apps on web and mobile

Automate processes with Microsoft Flow



Model business processes and automate workflows and your apps and services



From simple automations to advanced scenarios with branches, loops, and more



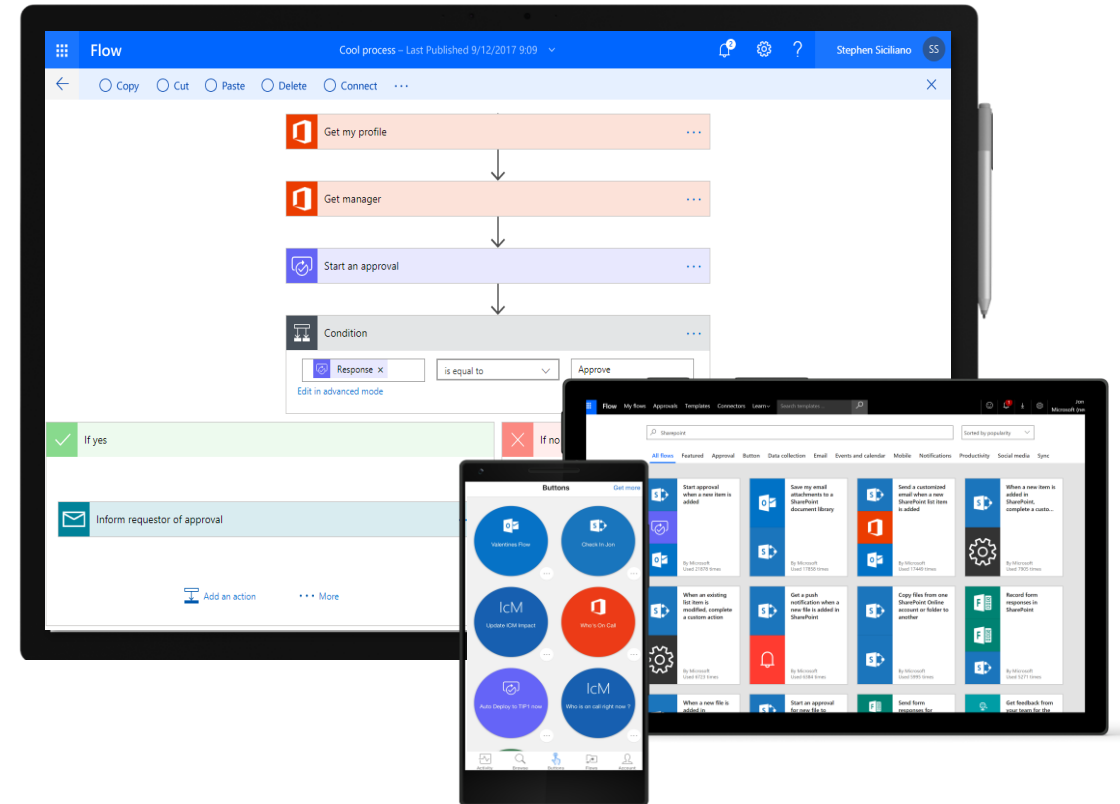
Connect to all your data with **260+** pre-built connectors and custom connectors



Strong enterprise governance & security



Pro-dev extensibility with Azure and custom logic



Total Economic Impact (TEI) of Microsoft Flow and PowerApps

We used to have three full-time people writing reports. That's now down to **only one person**.

70%

Less application development cost & effort

362%

Return on investment over 3-year term

<3 Months

Payback

In the first **year we saved \$500,000** in external developer costs. We expect to see similar savings in future years.

We **reduced our time** to quote from twelve days down to four.

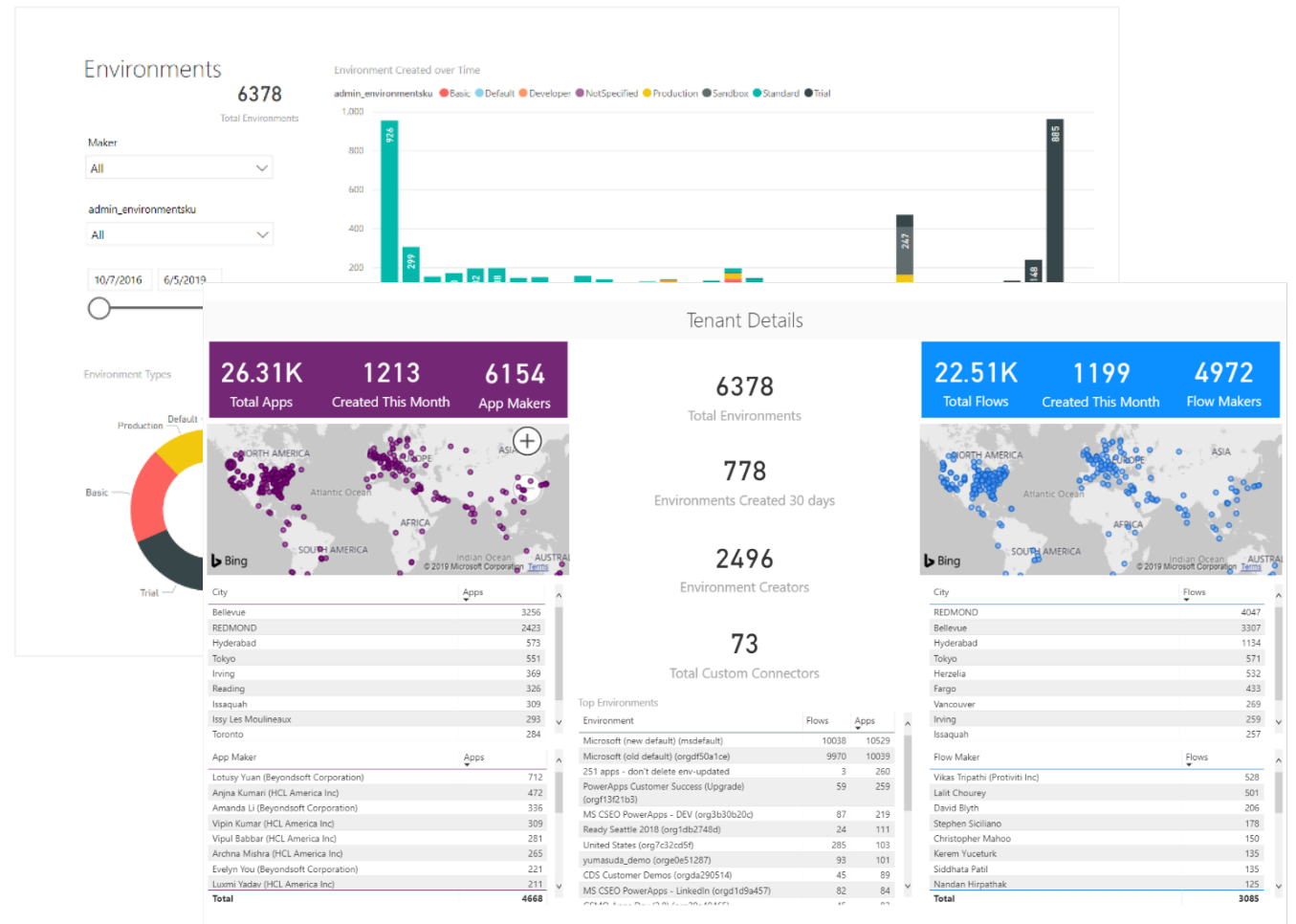
Source: The Total Economic Impact™ Of PowerApps And Microsoft Flow, a commissioned study conducted by Forrester Consulting on behalf of Microsoft, June 2018

What makes the Power Platform Enterprise Ready

- Robust administration and analytics
 - Data Loss Prevention Policies
 - Usage and health analytics
- Common Data Service
 - Out of box entities for common data structures
- Enterprise grade connectivity
 - 260+ Out of box connectors and ability to build your own
 - On-Premises Data Gateway for secured workloads

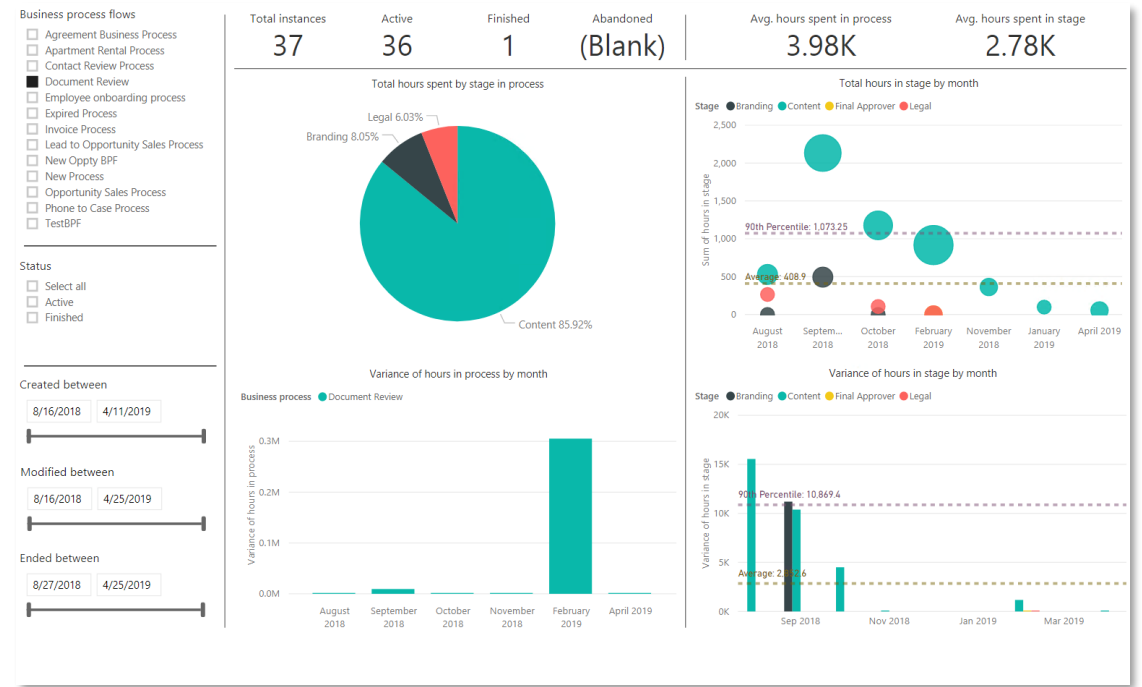
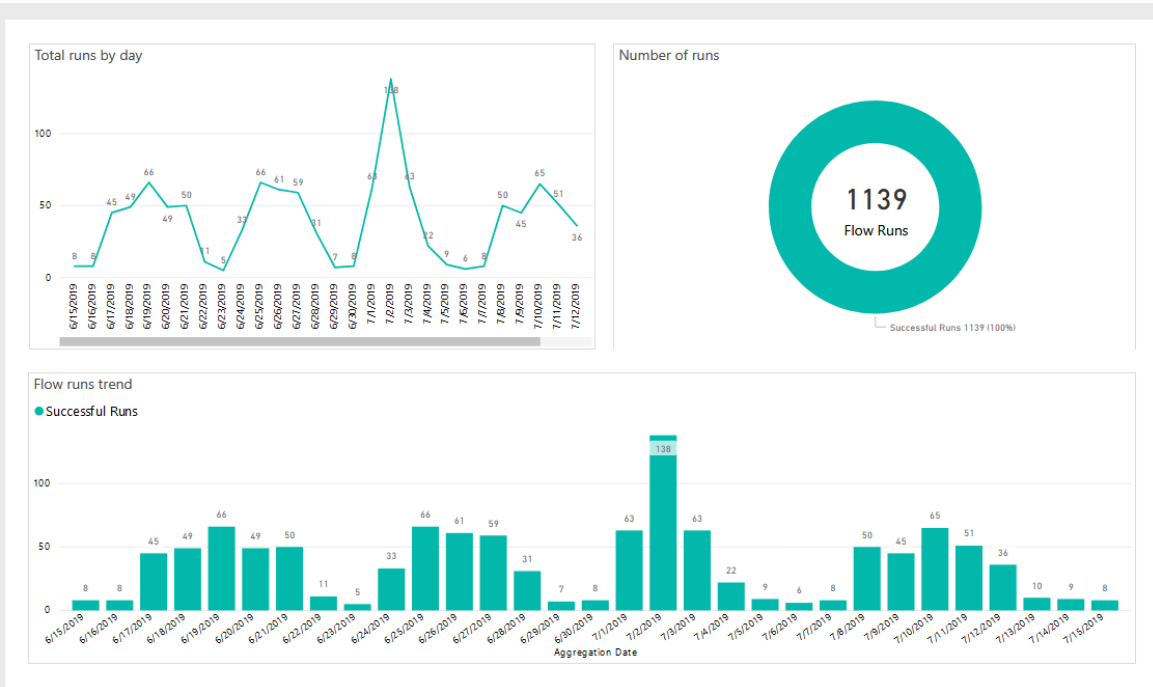
Administration

1. One Administration Portal for Power Platform
2. Monitor usage and data patterns with OOB reports
3. Build guard-rails with Data Loss Prevention Policies
4. Customize your own reports with PowerApps, Flows and Power BI



Richer Maker Analytics

- Track how many times your flow ran, it's health, errors etc. in one quick glance
- Business process flow analytics allow you to also view process inefficiencies and streamline them.



Common Data Service (CDS)

Easily store and manage data used by business applications

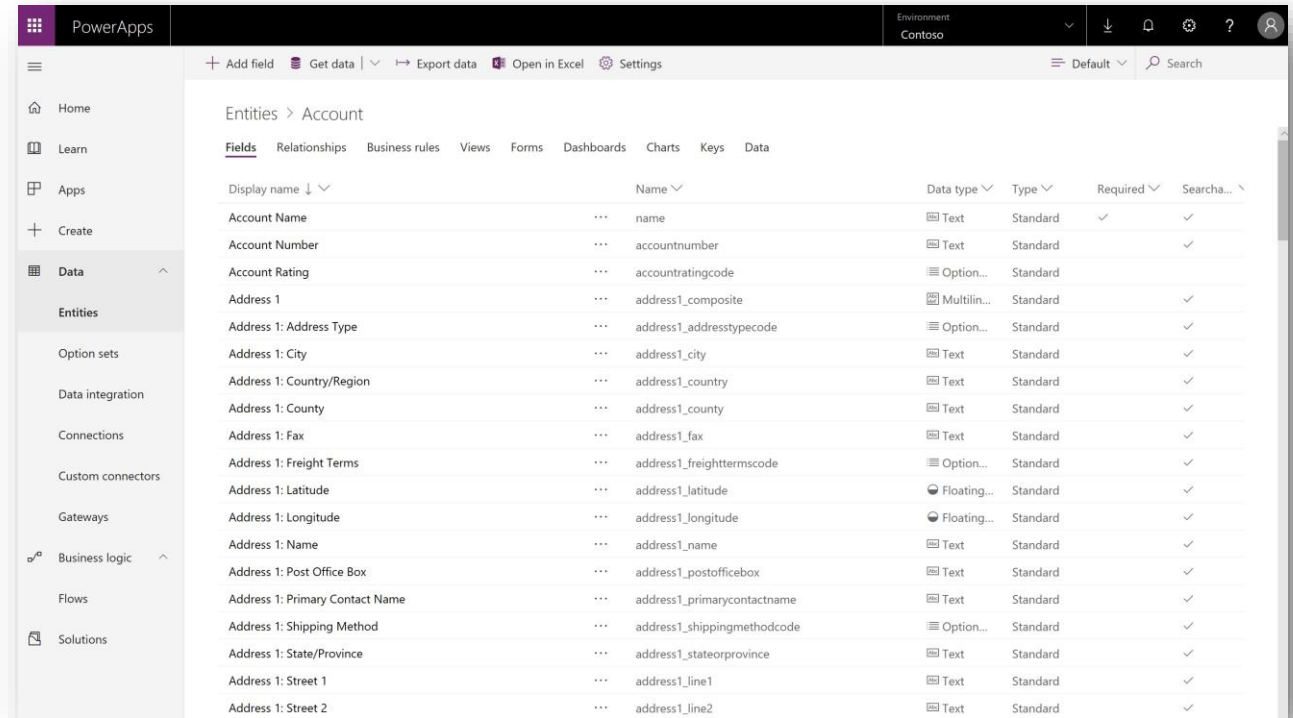
Set of standard entities is provided

Create custom entities specific to your organization

Role-based security

Custom logic & validation

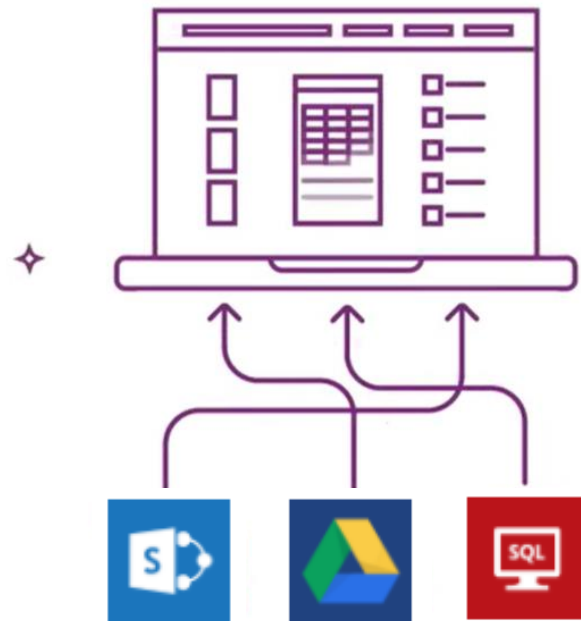
Access to all your Dynamics 365 data



Display name ↓	Name ↓	Data type ↓	Type ↓	Required ↓	Searchable ↓
Account Name	name	Text	Standard	✓	✓
Account Number	accountnumber	Text	Standard		✓
Account Rating	accountratingcode	Option...	Standard		
Address 1	address1_composite	Multilin...	Standard		✓
Address 1: Address Type	address1_addresstypecode	Option...	Standard		✓
Address 1: City	address1_city	Text	Standard		✓
Address 1: Country/Region	address1_country	Text	Standard		✓
Address 1: County	address1_county	Text	Standard		✓
Address 1: Fax	address1_fax	Text	Standard		✓
Address 1: Freight Terms	address1_freighttermscode	Option...	Standard		✓
Address 1: Latitude	address1_latitude	Floating...	Standard		✓
Address 1: Longitude	address1_longitude	Floating...	Standard		✓
Address 1: Name	address1_name	Text	Standard		✓
Address 1: Post Office Box	address1_postofficebox	Text	Standard		✓
Address 1: Primary Contact Name	address1_primarycontactname	Text	Standard		✓
Address 1: Shipping Method	address1_shippingmethodcode	Option...	Standard		✓
Address 1: State/Province	address1_stateorprovince	Text	Standard		✓
Address 1: Street 1	address1_line1	Text	Standard		✓
Address 1: Street 2	address1_line2	Text	Standard		✓

What are Connectors?

A connector is a wrapper around an "API" that allows the underlying service to talk to **Microsoft Flow** and **PowerApps**

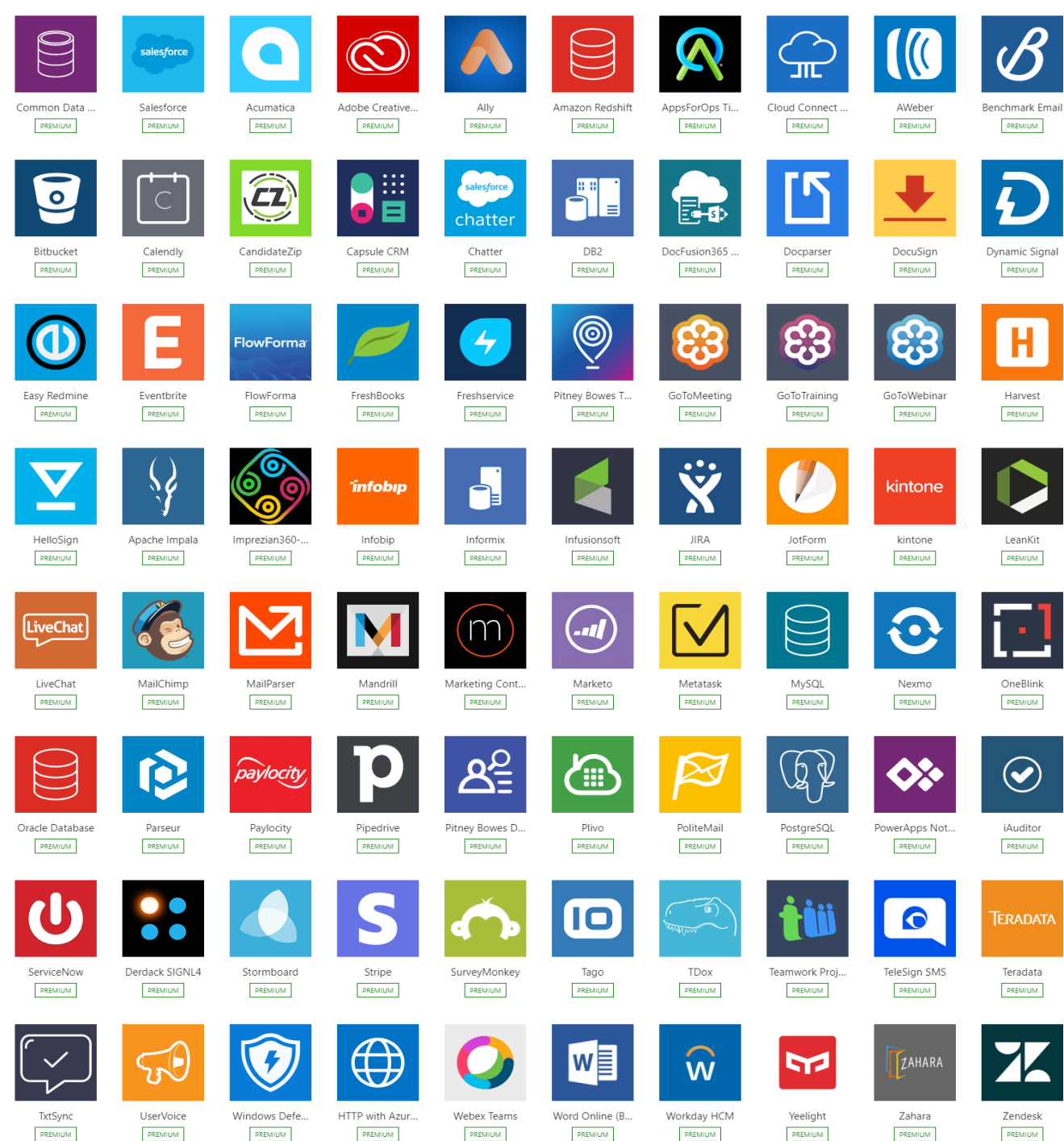


Premium Connectors

Premium connectors go beyond Standard connectors and **provide greater value** to Enterprise customers.

80+ connectors including:

- Word Online (Business)
- Salesforce
- Oracle Database
- Common Data Service (CDS)
- HTTP with Azure



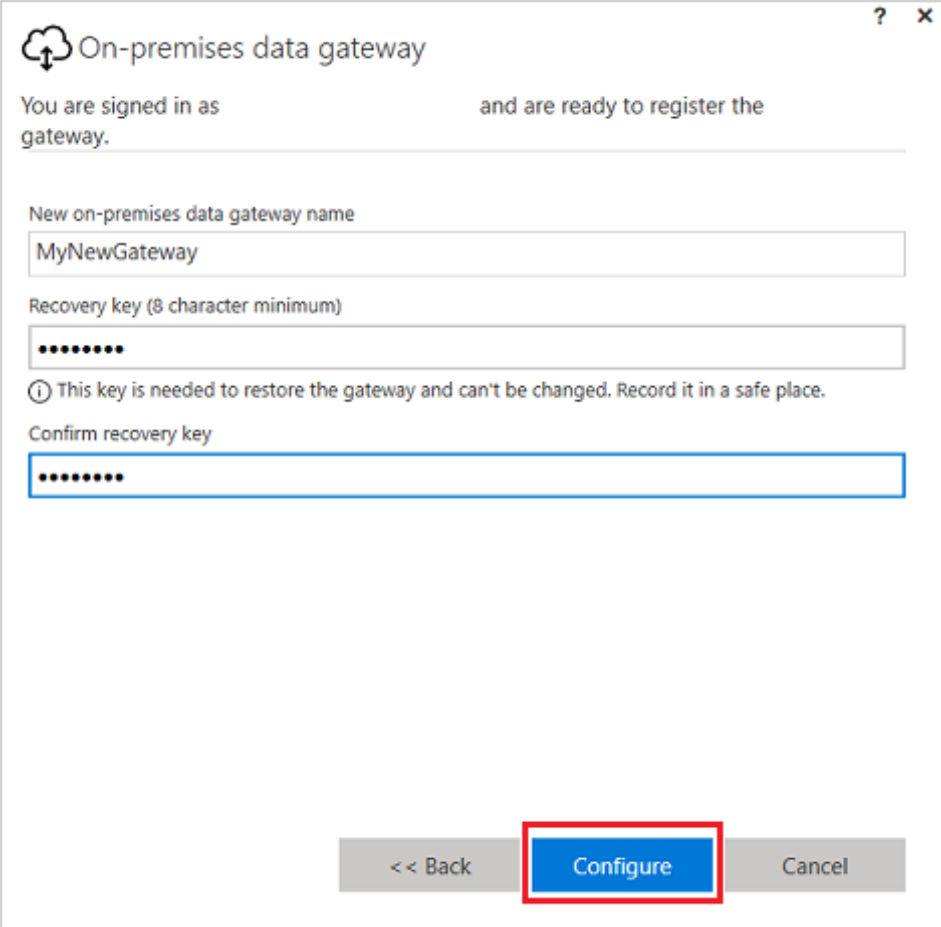
On-Premises Data Gateway

Haven't made it to the cloud yet?
We've got you covered!

Connect to and access data from your local systems in your Flows using an **on-premises data gateway**.

Respects the permissions you've set up.

Connect to data over these connections:
SharePoint, SQL Server, Oracle, Informix,
Filesystem, DB2



On-premises data gateway

You are signed in as _____ and are ready to register the gateway.

New on-premises data gateway name
MyNewGateway

Recovery key (8 character minimum)
.....

i This key is needed to restore the gateway and can't be changed. Record it in a safe place.

Confirm recovery key
.....

<< Back **Configure** Cancel



Obrigado!

Partners make more possible

