



Find out about the advantages you will enjoy from now on

Manage and secure your Microsoft 365

Azure Office 365

Microsoft Partner
Gold Partner in Cloud Solutions

27 March – 2019 –

MarketPlace Edition optimized edition

Dear customer,

First of all, I would like to thank you for your interest and welcome you to the **Microsoft and Softeng Cloud Solution Provider (CSP)** programme.

This document will act as a starting point to learn about the advantages of the CSP programme on which Microsoft and Softeng have been working hard since the beginning of 2016 with the sole objective of giving our customers suitable support to remain on course for the cloud.

The core idea of the CSP programme consists of your partner becoming the main point of contact for all matters related to cloud-based services (purchasing, billing, implementation, advice and support), thus providing numerous advantages for everyone concerned: For the customer, who has a point of contact who understands their business better and thus receives a faster and more personalised service. For Microsoft, which simplifies its billing and payment collection processes, while also providing better attention to its customers, who in turn will be more likely to adopt and consume more services. And for the Partner, who has the chance to increase customer loyalty and more incentives to do so.

Indeed, Softeng is totally committed to this opportunity and has made a major investment in this programme by developing its own portal (<http://csp.softeng.es>) solely and exclusively for our customers, through which they may, for example:

- Purchase and manage their Microsoft product subscriptions (Office 365, Windows 10, Azure, EMS, etc.)
- View the effective use of the products purchased
- Analyse, monitor and ultimately optimise consumption
- Request assistance and support.
- Use the optional Premium managed services.
- Enjoy the new services that are constantly added to the portal to make day-to-day operations easier and will help them to leverage the value of the solutions they gradually purchase.

Thank you very much for your trust, and welcome!



CARLOS COLELL SORINAS

CEO

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Introduction to the Softeng CSP programme

Introduction

The New CSP (Cloud Solution Provider) licensing programme by Microsoft aims to replace the current direct purchasing programmes from Microsoft (Web, annual pre-paid contracts such as EA and Open), offering a better after-sales service to all customers through its trusted partner in Suite and individual 365 products (Office 365, EMS E3/E5, Windows 10 E3/E5, etc.) and Azure.

The customer continues to have access to product technical management through the Microsoft portals, while Softeng delivers the following added advantages and benefits for the customer:

Some Advantages

- ✓ **More flexible after-sales support:** The first service level will be offered by SOFTENG, thus reducing the classic waiting times for support through the portal that had existed up until now. Customers with Softeng-managed services will be entitled to different benefits by bundles: Direct service by engineers (Level 3), opening of incidents in order of priority, assigned TAM, proactive tasks such as advanced queries and personalised engineering interventions.
- ✓ **Purchasing through the Softeng CSP portal:** Accessible with your Office 365 credentials at (<https://csp.softeng.es>), where you can subscribe or unsubscribe to products and also change the number of licences for each subscription. No minimum time commitments.
- ✓ **Seamless switch to the new programme:** Your commercial agent will send you an email with a link through which you will authorise Softeng to be your cloud reseller. In addition, the customer will need to digitally sign the Microsoft “Cloud computing service agreement” document and will automatically receive a copy for their records.
- ✓ **Value-added services through the Softeng CSP portal:** More efficient licence management, access to consumption (current, historic and forecast), possibility of multi-company billing with distribution of licences across group companies (on request, and with a minimum per-company consumption), delegation of licence management to users without having to give them the role of administrator, as well as functionalities to improve security and our customers’ legal compliance, advanced control and monitoring system and many more features that will be announced from the portal.

Softeng CSP portal overview

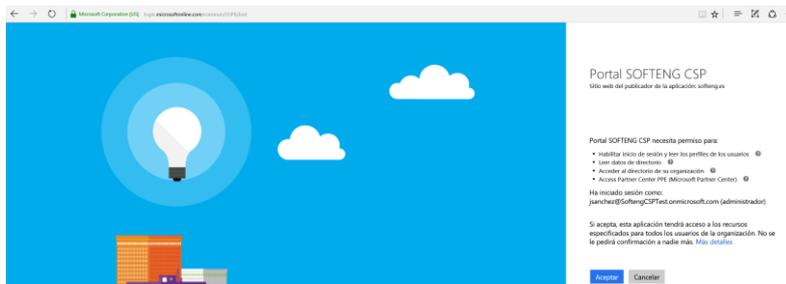
How to access the Softeng CSP portal

Firstly, you must remember that you need to be a global administrator to be able to enter the Softeng CSP portal. Access can be obtained in two ways:

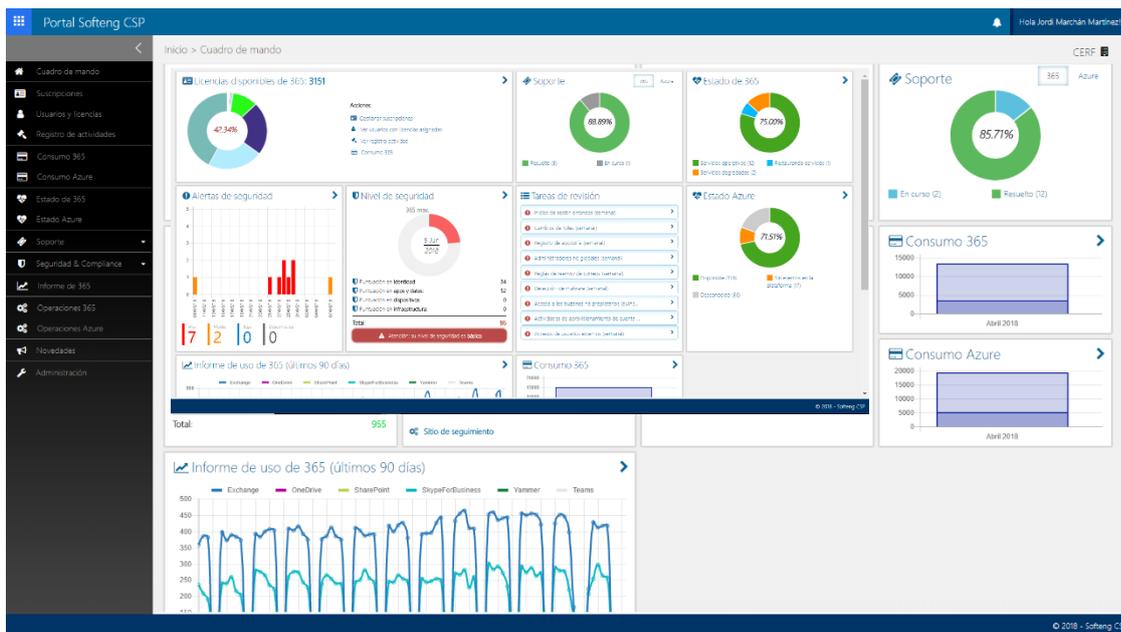
Type <https://csp.softeng.es> into your browser's address bar, whereupon you will be asked to provide your Office 365 credentials if you have not already logged on:



Once you have entered your credentials, and if it is the first time you are logging in to our portal, you will be prompted to provide your authorisation for the application to manage your licences. Press **Accept**.

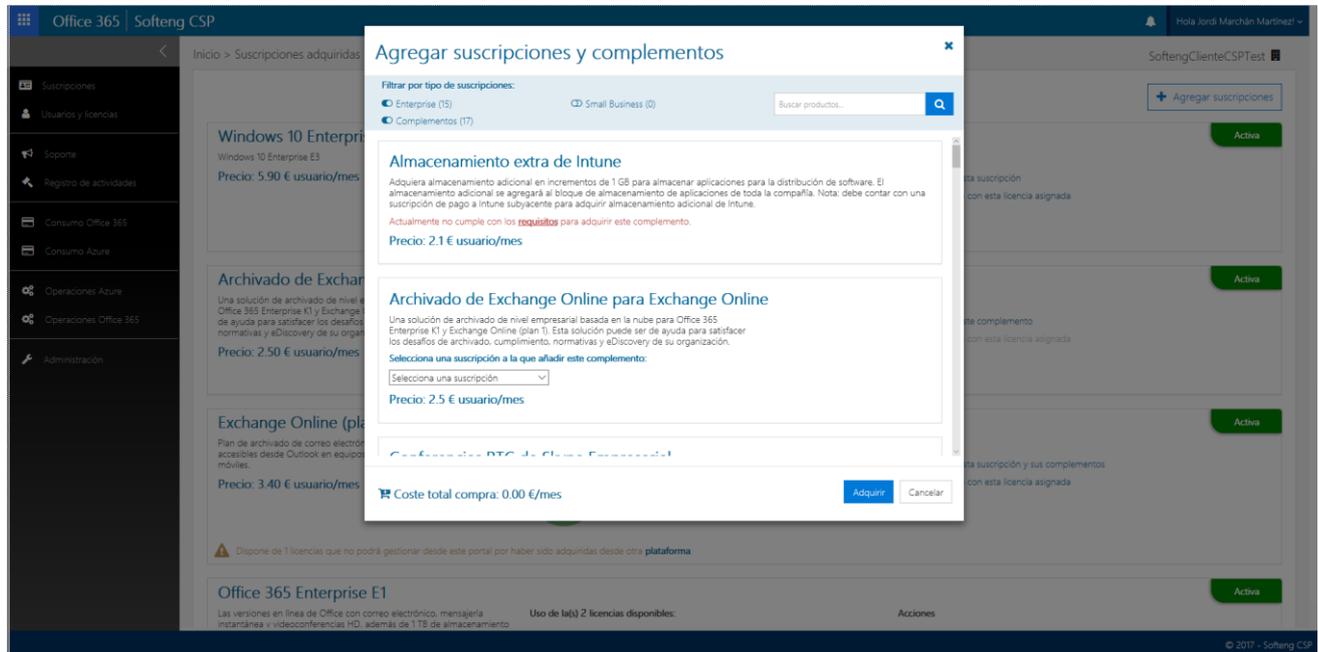


You will be redirected to the dashboard (for customers using the preliminary version):

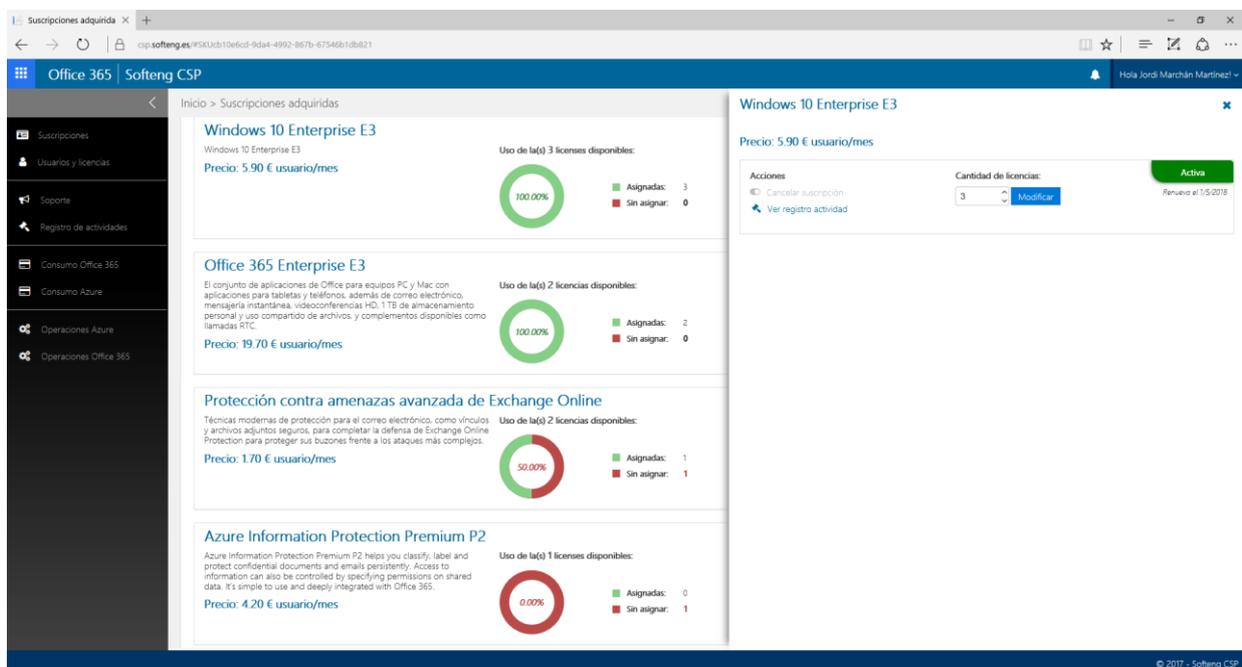


How to buy new subscriptions and increase/reduce licences

From the “Subscriptions” tab you can add new product subscriptions by clicking the “Add subscriptions” tab in the top right corner, which will bring up a window with the products to be purchased. Keep in mind that some of these products are add-ons for which no other type of previous subscription is necessary.



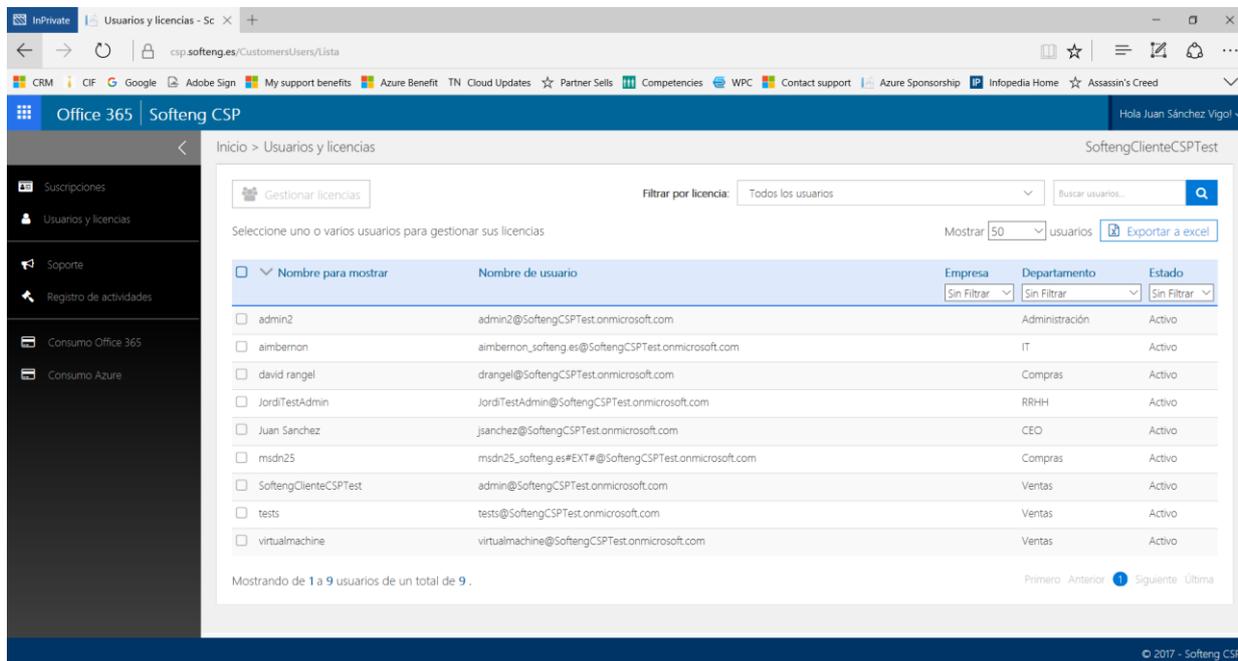
Once you have bought a subscription, it will appear in the list and you can manage it by adding or reducing licences, view their status, cancel, reactivate, view the number of licences available and assigned and also manage any add-ons acquired for this specific subscription if any are available.



Once you have acquired the subscriptions with the licences you need, you can access the “Users and licences” tab from where you can assign licences to users or eliminate them, either individually or as a group.

Managing the licences of a single user

Simply click on any user:



Inicio > Usuarios y licencias

Gestionar licencias

Filtrar por licencia: Todos los usuarios

Seleccione uno o varios usuarios para gestionar sus licencias

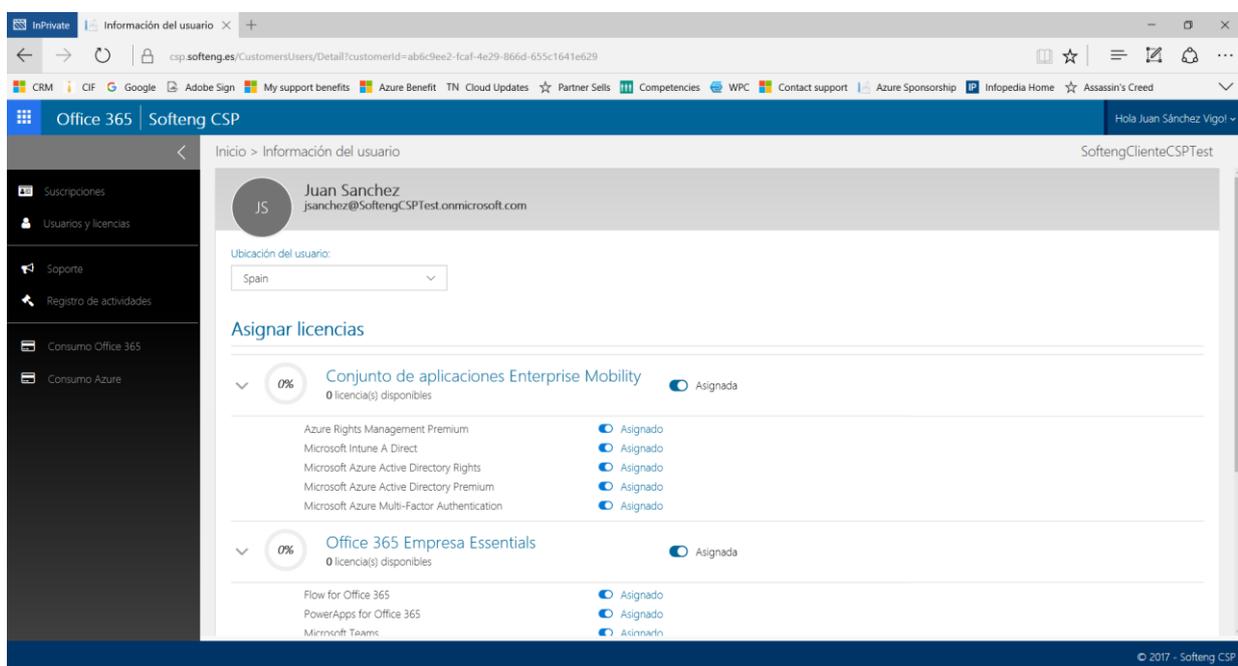
Mostrar 50 usuarios

<input type="checkbox"/>	Nombre para mostrar	Nombre de usuario	Empresa	Departamento	Estado
<input type="checkbox"/>	admin2	admin2@SoftengCSPTest.onmicrosoft.com	Sin Filtrar	Administración	Activo
<input type="checkbox"/>	aimbernon	aimbernon_softeng.es@SoftengCSPTest.onmicrosoft.com	Sin Filtrar	IT	Activo
<input type="checkbox"/>	david_rangel	drangel@SoftengCSPTest.onmicrosoft.com	Sin Filtrar	Compras	Activo
<input type="checkbox"/>	JordiTestAdmin	JordiTestAdmin@SoftengCSPTest.onmicrosoft.com	Sin Filtrar	RRHH	Activo
<input type="checkbox"/>	Juan Sanchez	jsanchez@SoftengCSPTest.onmicrosoft.com	Sin Filtrar	CEO	Activo
<input type="checkbox"/>	msdn25	msdn25_softeng.es#EXT#@SoftengCSPTest.onmicrosoft.com	Sin Filtrar	Compras	Activo
<input type="checkbox"/>	SoftengClienteCSPTest	admin@SoftengCSPTest.onmicrosoft.com	Sin Filtrar	Ventas	Activo
<input type="checkbox"/>	tests	tests@SoftengCSPTest.onmicrosoft.com	Sin Filtrar	Ventas	Activo
<input type="checkbox"/>	virtualmachine	virtualmachine@SoftengCSPTest.onmicrosoft.com	Sin Filtrar	Ventas	Activo

Mostrando de 1 a 9 usuarios de un total de 9.

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This will bring up the screen for managing licences:



Inicio > Información del usuario

Juan Sanchez
jsanchez@SoftengCSPTest.onmicrosoft.com

Ubicación del usuario: Spain

Asignar licencias

0% Conjunto de aplicaciones Enterprise Mobility (0 licencia(s) disponibles) Asignada

- Azure Rights Management Premium Asignado
- Microsoft Intune A Direct Asignado
- Microsoft Azure Active Directory Rights Asignado
- Microsoft Azure Active Directory Premium Asignado
- Microsoft Azure Multi-Factor Authentication Asignado

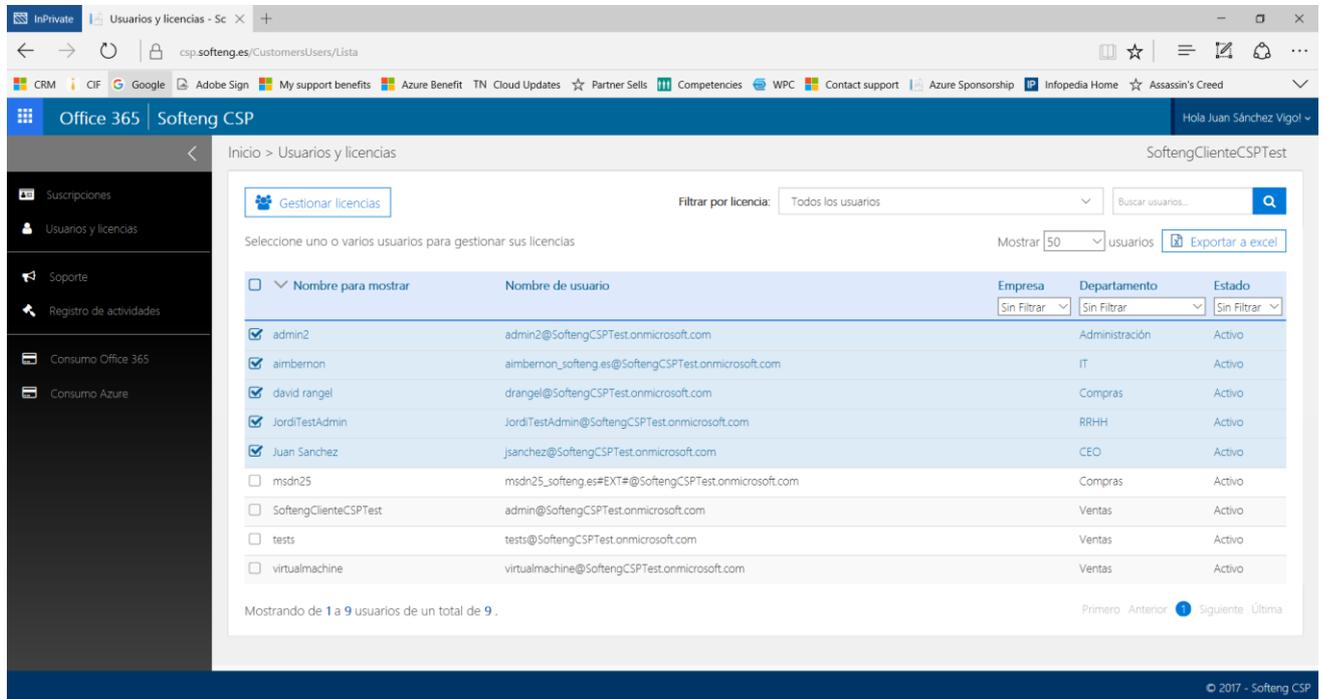
0% Office 365 Empresa Essentials (0 licencia(s) disponibles) Asignada

- Flow for Office 365 Asignado
- PowerApps for Office 365 Asignado
- Microsoft Teams Asignado

© 2017 - Softeng CSP

Managing the licences of several users at once

Select the users whose licences you wish to manage by clicking the check-box on the left for each one of them (either individually or clicking the box at the top to select all of them).

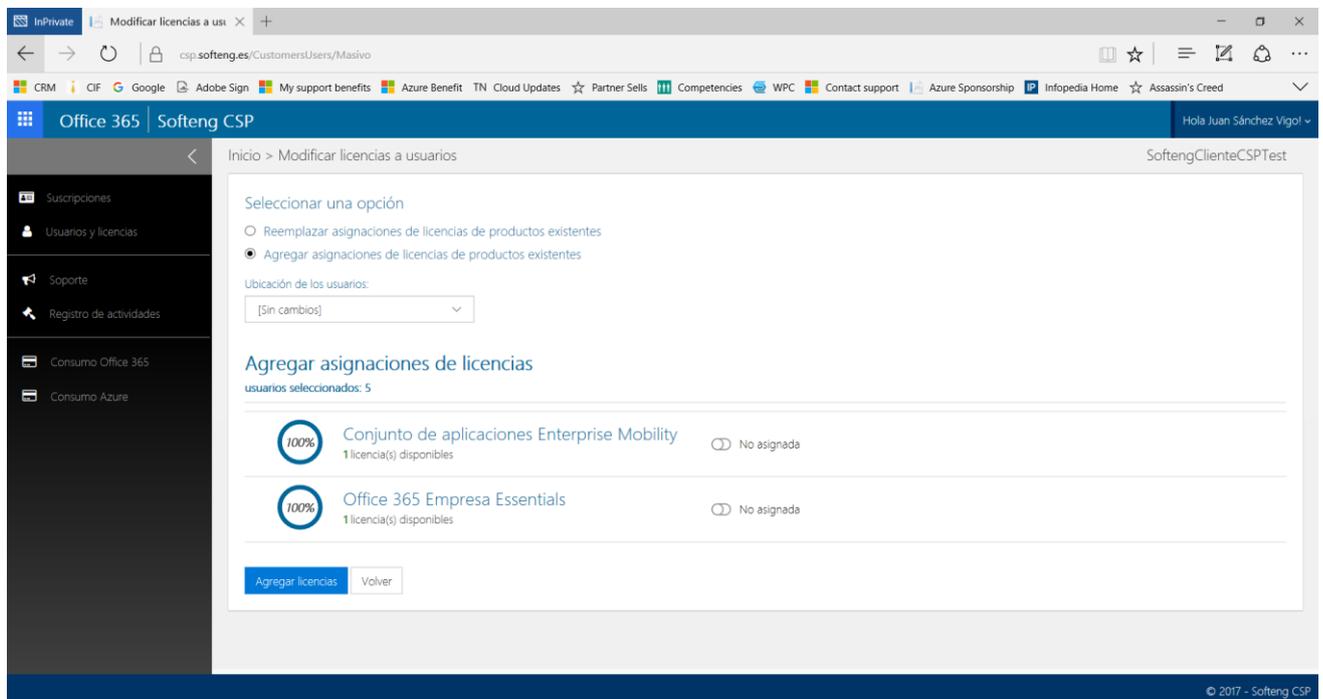


The screenshot shows the 'Usuarios y licencias' page in the Softeng CSP portal. The page title is 'Inicio > Usuarios y licencias'. The breadcrumb trail is 'Inicio > Usuarios y licencias'. The page content includes a 'Gestionar licencias' button, a filter dropdown set to 'Todos los usuarios', and a search box. Below this is a table of users with checkboxes for selection. The table has columns for 'Nombre para mostrar', 'Nombre de usuario', 'Empresa', 'Departamento', and 'Estado'. The users listed are:

Nombre para mostrar	Nombre de usuario	Empresa	Departamento	Estado
<input checked="" type="checkbox"/>	admin2	admin2@SoftengCSPTest.onmicrosoft.com	Administración	Activo
<input checked="" type="checkbox"/>	aimbernon	aimbernon_softeng.es@SoftengCSPTest.onmicrosoft.com	IT	Activo
<input checked="" type="checkbox"/>	david rangel	drangel@SoftengCSPTest.onmicrosoft.com	Compras	Activo
<input checked="" type="checkbox"/>	JordiTestAdmin	JordiTestAdmin@SoftengCSPTest.onmicrosoft.com	RRHH	Activo
<input checked="" type="checkbox"/>	Juan Sanchez	jsanchez@SoftengCSPTest.onmicrosoft.com	CEO	Activo
<input type="checkbox"/>	msdn25	msdn25_softeng.es#EXT#@SoftengCSPTest.onmicrosoft.com	Compras	Activo
<input type="checkbox"/>	SoftengClienteCSPTest	admin@SoftengCSPTest.onmicrosoft.com	Ventas	Activo
<input type="checkbox"/>	tests	tests@SoftengCSPTest.onmicrosoft.com	Ventas	Activo
<input type="checkbox"/>	virtualmachine	virtualmachine@SoftengCSPTest.onmicrosoft.com	Ventas	Activo

Mostrando de 1 a 9 usuarios de un total de 9.

Once you have selected one or several users, you can click “Manage licences” and then proceed as necessary, selecting “add licences” or “replace”:



The screenshot shows the 'Modificar licencias a usuarios' page in the Softeng CSP portal. The page title is 'Inicio > Modificar licencias a usuarios'. The breadcrumb trail is 'Inicio > Modificar licencias a usuarios'. The page content includes a 'Seleccionar una opción' section with two radio buttons: 'Reemplazar asignaciones de licencias de productos existentes' and 'Agregar asignaciones de licencias de productos existentes'. The 'Agregar' option is selected. Below this is a dropdown for 'Ubicación de los usuarios' set to '[Sin cambios]'. The main section is 'Agregar asignaciones de licencias' with 'usuarios seleccionados: 5'. There are two license categories:

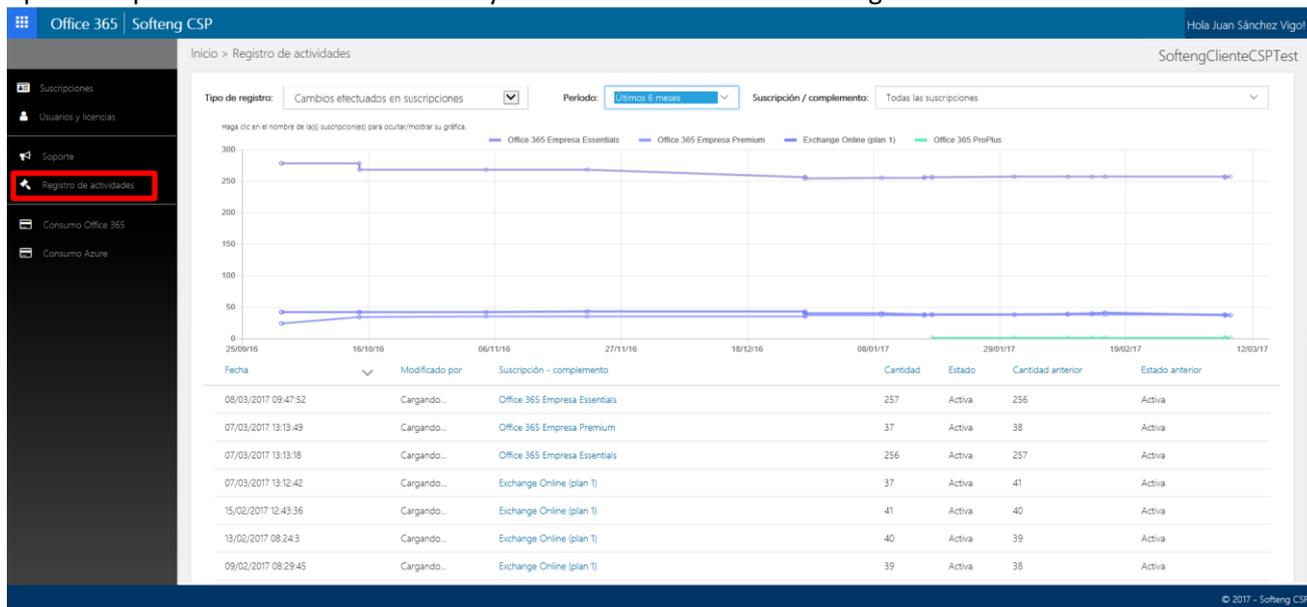
- Conjunto de aplicaciones Enterprise Mobility**: 100% (1 licencia(s) disponibles), No asignada.
- Office 365 Empresa Essentials**: 100% (1 licencia(s) disponibles), No asignada.

Buttons for 'Agregar licencias' and 'Volver' are visible at the bottom.

Controlling licence purchase and assignment operations

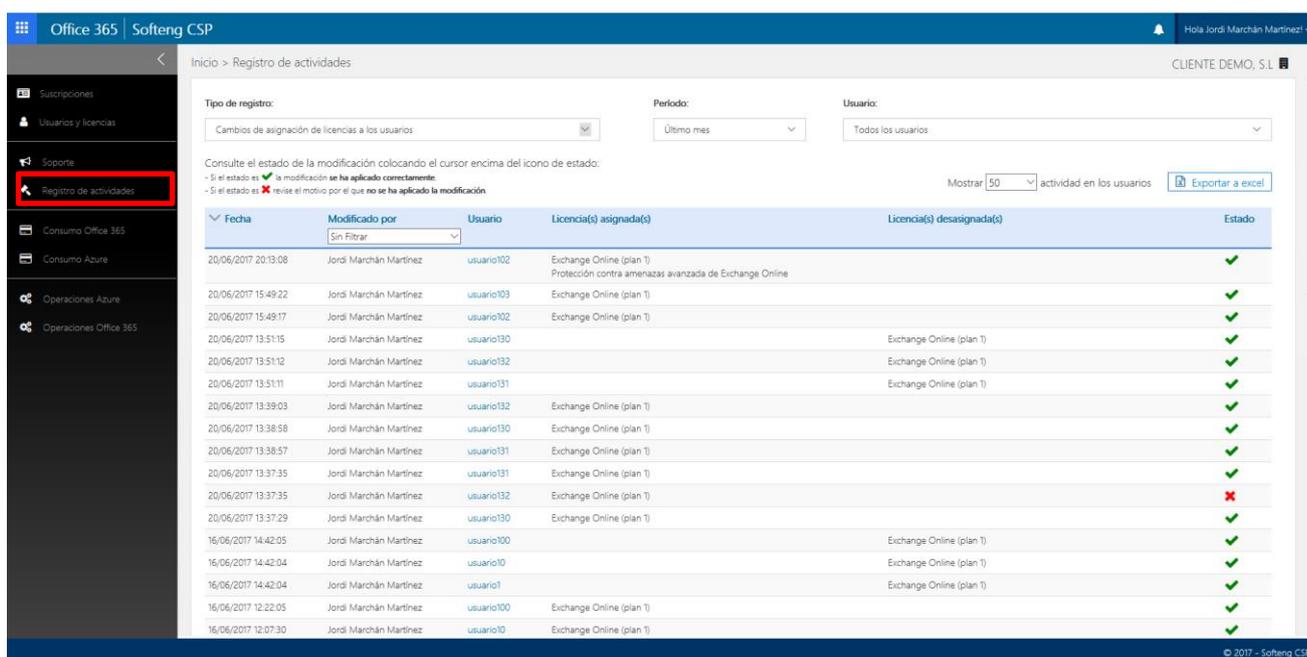
Subscription change log

If you want to find out which administrator in your organisation has purchased a subscription for an Office 365 product (or has increased/reduced their licences), there is an activity log where you can check any operation performed as of the moment you started to work with Softeng as CSP.



Licence assignment change log

There is also a log available to ascertain who has changed a licence in your organisation and the user affected by the change. To proceed, pull down the "Log type" list and choose: "Changes of licence assignment to users"



The screenshot displays the 'Registro de actividades' (Activity Log) for licence assignments in the Office 365 Softeng CSP interface. The interface includes a navigation menu on the left with 'Registro de actividades' highlighted. The main area shows a table of licence assignment changes.

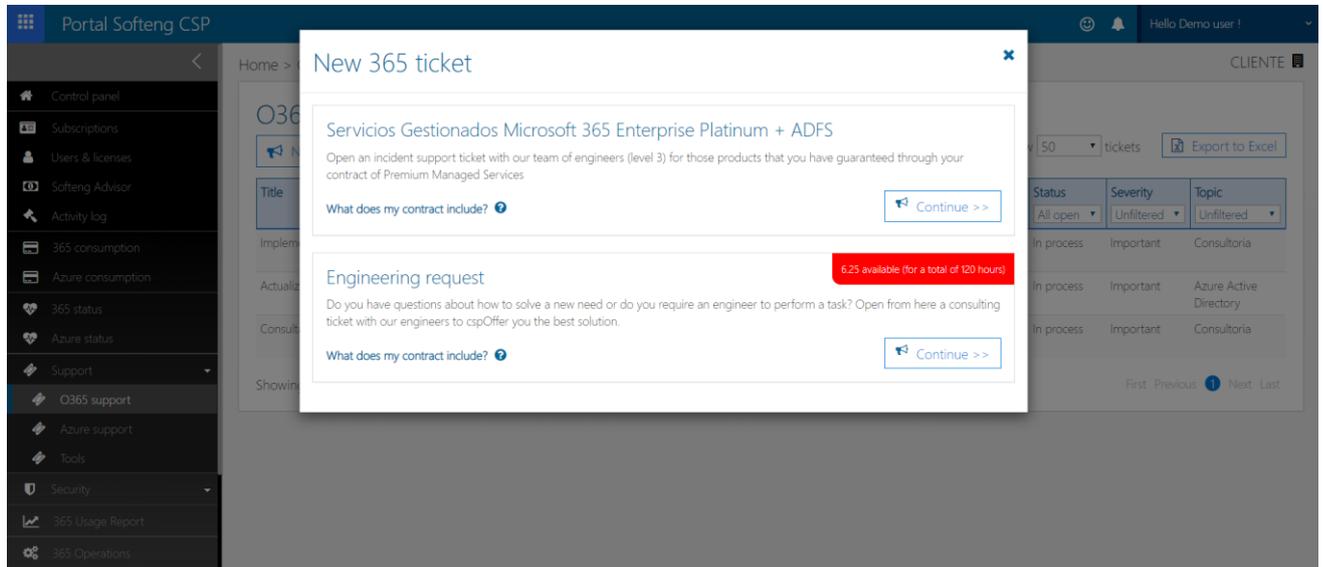
Table Data:

Fecha	Modificado por	Usuario	Licencia(s) asignada(s)	Licencia(s) desasignada(s)	Estado
20/06/2017 20:13:08	Jordi Marchán Martínez	usuario102	Exchange Online (plan 1) Protección contra amenazas avanzada de Exchange Online		✓
20/06/2017 15:49:22	Jordi Marchán Martínez	usuario103	Exchange Online (plan 1)		✓
20/06/2017 15:49:17	Jordi Marchán Martínez	usuario102	Exchange Online (plan 1)		✓
20/06/2017 13:51:15	Jordi Marchán Martínez	usuario130		Exchange Online (plan 1)	✓
20/06/2017 13:51:12	Jordi Marchán Martínez	usuario132		Exchange Online (plan 1)	✓
20/06/2017 13:51:11	Jordi Marchán Martínez	usuario131		Exchange Online (plan 1)	✓
20/06/2017 13:39:03	Jordi Marchán Martínez	usuario132	Exchange Online (plan 1)		✓
20/06/2017 13:38:58	Jordi Marchán Martínez	usuario130	Exchange Online (plan 1)		✓
20/06/2017 13:38:57	Jordi Marchán Martínez	usuario131	Exchange Online (plan 1)		✓
20/06/2017 13:37:35	Jordi Marchán Martínez	usuario131	Exchange Online (plan 1)		✓
20/06/2017 13:37:35	Jordi Marchán Martínez	usuario132	Exchange Online (plan 1)		✓
20/06/2017 13:37:29	Jordi Marchán Martínez	usuario130	Exchange Online (plan 1)		✓
16/06/2017 14:42:05	Jordi Marchán Martínez	usuario100		Exchange Online (plan 1)	✓
16/06/2017 14:42:04	Jordi Marchán Martínez	usuario10		Exchange Online (plan 1)	✓
16/06/2017 14:42:04	Jordi Marchán Martínez	usuario1		Exchange Online (plan 1)	✓
16/06/2017 12:22:05	Jordi Marchán Martínez	usuario100	Exchange Online (plan 1)		✓
16/06/2017 12:07:30	Jordi Marchán Martínez	usuario10	Exchange Online (plan 1)		✓

How to open a support case

From <https://csp.softeng.es>, go to the **Support** option (1) and then click **New ticket (2)**:

A window will open where you can select the type of support ticket you need to create, depending on the services you have subscribed to with Softeng.



Once you have selected the type of support ticket, provide the information as precisely as possible in 4 simple steps.

New premium support ticket ✕

Identify the incidence Add details Files Confirm and send

1 2 3 4

Topic:

Select an option

Title:

Summarize the problem in a single sentence with a minimum of 20 characters

Description:

Explain in a few sentences the problem (with a minimum of 50 characters).
If you include the steps you have taken, it will be easier to recreate the situation.

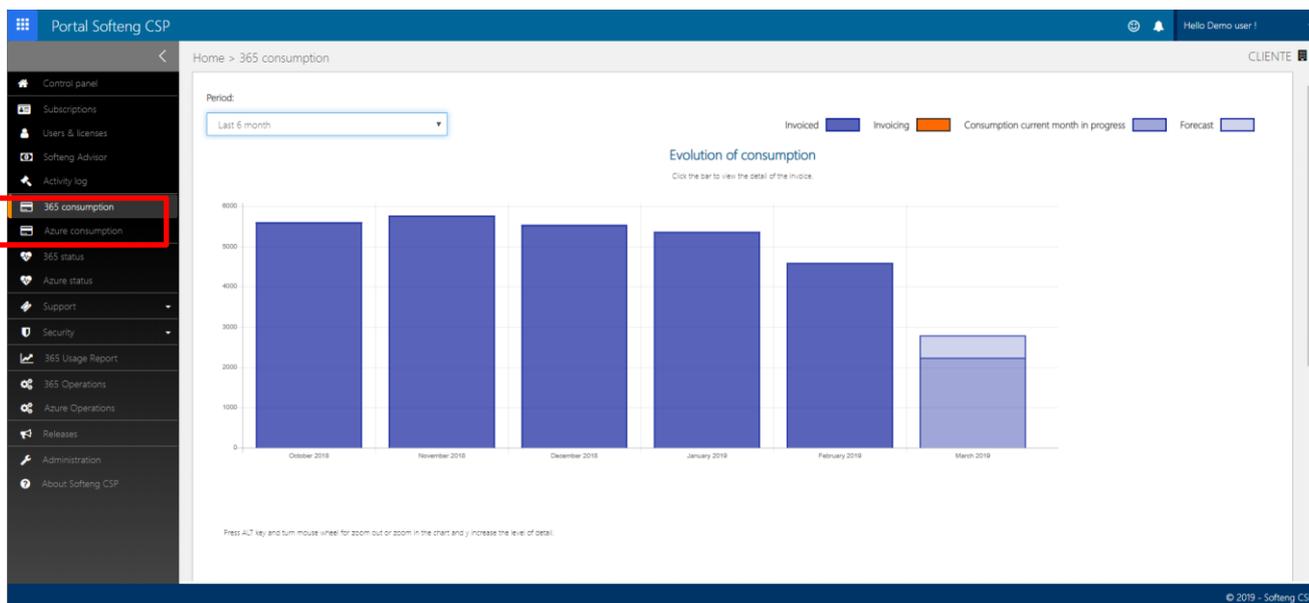
Next

Consumption reports

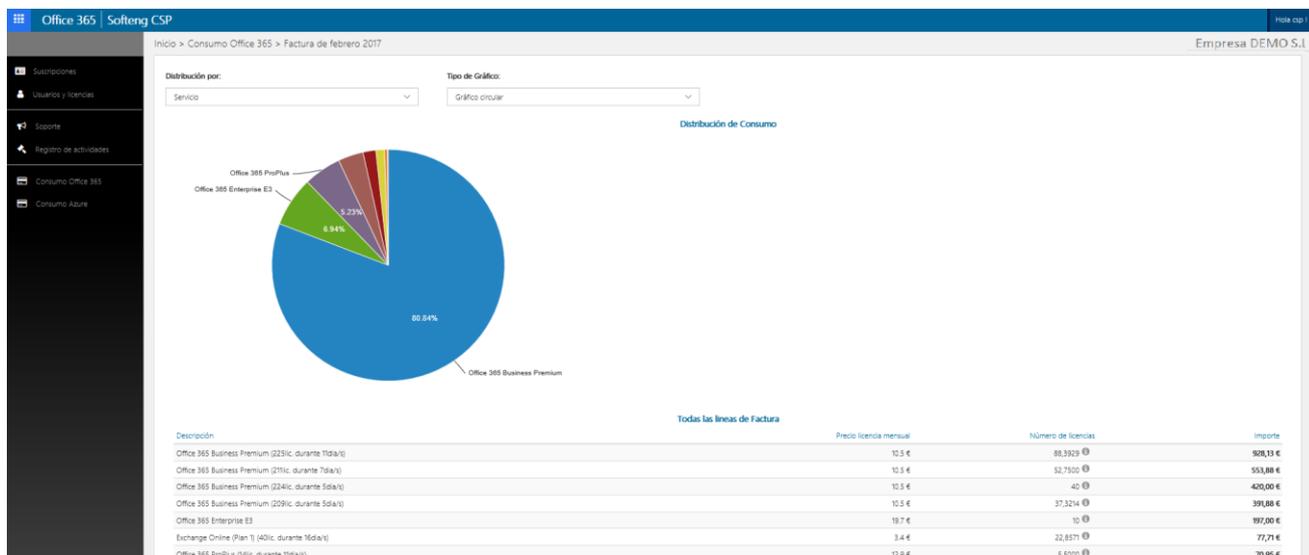
Depending on whether you have Azure and/or Office 365, you can easily consult your detailed consumption log directly from our portal.

Office 365

Monthly evolution of Office 365 licence consumption



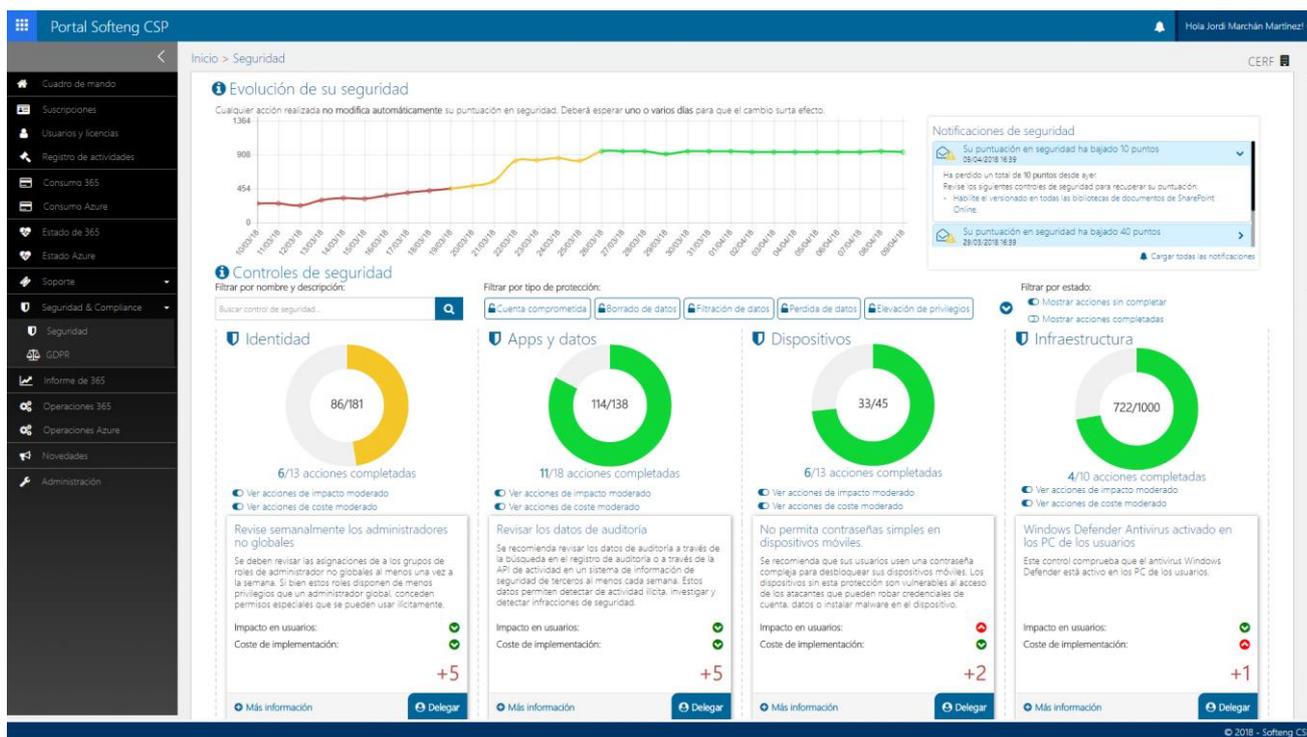
List of Office 365 licences consumed in the month in question



Security

You can use the Security and compliance option to access the Softeng system to quickly ascertain your company's security level, as well as a suggestion on how to evolve and protect yourself better for each one of the core foundations to be taken into account.

In addition, each recommendation will tell you if you need a licence to act upon it (and will also help you to purchase it), showing you how to implement it yourself if you wish or else how you can delegate implementation to our team using our premium managed services.



Also, you can have in just one panel and well organized, security alerts that are happening in your organization, in real time:

