UK Partner Learning Services FY22

UK learning resources to help you grow new and existing talent in your business

Microsoft

Overview

This document is a UK partner resource, connecting you with our UK learning partners, to build vital skills and strategies, and to drive business performance.

Ready-to-go Learning

This document is always accessible to all partners via the UK Partner Skills Site . It covers; solution-based learning, sales enablement, planning and consultancy, interactive/hands-on training sessions, with digital and in-person (-post pandemic) delivery.

All ready-to-go with our Learning Providers.

Partner Incentive Co-op Funds

Partner incentive co-op funds can be used for many of the offerings included in this document.
Note: activities must meet the requirements outlined in the Partner Incentives Co-op Guidebook.

Transformation for Competitiveness

A blueprint for Microsoft UK partner competitiveness
Cloud has changed our engagement with customers through the lifetime value cycle. In order to stay competitive, employees need to have the knowledge, skills, and confidence for transformational customer service and delivery.

"How our partners run their own business and drive their own digital transformation directly translates into the conversations they have with their customers," says Alex Smith, Director of Cloud Services Scale Partners for Microsoft UK. "So, if they're not transforming themselves, they do not transform their customers."

Contents...

Azure

Biz Apps

Modern Work & Security

Combined Knowledge
- SharePoint Online Administrator
- SharePoint Online Branding
- Teams End User
- Microsoft 365 Digital Champion
- Custom Microsoft 365 End User Training

T4D
- Microsoft Teams – Advanced Skills for Power Users and Managers

The Readiness Company
- Sell Microsoft Business Voice with the Readiness Company
- Sell Microsoft's Security & Compliance Capabilities
- Sell Microsoft Teams with the Readiness Company
- Increase your M365 Sales with the Readiness Company
- Everything you need to create an M365 ACM Practice
- +One Upsell Training Courses

Other

The Readiness Company
- Workshops & coaching for Sellers & Account Manager to create & increase Microsoft leads, opportunities & multi-cloud sales
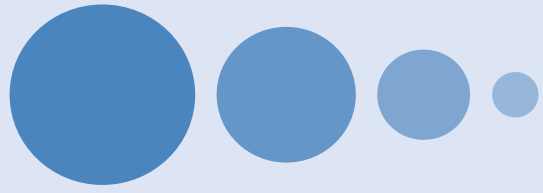
TrackIT
- Lead Generation/ New Business Course

Pareto Law
- Commercial Consultancy & Sales Performance Training

Additional Resources

Azure...

AI-Powered Knowledge Mining OpenHack

Course Overview...

This OpenHack simulates a real-world scenario where a travel company needs to uncover data locked up in documents and withdraw insights from that data to make key business decisions. During the "hacking" attendees will focus on:

1) exploring ways in which Azure Search can be used as the core of a search solution

2) enriching the search solution through integration with Cognitive Services, Azure Machine Learning and custom code.

Package Details...

Course Duration: 3 days

Audience level: Participants should have existing knowledge of programming languages including C#, JavaScript, Node.JS or Java

Costs: £7500 (2 Teams of 5 = 10 Hackers)

Technologies Covered

MS Azure Search	Cognitive Services	Azure Functions	MS Q&A Maker	Language Understanding Intelligent Services (LUIS)	MS Forms Recognizer	Azure Machine Learning

Notices...

Outcome:
By the end of the OpenHack, attendees will have built out a technical solution that is a complete Azure machine learning-based intelligent search infrastructure that can make sense of vast quantities of data (i.e. documents, scanned images, and other digital artifacts).
- AI-Powered Knowledge Mining helps businesses make better decisions through more robust data extraction and analysis
- Improved search functionality to decrease time-to-find relevant data

Partner Co-op:
For co-op incentive claims please refer to the Co-op Guidebook

Good to know...

"Previous Hackers have commented that they liked the way the OpenHacks are organized and the way the challenges are set. They are all linked and build the knowledge base. OpenHacks are the best way to learn!"

Fast Lane
Solution Based Training and Services

Course Overview...

The challenges in this OpenHack are inspired from real-world scenarios where customers are looking to modernize their application by moving to containers, so that they can meet the demands of their large, and scaling, workloads. During the "hacking" attendees will focus on configuring an AKS cluster with production concerns in mind such as security (secret management and RBAC) and observability (logging and monitoring).
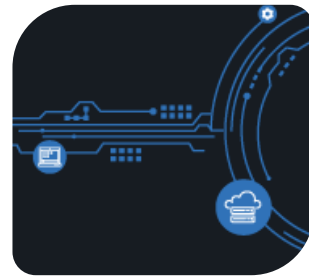
Package Details...

Course Duration: 3 days

Audience level: It helps to know general concepts around containerization, orchestration using Kubernetes before diving into the production level concerns. Even if you have successfully deployed your application to Kubernetes, it may be beneficial to learn more about running production workloads using AKS and understanding how to address concerns around security, Monitoring, Service Meshes and mixed Container workloads.

Costs: £7500 (2 Teams of 5 = 10 Hackers)

Technologies Covered

Linux & Windows Containers	Azure Kubernetes Service	Azure Container Registry	Virtual Machine	Networking	Storage	Azure Monitor	Key Vault	Service Mesh

Notices...

Outcome:
By the end of the OpenHack, attendees will have built out a technical solution that has cluster(s) ready for production – meeting top-quality security, observability and networking requirements.
Partner Co-op:
For co-op incentive claims please refer to the Co-op Guidebook

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Email: Openhack@flane.co.uk
Tel: 0845 470 1000

Fast Lane
Solution Based Training and Services

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DevOps OpenHack

Course Overview...

This OpenHack enables attendees to use DevOps practices to achieve zero downtime deployment for a micro-service-based application running in an Azure App Service. The OpenHack simulates a real-world scenario where developers from an insurance company have to "keep the lights on" while evolving their containerized application – collecting relevant usage data and minimizing downtime. During the "hacking" attendees will focus on 1. Building a CI/CD pipeline from scratch that accommodates basic testing and deployment. 2) Building out and improving the pipeline to implement monitoring, integration testing, and phased rollout.

Package Details...

Course Duration: 3 days

Audience level: Participants should have existing knowledge of the benefits of adopting DevOps practices as well as Azure App Service and have good conceptual knowledge of DevOps. Recommended that participants have previous experience and knowledge of programming languages including C#, JavaScript, Node.JS or Java

Costs: £7500 (2 Teams of 5 = 10 Hackers)

Technologies Covered

GitHub	Azure DevOps or Jenkins (team choice)	Azure App Service	Log Analytics	Application Insights	Azure Monitor	Azure SQL Database	Azure Container Registry	Azure Container Instances

Notices...

Outcome:
By the end of the OpenHack, attendees will have built out a technical solution that is a complete development workflow using modern compute resources
Partner Co-op:
For co-op incentive claims please refer to the Co-op Guidebook

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Migrating Microsoft Workloads to Azure OpenHack

Course Overview...

The Migration OpenHack enables attendees to assess, migrate, modernize, and optimize existing on-premises applications hosted in Windows Server 2008 R2 and Microsoft SQL Server 2008 R2 as they move to Microsoft Azure, in a secured way. The OpenHack simulates a real-world scenario where a mortgage company has multiple line-of-business applications residing on legacy infrastructure that is rapidly approaching end-of support and need to be migrated. During the "hacking" attendees will focus on 1. migrating their applications from legacy operating systems to Azure using a rehost methodology and then, 2. transitioning from IaaS to PaaS services that account for application behavior monitoring and security of organizational secrets..
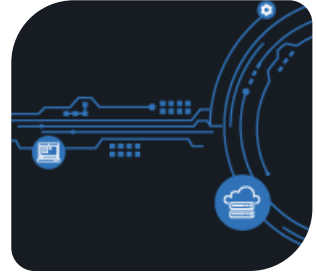
Package Details...

Course Duration: 3 days

Audience level: There are no prerequisites, but previous Containers knowledge would be beneficial to attendees.

Costs: £7500 (2 Teams of 5 = 10 Hackers)

Technologies Covered

Azure Migrate	Azure Database Migration Service	Data Migration Assistant	Azure Active Directory	Azure Active Directory Connect	Azure Site Recovery	Azure Monitor/ Log Analytics	Azure Networking

Azure Virtual Machines	Azure Storage	Azure DNS	Azure Traffic Manager	Azure Bastion	Azure Load Balancer	Azure Application Gateway

Notices...

Outcome:
By the end of the OpenHack, attendees will have built out a technical solution that has all applications and virtual machines (all workloads) fully hosted on the Azure cloud.

Partner Co-op:
For co-op incentive claims please refer to the Co-op Guidebook

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Fast Lane
Solution Based Training and Services

Security, Compliance and Identity OpenHack

Course Overview...

This OpenHack enables participants to establish and defend baseline security and compliance configurations for organizations using Microsoft Cloud. This will be done using Microsoft Security and Compliance tools and recommend security best-practices by working through challenges inspired by real-world scenarios. During the 'hacking' participants will focus on analyzing and remediating security configurations in a pre-configured Microsoft online organization. Additionally participants will implement security and compliance policies to enforce regulations required by the company and mitigate any threats discovered through the assessments.
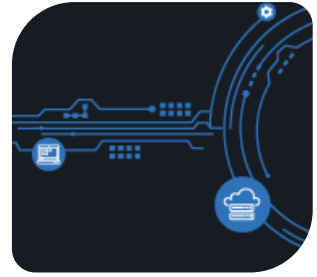
Package Details...

Course Duration: 3 days

Audience level: To get the most out of the OpenHack, it is highly recommended that participants have previous experience with Azure Active Directory, MS 365 Security & Compliance, Azure Security Center

Costs: £7500 (2 Teams of 5 = 10 Hackers)

Technologies Covered							
Microsoft Defender for Office 365	Compliance Manager	Microsoft 365 Defender	Microsoft Secure Score	Secure Score in Azure Security Center	Azure Defender	Azure Policy	Azure Security Center
Azure Regulator Compliance	Azure Identity Protection	Microsoft Cloud App Security	Microsoft Defender for Identity	Data Loss Prevention	Azure Sentinel		

Notices...

Outcome:
By the end of the OpenHack, participants would have gained the knowledge on how to better protect an organization that uses hybrid cloud leveraging SaaS, IaaS, PaaS solutions. Participants will also gain experience creating policies and procedures to meet the compliance needs of the organization. Partner Co-op:
For co-op incentive claims please refer to the Co-op Guidebook

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Fast Lane
Solution Based Training and Services

Microsoft Azure Adventure Day

Course Overview...

Gain new expertise around developing, deploying and running applications on Microsoft Azure!

Microsoft Azure Adventure Day is an interactive, team-based learning experience that allows participants to test and learn new skills in a real-world, risk-free, challenging, yet fun environment. Participants work as DevOps teams in a fictional company to tackle increasingly complex challenges without stepby-step instructions. Subject Matter Experts are available to guide teams through this journey as needed
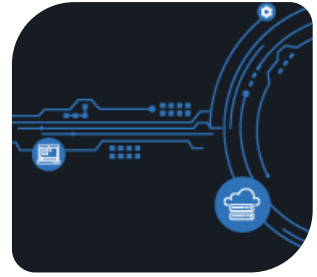
Package Details...

Duration: 1 day

The game play itself will take place in six phases centered around deployment, scaling, change management, monitoring, security and cost optimisation. Azure Adventure Day attendees will learn how to tackle real-world scenarios in these six phases in an actionable way, building a foundation of skills critical to a variety of technical roles to drive and accelerate successful cloud projects.

Who should attend? Software Engineers, Software Architects,Cloud Architects, Infrastructure and Operations Specialist

Preparation and prerequisites

As this training is purely hands-on, you should already have practical experience, meaning you should have provisioned and used your first Azure services yourself and deployed your first application to a Kubernetes cluster.

Notices...

Outcome:
By the end of the OpenHack, participants would have gained the knowledge on deployment, scaling, change management, monitoring, security and cost optimisation.
Partner Co-op:
For co-op incentive claims please refer to the Co-op Guidebook

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Solution Based Training and Services

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Sell Microsoft Azure with the Readiness Company

Course Overview...

Microsoft Azure is a huge product, getting to grips with it for the first time can be very daunting. This session is designed to give a high-level overview of what Azure is, why customers should consider switching to the Microsoft Cloud, and how it compares against some of its key competitors.

Package Details...

Course Duration: 60-90 min

Audience level: This course is great for all sales teams, especially beneficial if your team is new or would like a refresher on Microsoft technologies. is ideal for new starters or for those who have employees taking their first steps towards having Azure conversations with customers. This nontechnical, designed to help understand some of the terminology, features and to find those all-important new opportunities

Costs: from £335

What is included

What is Azure?	The opportunity	Azure differentiation	Cloud Computing models	Why customers migrate	Workload examples	Conversation triggers	Questions to ask	Objection handling

Notices...

Outcome:
Provides the right level of product knowledge for Sellers, Account Managers to discuss Microsoft Azure with confidence and be able to start actively pursuing sales opportunities.

Partner Co-op:
For co-op incentive claims please refer to the Co-op Guidebook

Good to know...

Microsoft UK preferred supplier for 20 years. Microsoft authorised Learning Partner. Microsoft Business Value Programme accredited. Microsoft Service Adoption Specialists. Associate of Chartered Institute of Personnel and Development (CIPD). Prosci® Change Management Practitioners.
Claim for this through Co-op under 'Internal Training and Floor Days'

Website: http://www.thereadinesscompany.com/
Email: jen.Wilson@thereadinesscompany.com
Tel: 0118 370 2666

The Readiness Company
Adoption & Change Management specialists

Course Overview...

Revenue growth is always important but acquiring new customers can be expensive. There is a huge database of existing customers, so why not take these customers and move them up the Microsoft stack? This gives you greater revenue whilst empowering the customer with intelligent tools. These sessions have been designed to help construct conversations to move customers from SKU A to SKU B.

Package Details...

Course Duration: Half Day Sessions

Audience level: This course is great for all sales teams.

Cost: £840

What is included

The Value of M365	Enabling Secure Remote Work	Choice of Upsell modules	Business Voice	Defender ATP	WVD	Power Apps	Conversation Starters	Objection handling

Notices...

Outcome:
Provides the right level of product knowledge for Sellers & Account Managers to discuss Microsoft products with confidence and be able to start actively pursuing sales opportunities.

Partner Co-op:
For co-op incentive claims please refer to the Co-op Guidebook

Good to know...

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The Readiness Company
Adoption & Change Management specialists

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Increase your Azure sales with
The Readiness Company

Course Overview...

This course is intended to be a deeper dive into the Microsoft Azure product, allowing those with little to no former knowledge of this technology a way to explore what it is and why customers would be interested in using it. The course covers technology at an entry level and focuses more on the sales practices and skills delegates will need to prepare to sell Azure, position the product well and overcome challenges in the process. Whilst we used to deliver this course in person over 1 day, we now suggest two 2 to 2 ½ hour sessions to enable the course to be delivered remotely adhering to Covid-19 regulations.

Package Details...

Course Duration: 1 day (split in 2 half day sessions)

Audience level: This course is great for Pre-Sales, Sellers, Account Managers

Cost: £1680

What is included

The Azure Opportunity	Remote working & WVD	Security	The Azure Calculator	Selling Azure	Objection Handling	Virtual Exercises

Notices...

Outcome:
Provides Partner Pre-Sales/sales professionals with a clear understanding of Microsoft technology capabilities and usage scenarios to drive successful customer engagements.
Partner Co-op:
For co-op incentive claims please refer to the Co-op Guidebook

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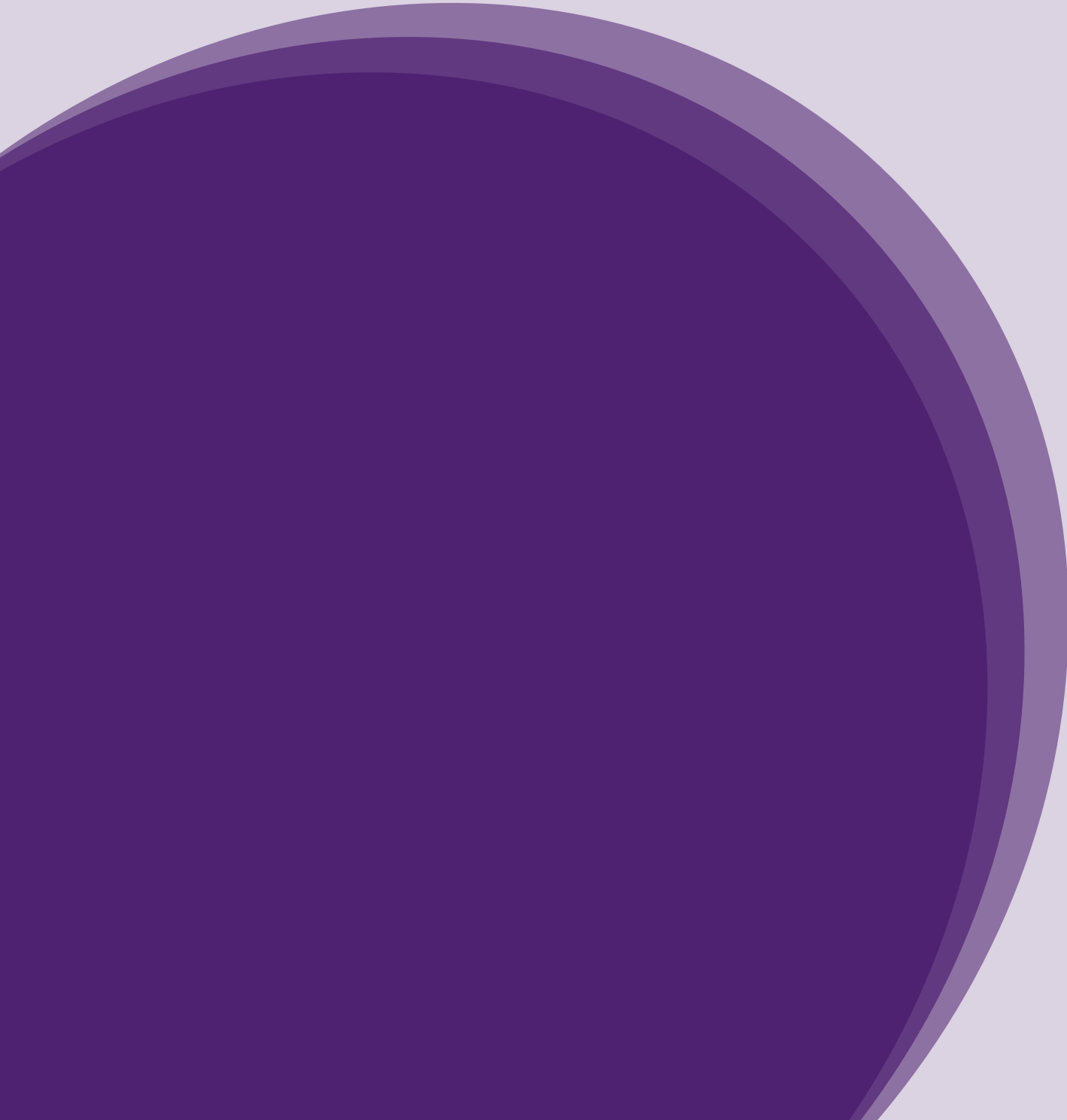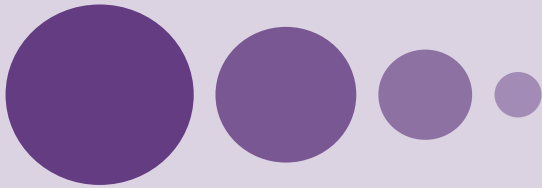
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Talent resource programmes...

PCI Readiness: Functional Consultants – From Zero to Customer Service Certified

Course Overview...

This is a certification prep. package for up to 15 students who are new to Microsoft BizApps. It will take them from zero to ready to meet PCI exam requirements in Microsoft Dynamics 365 Customer Service. Package includes exam vouchers.

Package Details...

Course Duration: 28 Weeks

Delivery Method: virtual, instructor-led

Audience level: Beginner – for those who are new to Microsoft Dynamics 365 and want to build Functional Consultant Associate level skills fast

Costs: £25000 plus VAT (15 students)

Module List

PCI consultation for management team	MB-901 Dynamics 365 Fundamentals	PL-900 Power Platform Fundamentals	PL-200 Power Platform Functional Consultant	MB-230 Dynamics 365 Customer Service

Notices...

Outcome:
Students will have the knowledge required to be Dynamics 365CE Functional Consultants and they will be ready to take the exams needed for the PCI Functional Consultant capability points in CE
Partner Co-op:
For co-op incentive claims please refer to the Co-op Guidebook

Good to know...

The package can be adjusted for partners who have fewer students. The package includes guide self-study time and leave time for students to take each of the certification exams included in the program

"365 Talent Portal have played a huge part in our UK Training Days series and I couldn't recommend the team and their pool of consultants enough! They have continuously provided a high calibre of trainers who have a deep technical understanding of Dynamics 365 and Power Platform, this has shone through at all events they have been a part of. Extremely professional, reliable and knowledgeable!" - Annabelle Coyne Events Manager Microsoft UK

Website: www.365talentportal.com
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Tel: 02071 931 455

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Microsoft Power Apps for End Users

Course Overview...

This 2 day class will help partners understand how to take a customer scenario for collaboration and forms requirement and build a Power App using the Design Canvas to align to the customer needs. You will learn different scenario's of usage as well as licensing and good practice design principles.

Package Details...

Course Duration: 2 Days

Audience level: This class has something for everyone, from beginners who wish to customise their data entry forms in SharePoint right up to advanced users who need to use advanced formulas to deliver more bespoke actions to their applications.

Costs: £975 plus VAT

Module List							
An Introduction to Microsoft Power Apps Portals	Getting Started with Power Apps	Branding & Media Maintenance	Power Apps Controls	Data Sources & Logic	Model-Driven Apps & Portals	Power App Integration	Administration & Maintenance

Notices...

Outcome:
Learn how to create practical business apps for desktop and mobile use
Job Role:
IT Service Develop, Business Applications Specialist, Technical Consultant
Partner Co-op:
For co-op incentive claims please refer to the Co-op Guidebook

Good to know...

Students should have prior experience of using Microsoft 365

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Microsoft Power BI for End Users

Course Overview...

This class is designed to help partners architect and build a customer solution for data visualization using the Power Bi platform. Partners will learn how to take existing data processes in a customer and transform them to being used in Power Bi. You will also learn how to migrate from other data sources such as Excel and Databases and understand licenses costs when doing various connections.

Package Details...

Course Duration: 2 Days

Audience level: This course is designed for students who are just getting started with Power BI and who need to get up to speed on building and deploying custom solutions using the Power BI Service and Power BI Desktop.

Costs: £975 plus VAT

Module List							
Introducing the Power BI Platform	Getting Started with Power BI Desktop	Mastering the Query Features of Power BI	Designing a Data Model with Power BI Desktop	Designing interactive reports in Power BI Desktop	Designing and Deploying Dashboards	Integrating Excel Workbooks into Power BI	Publishing Content Using Apps and App Workspaces

Notices...

Outcome:
Learn how to refine and model data to create compelling and informative reports
Job Role:
IT Service Developer, Business Analyst, Reporting Specialist, Data Modeler
Partner Co-op:
For co-op incentive claims please refer to the Co-op Guidebook

Good to know...

Students will require their own computer running either Windows 10, Windows 8.1 or Windows 7
with Power BI Desktop installed and up to date

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Microsoft Power Automate for End Users

Course Overview...

This course is designed to help partners understand the architecture, licensing and creation of Microsoft Flows using the Power Automate tools. You will be able to build custom flows as required by customers and integrate them with their current 365 collaboration platform.

Package Details...

Course Duration: 1 Day

Microsoft SATV Vouchers can be used against this course

Audience level: The intended audience for this course would be those who have been using Microsoft 365 for some time and are now looking at optimising their existing business processes and designing new ones.

Costs: £650 plus VAT

Module List					
An Introduction to Power Automate	Getting Started	Automation Logic	Integration	The Power Automate Mobile App	Administration & Maintenance

Notices...

Outcome:
Automate business processes to encourage efficiency, accuracy and visibility
Job Role:
IT Service Developer, Business Process Designer, Workflow Automation Specialist, Team Manager
Partner Co-op:
For co-op incentive claims please refer to the Co-op Guidebook

Good to know...

Students should have some exposure to a Windows operation system and Microsoft 365.

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Dynamics 365 + Power Platform Open Hack

Course Overview...

This OpenHack enables attendees to build a Power App that leverages the Dynamics 365 Healthcare Accelerator and key parts of the Power Platform, including Power Automate, AI Builder, Power BI, Data Connectors, and the Common Data Service (CDS), while also integrating with Microsoft Teams and Azure.

Package Details...

Course Duration: 3 Days

Audience level: Familiarize yourself with the Power Platform. We encourage everyone to complete the free 'App in a Day' Power Apps training course to learn the basics of building canvas and model-driven apps, using CDS to store data, and integrating with Power Automate.

Costs: £7500 (2 Teams of 5 = 10 Hackers)

Technologies Covered

Dynamics 365	Power Apps	Power Automate	Power BI	Common Data Service	Common Data Model	Data Connectors	Microsoft Teams	Azure Cognitive Services	AI Builder

Notices...

Outcome:
This OpenHack simulates a real-world scenario where Lamna Healthcare Company is a modern patient care organization that has already gone through their digital transformation journey. Now that their data lives on the Common Data Service, Lamna Healthcare's management has requested a new round of improvements that enhance their proactive patient care. This involves implementing new requirements that will enable their care team to better manage their patients, predict patient health risks, and improve collaboration throughout the patient lifecycle .
By the end of the OpenHack, attendees will have built out a technical solution that serves as an all-encompassing solution for the modern medical practitioner in the digital age, built on the building blocks of the Power Platform.

Partner Co-op:
For co-op incentive claims please refer to the Co-op Guidebook

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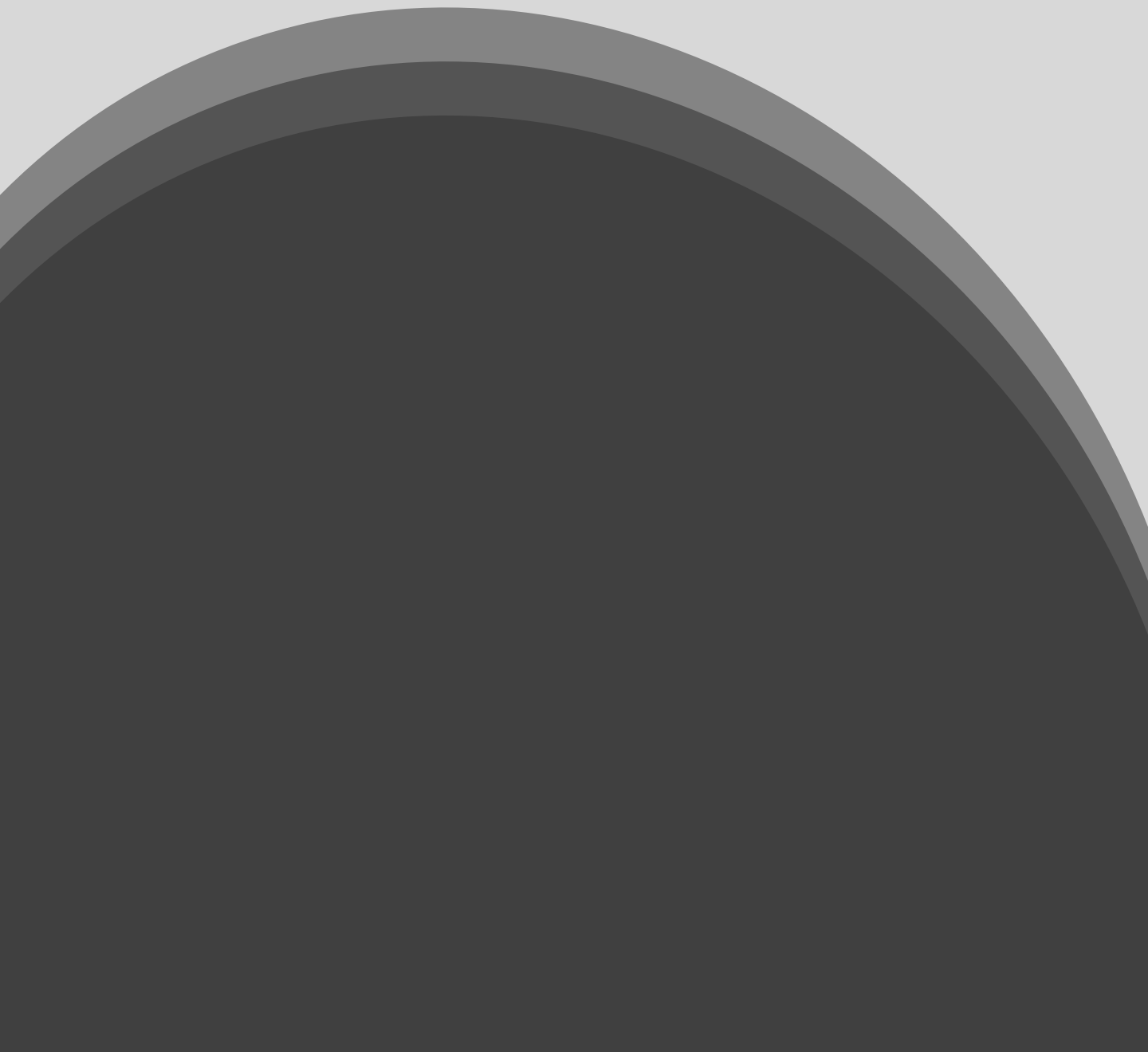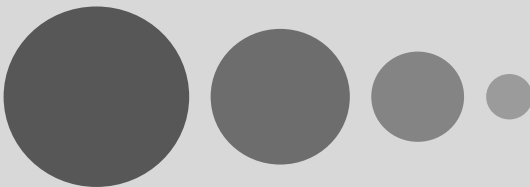Email: Openhack@flane.co.uk
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Fast Lane
Solution Based Training and Services

SharePoint Online Administrator

Course Overview...

This 3 day class will help partners design and plan for a customer project for migrating to SharePoint Online from SharePoint on prem and file shares or setting up SharePoint online for the first time. Partners will learn how to manage the tenant level options for SharePoint Online and build remote management scripts as well as governance planning for data management.

Package Details...

Course Duration: 3 Days

Audience level: This course will introduce the audience to SharePoint Online Administration in Microsoft 365 and explain and demonstrate the configuration options for SharePoint Online. The course is appropriate for existing SharePoint on-premises administrators and new administrators to Microsoft 365 who need to understand how to correctly setup SharePoint Online for their company.

Costs: £1,275 plus VAT

Module List

Introduction to Microsoft 365 and SharePoint Online	Working with Site Collections	Managing User Profiles	Working with Data Connections	Managing the Term Store	Configuring Search	Configuring Apps	Enterprise Content Management in SharePoint Online	Managing Options for SharePoint Online

Notices...

Outcome:
Be proficient in managing and configuring the SharePoint Online Admin Centre
Job Role:
IT Administrator, Microsoft 365 Tenant Administrator, SharePoint Administrator.
Partner Co-op:
For co-op incentive claims please refer to the Co-op Guidebook

Good to know...

No previous knowledge is required to attend this course

Website: www.combined-knowledge.com
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SharePoint Online Branding

Course Overview...

This branding class will help partners learn how to customize the look and feel of SharePoint Sites to enable the partner to provide a branding service to their customer base designed around good practices within the Microsoft platform using the new templates and web parts.

Package Details...

Course Duration: 1 Day

Audience level: The audience of this course are individuals who are using modern SharePoint Online team sites and communication sites and are looking at applying their business / organisational branding to one or more sites.

Costs: £650 plus VAT

Module List

Branding in SharePoint Online	Managing Modern Themes	Creating Custom Themes	Customising Lists & Libraries

Notices...

Outcome:
You will understand where branding can be implemented in SharePoint Online, You can choose to brand single sites or deploy a consistent brand to multiple sites.
Job Role:
Branding specialist, Marketing roles, SharePoint SME and IT Support
Partner Co-op:
For co-op incentive claims please refer to the Co-op Guidebook

Good to know...

As a minimum requirement for this course, delegates need to have experience managing a site in SharePoint Online, creating sites, apps and working with content in a site.

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Teams End User

Course Overview...

This course will help partners to understand the options provided by Microsoft Teams for creating and designing a Teams architecture that aligns to the needs of the client for their collaboration needs. The partner will learn different scenarios to build a team and apply that to different customer needs.

Package Details...

Course Duration: 1 Day

Audience level: The intended audience for this course are Power Users and Super Users who will need to support the user base, advise on functionality and when to use what tool for the right collaboration need.

Costs: £650 plus VAT

Module List

An Introduction to Teams	Chat within Teams	Collaborating with Teams	Meetings in Teams	Working with files	Teams settings and add-ins	Labs

Notices...

Outcome:
Learn how to leverage Teams to collaborate, have smarter meetings, organize files and conversations
Job Role:
Any departmental role would benefit from understanding Teams and IT Service Desk Analysts to report
Partner Co-op:
For co-op incentive claims please refer to the Co-op Guidebook

Good to know...

As a minimum requirement for this course, delegates need to be proficient in using both a Windows desktop and web browsers.

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Microsoft 365 Digital Champion

Course Overview...

This course is a custom build class that is designed to train champions on how to use Office 365 for their business and ways of working. A digital champion will need to understand how apps are relevant to their business and most important how their users will be working with the products in their daily job. Partners will be able to build their own champions program or provide this program to their customers. Each class is tailored to the ways of working and apps being used.

Package Details...

Course Duration: 1 Day

Audience level: The intended audience for this course are individuals, selected by the business or volunteer themselves, from a range of roles and departments in an organisation, who have the expectation to support and engage their colleagues who are being introduced to Microsoft 365.

Costs: £1,750 plus VAT up to 16 students

Module List

An Introduction to Microsoft 365	Getting Started with OneDrive	Collaborating in Teams	Working with Videos Using Stream

Notices...

Outcome:
Learn what tools to use, when and how, from the productive Microsoft 365 suite of services
Job Role:
Any departmental role who needs to support the adoption of Microsoft 365 within their team
Partner Co-op:
For co-op incentive claims please refer to the Co-op Guidebook

Good to know...

Students are not required to have prior experience of using Microsoft 365 but should be happy to promote Microsoft 365 within their teams and share the benefits of the various services

Website: www.combined-knowledge.com
Email: sales@combined-knowledge.com
Tel: 01455200520

combinedknowledge

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Custom Microsoft 365 End User Training

Course Overview...

This tailored training works with partners to create an end user skills and adoption program to align the ways or working and collaborations needs of the business for the end user base. Each delivery is custom build to align to the customer and the apps they are using and then building short / sharp skills programs to maximize the customer adoption and usage. Each course is customized on a per customer basis and aligned to the partners delivery to that client.

Package Details...

Course Duration: Varied

Audience level: The intended audience for this course may have existing knowledge in some areas off Microsoft 365 with some skills gaps in others. This course offers these individuals the option to prioritise services in the Microsoft 365 suite that they require further tuition on, within a time frame that suits their needs.

Costs: £1,750 per day plus VAT

Module List							
Outlook essentials	Manage files in OneDrive	Collaboration in SharePoint Online	Promote videos in Stream	Engage colleagues with Delve, Sway and Yammer	Office 365 Groups and Microsoft Teams	An overview of Power BI, Power Apps and Power Automate	Building surveys with Forms

Notices...

Outcome:
Improve your awareness and understanding of areas of Microsoft 365 that you had limited knowledge on
Job Role:
Any departmental role would benefit from reducing skills gaps in Microsoft 365 and IT Service Desk Analysts for support
Partner Co-op:
For co-op incentive claims please refer to the Co-op Guidebook

Good to know...

Students should have some experience of using Microsoft 365

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Microsoft Teams – Advanced Skills for Power Users and Managers

Course Overview...

This 2-day course is designed specifically to help you drill down into the more advanced features of Microsoft Teams including productivity, knowledge sharing, development, integration, and collaboration features for team leaders and managers.

Package Details...

Course Duration: 2 Days

Course Code: T4D190

This course is targeted towards individuals and teams looking to fully utilise Microsoft Teams features and best practice, including developers, managers, and power users

Costs:
Scheduled course: £1600
Partner buy price: £1400
Please enquire for future offers and benefits

Module List

Overview of course	Microsoft Teams productivity features	Microsoft Teams knowledge sharing features	Microsoft Teams collaboration features	Microsoft Teams features for the developer	Microsoft Teams features for the business leaders	Microsoft Teams Integrations overview and examples

Notices...

Outcome:
On completion of this course students will be able to utilize the full capabilities of Microsoft Teams and empower their company
Job Role:
This course is best suited for all roles where Teams plays a vital role in day-to-day operations
Partner Co-op:
For co-op incentive claims please refer to the Co-op Guidebook

Good to know...

Attendance of our course Microsoft Teams - Collaboration Essentials - T4D189 or experience using Microsoft Teams core functionality .

Website: www.training4dynamics.co.uk
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Sell Microsoft Business Voice

Course Overview...

Microsoft 365 Business Voice is a modern cloud-based telephony solution that integrates into Office 365. It gives you calling together with chat and meetings in a single app, Microsoft Teams. Business voice is still relatively new to many partners, so this session is great for understanding the key benefits of a Unified Cloud Communications Platform and how to help your customers build a Teamwork. These sessions are delivered remotely in accordance with Covid-19 guidelines.

Package Details...

Course Duration: 60-90 min

Audience level: This course is great for all sales teams, especially beneficial if your team is new or would like a refresher on Microsoft technologies.

Costs: from £335

What is included

Understanding Telephony 101	Introduction to Business Voice	All in One Communication	Intelligent Calling	Business Voice Features	Clients & Devices	Pricing & Plans	Service Numbers	Building a Voice Practice

Notices...

Outcome:
Provides the right level of product and license knowledge for Sellers, Account Managers to discuss Microsoft Business Voice with confidence and be able to begin actively pursuing sales opportunities
Partner Co-op:
For co-op incentive claims please refer to the Co-op Guidebook

Good to know...

Microsoft UK preferred supplier for 20 years. Microsoft authorised Learning Partner. Microsoft Business Value Programme accredited. Microsoft Service Adoption Specialists. Associate of Chartered Institute of Personnel and Development (CIPD). Prosci® Change Management Practitioners.
Claim for this through Co-op under 'Internal Training and Floor Days'

Website: http://www.thereadinesscompany.com/
Email: jen.Wilson@thereadinesscompany.com
Tel: 0118 370 2666

The Readiness Company
Adoption & Change Management specialists

Sell Microsoft's Security & Compliance Capabilities

Course Overview...

Microsoft 365 features a plethora of security and compliance features. This session takes a focused look at how the security and compliance controls can help make businesses of all sizes more secure. This session is approx. 60min and is great for partners who perhaps have more of a focus around security offerings, or those wanting to upskill their workforce in the holistic compliance and security options available in. These sessions are delivered remotely in accordance with Covid-19 guidelines.

Package Details...

Course Duration: 60-90 min

Audience level: This course is great for all sales teams, especially beneficial if your team is new or would like a refresher on Microsoft technologies.

Costs: from £335

What is included							
Opportunity & Risk	Current Security Landscape	Trusted Cloud	Used based security features (SS0, MFA, CA)	Device based security features (Intune)	Application & document security features (AIP)	Email based security features (ATP, DLP)	Secure Score

Notices...

Outcome:
Provides the right level of product and license knowledge for Sellers, Account Managers to discuss Microsoft products with confidence, as well as the sales guidance to begin actively pursuing sales opportunities.
Partner Co-op:
For co-op incentive claims please refer to the Co-op Guidebook

Good to know...

Microsoft UK preferred supplier for 20 years. Microsoft authorised Learning Partner. Microsoft Business Value Programme accredited. Microsoft Service Adoption Specialists. Associate of Chartered Institute of Personnel and Development (CIPD). Prosci® Change Management Practitioners.
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Adoption & Change Management specialists

Sell Microsoft Teams

Course Overview...

Teams is the fastest growing application in Microsoft history. This session takes a dive into Teams, looking at some of these great features for collaboration and communication, but also taking time to look at why Teams stands apart from the crowd with features like advanced security, AI driven tools and App integration. Session length is approx. 60min, it is great for partners looking for their sales teams to drive Teams sales & adoption within their customer base, understanding that Teams is more than just Video Chat and IM. Great for new starters looking to gain a deeper understanding of what Teams is capable of. These sessions are delivered remotely in accordance with Covid-19 guidelines.

Package Details...

Course Duration: 60-90 min

Audience level: This course is great for all sales teams, especially beneficial if your team is new or would like a refresher on Microsoft technologies.

Costs: from £335

What is included

What is Teams for?	What does Teamwork look like today?	Teams vs Skype for Business	Teams features overview (demo)	Teams Devices	Teams Meeting Rooms	AI in Teams	Teams as a Platform	Security in Teams	Teams Differentiation

Notices...

Outcome:
Provides the right level of product and license knowledge for Sellers, Account Managers to discuss Microsoft Teams with confidence, as well as the sales guidance to begin actively pursuing sales opportunities
Partner Co-op:
For co-op incentive claims please refer to the Co-op Guidebook

Good to know...

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Adoption & Change Management specialists

Increase your Microsoft 365 sales

Course Overview...

This course is intended to be a deep dive into the features and benefits of Microsoft 365, coupled with real world examples, scenarios and exercises to support sales professionals to better position the products in their own conversations.   Whilst we used to deliver this course in person over 1 day, we now suggest two 2 or 2 ½ hour sessions to enable the course to be delivered remotely adhering to Covid-19 regulations.

Package Details...

Course Duration: 1 day (split in 2 half day sessions)

Audience level: This course is great for Pre-Sales, Sellers, Account Managers

Costs: £1680

What is included

Modern Workplace	Product explanation & information	Licensing Overview	Pitch Building	Customer Scenarios	Objection Handling	Good questions to ask	Useful Resources

Notices...

Outcome:
Provides Partner Pre-Sales/sales professionals with a clear pre-sales understanding of M365 technology capabilities and usage scenarios to drive successful customer conversations.
Partner Co-op:
For co-op incentive claims please refer to the Co-op Guidebook

Good to know...

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The Readiness Company
Adoption & Change Management specialists

Course Overview...

Selling and delivering training, adoption and change management (ACM) solutions is different to selling technology solutions. If you are not sure where to start, have tried but it hasn't really worked, have a gap in delivery capability or do not have the bandwidth. The Readiness Company have put together an Adoption and Change Management Practice which contains everything you need.

Package Details...

Course Duration: Varied

Audience level: Partners looking to deliver training, adoption and change management solutions to their customers

Costs: Varied

What is included			
Why Change Management is important	What is it?	How to approach selling ACM	(Choose from the components of our ACM offerings to design a solution for your customers)

Notices...

Outcome:
M365 Adoption & Change Management Practice
Partner Co-op:
For co-op incentive claims please refer to the Co-op Guidebook

Good to know...

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The Readiness Company
Adoption & Change Management specialists

+One Upsell Training Courses

Course Overview...

These sessions have been designed to help sellers construct the sales conversation from moving from SKU A to SKU B, not focusing just on product features, but instead on the current environment customers find themselves in and how the Microsoft portfolio can help solve those pain points

Package Details...

Course Duration: Various (up to one day)

Audience level: Sellers

Mandatory Sessions

Collaboration	Secure Remote Access	Cyber Threat Protection	Securing Devices and Data	Microsoft 365 Value

Core Upsells (30 mins)

Microsoft 365 Business Basic	Microsoft 365 Business Standard	Microsoft 365 Business Premium	Microsoft 365 E3	Microsoft 365 E5

Add On (30-60 mins)

Business Voice	Project Online

Notices...

Outcome:
Help sellers construct the sales conversation from moving from SKU A to SKU B
Job Role:
Seller
Partner Co-op:
For co-op incentive claims please refer to the Co-op Guidebook

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Course Overview...

From 1 hour to 1 day of interactive workshop(s) for Sellers, Account Managers to identify Microsoft cloud opportunities. Learn who to talk to for different Microsoft technologies and what to ask. The workshops can be followed up with 1-1 sales coaching tailored to meet the needs of your teams. These workshops and coaching sessions are delivered remotely in accordance with Covid-19 regulations.

Package Details...

Course Duration: 1 hr – 1day

Audience level: This course is great for Sellers, Account Managers

Costs: from £335 - £1500

What is included				
Account Prioritisation	Identifying Needs	Opening a call	Finding a solution	Next Steps...

Notices...

Outcome:
Equips Sellers, Account Managers with a systematic and proven Microsoft technology-centric sales methodology. Helps build confidence and enables the increase of opportunities and deals within prospective and current accounts

Good to know...

Microsoft UK preferred supplier for 20 years. Microsoft authorised Learning Partner. Microsoft Business Value Programme accredited. Microsoft Service Adoption Specialists. Associate of Chartered Institute of Personnel and Development (CIPD). Prosci® Change Management Practitioners.
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Adoption & Change Management specialists

Lead Generation/ New Business Course

Course Overview...

Lead Generation Courses to help Sales people carry out a structured approach to uncovering new business opportunities to grow their pipelines. Our courses are designed to build confidence and the new skills can even be practiced on the day.

Package Details...

Course Duration: Varied

Audience level: Ideal for Sales people that want to generate new opportunities and for Sales Managers that want to get the most out of their teams.

Costs: per delegate is £300 per day
(max. of 5 delegates a day)

Course Modules

Reaching Decision Makers	How to open a call	Language to use to gain interest	How to hand leads over to colleagues	1-day virtual classroom session. Theory and practical activities	Objection Handling	How to uncover and qualify an opportunity	Closing a lead	The follow up and nurture process

Notices...

Outcome:
Attendees will be able to start building a pipeline of opportunities immediately and will be able to follow a structured approach to generating new business when needed. Follow up refresher days can be arranged to continue development.

Good to know...

TrackIT are a lead generation company on the Microsoft Concierge. We have successfully trained all levels of people on how to generate new business over the phone. Your staffed will be trained by a company that specialises solely in IT Lead Generation.

trackIT MARKETING

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Commercial Consultancy & Sales Performance Training

Overview...

"Pareto Accelerate" offers a solution to the UK's skill shortages of sales, service, leadership and management. Our offering supports your business to retain/achieve a Best in Class Sales Performance Culture that delivers sustainable growth.

Details...

Accelerate is a proven training approach to deliver a ROI and improved sales impact for Clients in all major markets. This includes start-up/scale-up and enterprise organisations within the technology market. Starting with consultancy Pareto will understand the outcomes the programme is to deliver and align the development to deliver long term sustainable change. Leaders and managers are supported in their roles as sales performance coaches to stretch sales capability and improve sales outcomes. Delivery of training and coaching is blended and can be face to face or virtual instructor-led; it is supported with digital topics and e-learning so learners can continually refine/hone their skills and transfer the learning into doing. Training is delivered in practical, high impact sessions and is customised to our Clients business, proposition, market, customers and teams. To find out more click here.

Typical Training Content Areas								
Sales Fundamentals	Professional Selling Skills	Sales Excellence	Presenting Compelling Propositions	Powerful Pitches & Running Impactful Demos	Negotiation Excellence	Strategic Account Management	Demand Generation and Prospecting	Sales Management and Leadership

Notices...

Pareto are passionate about ROI from sales training and have helped Clients deliver the following results:

- Increasing a £500m turnover business by 52% gross margin in 6 month

- Increasing average no of products sold from 1.2 to 1.8

- Increased average no of meetings AND conversion rates by 43% and 6%

Good to know...

- Clients work with Pareto to sell more, at higher margins with an accelerated speed of sale

- Creating predictable and repeatable sales orders

- Global training solutions that can be delivered in local language

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Tel: 0333 920 3093

PARETO LAW

Additional Resources

UK Partner Talent Hub:
UK Partner Skills
(microsoft.com) -
Connect to talent
opportunities

Microsoft Learn: Learning and
Development Services
(microsoft.com) -
Micro-learning, connected to your
partner profile...

Microsoft Digital Skills site:
Digital Skills - Microsoft
UK -
Get On Campaign

Partner Practice Playbooks
- from Corp Enablement
Partner Pledge