

# WORK 365

Introducing a **Customer Experience Platform**  
For **Microsoft Partners** and **CSPs** That Creates Game  
Changing Opportunities



## Subscription Management and Invoicing

Create Unique Product and Service Offerings,  
To Stand Out and Manage Your Business



## Self Service

Portals, Billing, Provisioning, Order History



## Customer Service

Email2Case, Knowledge Base,  
SLA, Omni Channel



## E-Commerce & Payments

Multiple Vendors, Multiple Locations,  
Multi-Currency



## Embrace the cloud

Partners who have started their own Digital Transformation can stand out!

The Cloud Solutions Provider program presents opportunities and challenges.

### Using Dynamics to run your CSP business?

New to the CSP program or have lots of CSP billing contracts that you need to manage?

Are you spending time reconciling invoices and subscriptions?

Are your customers looking for self-service to manage their licenses?

Is your cloud business actually profitable?

### Optimize and Deliver Customer Lifetime Value

With growth, there is an increase in time spent in servicing **subscriptions and license management**.

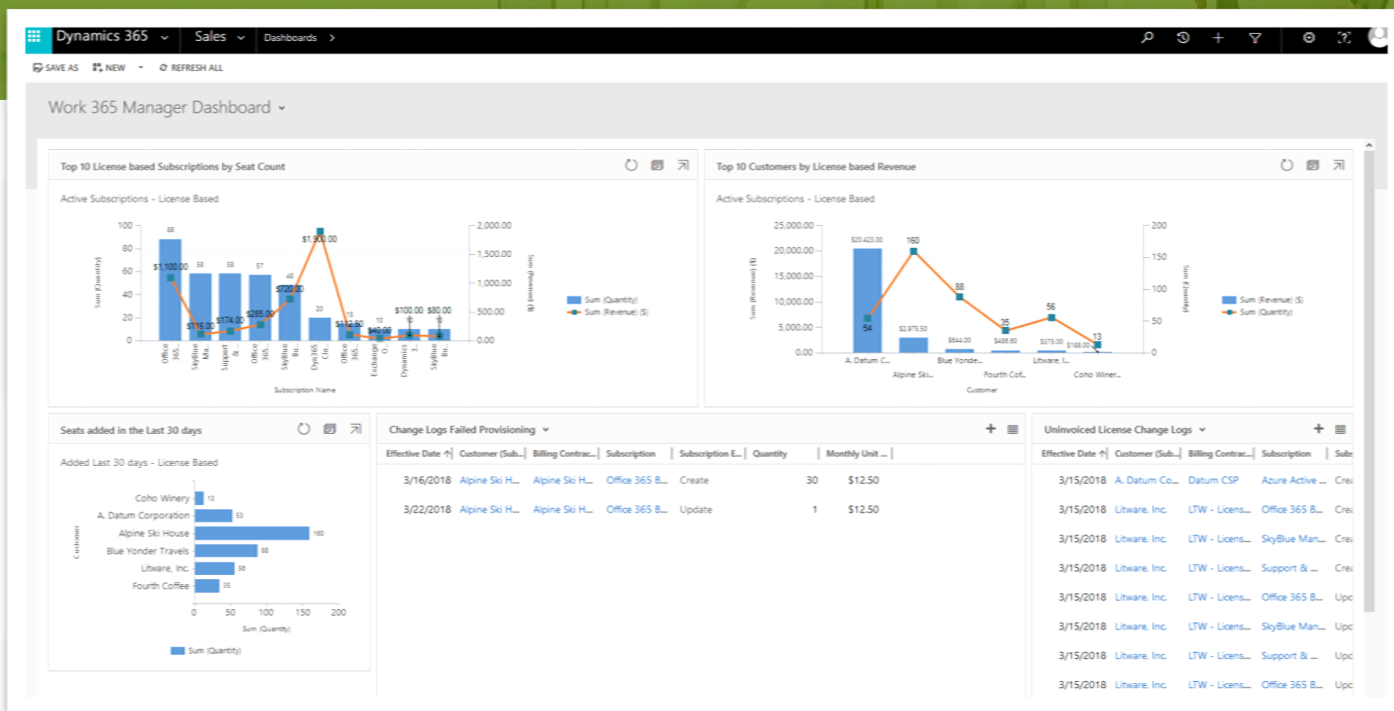
The time spent in **reconciling CSP Invoices** and generating customer invoices increases and is error prone.

Dynamics 365 provides a wholistic view of your entire customer data in one system

## The Work 365 Difference

- ✓ Have complete control of your data
- ✓ Built by people who understand your business
- ✓ Built on the Dynamics 365 Platform
- ✓ Leverage your IURs
- ✓ Simple, familiar pricing model

Built on Dynamics 365, Work 365 helps you to deliver exceptional customer service, increase profit margins, and streamline accounting and sales.



## Features

### Billing and Accounting

- Provide Flexible contracts and billing terms to your customers—monthly, quarterly, yearly
- Automatically track service and subscription changes in one system
- System generated—invoices can support multi-currency, multi-country and multiple partner centers

### Service Offerings

- Create differentiated unique product bundles with your own services

### Provisioning

- Track quantity and subscription changes automatically
- Provision licenses in partner center

### Reporting

- Generate consolidated Cloud profitability reports across all ser-

## Benefits

- Grow and Scale your cloud services business
- Deliver a customized experience and service to your customers
- Save time on internal support and accounting functions and spend the energy servicing your customers
- One system for all your service reports no matter where you buy from!

Get started quickly with a no-risk trial.

Talk to us about a Cloud profitability Assessment.

Scale your CSP business and grow your cloud profitability today

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"The power of one. One platform to Manage, Optimize, Grow Transform your business"