

# Does Microsoft New Commerce Experience (NCE) sometimes feel like a jungle to you?

Partner Care can help you navigate.



## Partner Care provides Microsoft Pro-Support to Microsoft resellers

- Personal guidance (1-on-1)
- Single point of contact, across the board, 24/7
- We will be your guide, and give you the grand tour
- We optimize portals, incentives, and learning paths
- We answer all your questions along the way
- From on-boarding to product content
- Microsoft marketing
- We provide the answers to the most complex licensing questions
- Starting at 99,- USD per month, can be cancelled monthly

**The first step? Please send an e-mail to [support@partnercare.us](mailto:support@partnercare.us) or call +31 (0) 20 299 3759.**

### STEP 1

## Activate service online or via e-mail

Simply send an e-mail to [support@partnercare.us](mailto:support@partnercare.us) with the words:  
"Approved for Phase 1: NCE Administration, 99,- USD per month".

### STEP 2

## We will contact you within 24 hours

As soon as the service has been ordered / activated, Partner Care will contact you within 24 hours. The first time Partner Care try to contact you will be by telephone. If we cannot reach you, we will send you an e-mail.

### STEP 3

## The first 30 minutes

During this first Microsoft Teams meeting, Partner Care will invite you to "park your car in our garage", so to speak. Partner Care wants to provide you with the best kind of customer experience. They want to make things easy for you. In order to do this, they will use a screen-sharing tool, such as Anydesk or Teamviewer. This way, you login to your own Microsoft Partner Centre Portal, and from their side they can:

- Set up your client account.
- Collect all the relevant information to give you a comprehensive overview.
- Give you the grand tour, answering all your questions along the way.
- Everything will be made clear to you.
- You will be ready to make the relevant choices efficiently, such as how your portals should be set up.

#### STEP 4

## 1st hour: Microsoft and the new billing model “NCE”

- Partner Care introduction
- History Microsoft
- Microsoft changes last 5 years
- The new “NCE” billing model, price increases and deadlines
- Basic administration, tenant & Azure
- Transforming / linking customers the new NCE style
- Answer remaining questions

#### STEP 5

## 2nd Hour: Check if Microsoft NCE business is landing the correct way

- Check the changes in the Ingram Micro Cloud Marketplace
- Check changes in the Microsoft portals
- Check if all the Microsoft business went through the system the correct way
- And a lot more...

Partner Care is compliant with all the new rules and guidelines Microsoft presented.

### **HARDWARE-EXPERTS**

COMPUTERS • ONDERDELEN • REPARATIES

We were already selling Microsoft products, but what a puzzle it was to get through the jungle of rules and websites to put in a claim with MS. So, we stopped doing this, until we were introduced to Partner Care. They set everything up for us afresh, well-organized and clear; they cleaned up accounts etc. We are now able to concentrate on our core business, with Partner Care as our internal MS specialist.

[www.hardware-expert.nl](http://www.hardware-expert.nl)

### **INFORMATIQUE**

echt verstand van computers

“We are very thankful for the super we are getting from Partner Care. You can compare the organization Microsoft with a real jungle. As a pretty big Microsoft focused company, we are really with Partner Care support. Thank s to you ware are not wasting time, because you constantly know which roads to walk. Thank you for this.”

[www.informatique.nl](http://www.informatique.nl)

### **Quibus**

Especially when a company is Silver or Gold eligible the help from Partner Care is essential. With their support plan, or even better their hour-bundle, your Microsoft account will be optimized and incentives tuned. The cost for Partner Care is most of the time return within the first couple of calls. As a company owner it's not the discussion if to activate the Partner Care service, but when. Good service, excellent knowledge!

[www.quibus.nl](http://www.quibus.nl)

### **JSE** ict-experts

Partner Care really took us by the hand to help us fully understand the Microsoft Partner Program. As a partner, finding your way without any help is almost impossible. Partner Care helped us to get our affairs in order. An added benefit is the financial rewards we have been receiving from Microsoft.

[www.jse.nl](http://www.jse.nl)