INGRAM MICRO CLOUD / Microsoft

Prepare and uncover
new opportunities with NCE

Here are some recommended steps to help customers understand the commitment to the New Commerce Experience subscription policies.

Set yourself and your customers up for success with their digital transformation by engaging in an open business-led conversation. Ensure they are familiar with the new NCE terms and conditions and unlock new possibilities.

What to review with existing customers	Why address these challenges	How to start the conversation and guide them
Review the customers' business needs	• List the Microsoft on-premises or cloud products and services the customers use. • Examine how their current business applications, infrastructure, security, and communication tools are used. • Determine the upgrade paths for NCE based on their future needs. • Export the personalized Cloud Ascent report to uncover new cross-sell or up-sell opportunities.	✓ What business problems are you facing? ✓ What, if any, products, services, or features are missing to help you achieve your business goals? ✓ What are your hesitations surrounding the public cloud? ✓ Do you feel that some of your processes are outdated and possibly take up too much of your time? ✓ Do you have a disaster recovery plan for your systems? ✓ Are data silos an issue? Are you able to easily share data between departments? ✓ Are your teams able to collaborate easily from anywhere? ✓ Are you currently satisfied with the subscription you are on? ✓ Does your existing solution enable users to update data, process sales without leaving familiar applications like Teams and Outlook?
Assess the required number of seats	• Validate if the existing number of seats will remain the same for the new anticipated term.	✓ How many employees are currently working for your company? ✓ What is your 3-year business plan? ✓ Do you have market expansion goals? ✓ Do you require new features for the systems you are using?

Explore new business agreement term

- Choose between a monthly, annual, or 3-year term agreement*.

- Choose between a monthly or yearly billing frequency.

- The monthly commitment and billing frequency come with a 20% price increase.

Monthly and yearly offers can be mixed or purchased for the same SKUs.

*Some commercial seat-based offers in NCE might not have the monthly term option: please Ingram Micro Cloud Marketplace catalog and pricing list to confirm monthly-term availability.

- ✓ We now have more ways to accommodate your payment preferences: how would you like to proceed?

- ✓ With an annual contract, we can secure your pricing. Is this something you would like to explore?

- ✓ If you are hesitant to commit to an annual subscription, we can offer you more flexibility with the monthly premium offer. Would you like to learn more?

Migrate clients' subscriptions to New Commerce Experience

- Leverage Microsoft and Ingram Micro Cloud promotions:

  · A 5% discount on annual term NCE subscriptions is available through to March 31, 2022.

  · Monthly term NCE subscriptions discounted to the regular yearly term price (instead of the usual 20% premium) until June 30, 2022.

- Benefit from our **White-Glove Migration Services**, **Microsoft NCE Pro-Support Services**, **NCE Legal Advisory Services**.

Communicate important business changes

- Communicate the new technical enforcements to reduce the risk.

- Make sure they understand:

The new seven calendar days (168 hours) cancellation policy and seat reduction window within NCE where changes made outside this grace period are fixed and contractually bound for the remainder of the subscription term.

Help them stay current and maintain NCE compliance

- **Consult these end-customers resources** in the Go-To-Market Hub.

- **Review the New Commerce Experience Resources Hub**.

*New Commerce Experience might impact partners differently. Therefore, we suggest an in-depth review with your dedicated **NCE local champions**.*

NCE resources:

- 🌐 **NCE**

- **Ingram Micro Cloud Marketplace with NCE**

- **Microsoft Partner Network Resources**

- **Microsoft Partner Center Announcements**

- **Microsoft New Commerce Experience NCE Promotions**

- **Microsoft New Commerce Experience Promotion**

- **Breaking Down Microsoft's New Commerce Experience - Ingram Micro Cloud**

- **Exclusive NCE White Glove Migration Services**

- ▶ **Tutorial To Transact Microsoft NCE on Ingram Micro Cloud Marketplace**

Please note that our teams strive to stay on top of the most recent announcements, but this document may contain outdated information. Always refer to **Microsoft's latest notifications**.