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Microsoft Azure Basics

Q1. What is Microsoft Azure?

A: Azure is the cloud platform for modern business. The open and flexible cloud platform enables you to quickly build, deploy, and manage applications across a global network of Microsoft-managed datacenters. You can build applications using any language, tool, or framework. And you can integrate your public cloud applications with your existing IT environment.

Q2. What comes with Azure?

A: Azure delivers a 99.95% monthly SLA, built-in software patching, network load balancing, and high-availability. You can run your solutions on the same cloud that powers Skype, Office 365, Bing, and Xbox. Azure also offers 24x7 technical support with engineers constantly monitoring service health.

Q3. What are the benefits of Azure?

A: Azure offers a flexible cloud platform that can satisfy any application need. You can use any language, framework, or tool to build applications. You can build and run highly available applications without focusing on the infrastructure. You can also easily scale your applications to any size. And with the fully automated self-service platform, you can provision resources within minutes.

Q4. Why do I need the cloud?

A: The cloud helps you instantly expand your IT capabilities. You can get your apps up and running quickly, freeing you to spend more time innovating and less time managing. You can instantly scale and save money by only paying for what you use. The cloud also offers enterprise-level security, with the high level of data protection and datacenter security required by the world's largest organizations.

Q5. Will the cloud work with my on-premises servers and hardware?

A: A lot of vendors position the cloud as an "all or none" proposition. Microsoft is the only vendor that offers a consistent technology platform whether you are running servers on-site, virtualizing your workloads, or moving them to the cloud. Microsoft offers the same familiar tools to make this hybrid IT approach easy and seamless. So whether you are testing the cloud for the first time, or going "all-in", Microsoft has the platform and tools to help you every step of the way.

Q6. Why Microsoft?

A: Microsoft offers compelling differentiation from its competitors:

- Single vendor across clouds
- Single point of support for infrastructure, OS, services, and applications
- Tenured experience and enterprise credibility
- Single vendor for Infrastructure-as-a-Service (IaaS) and Platform-as-a-Service (PaaS)
- SharePoint, SQL Server, and Windows Server run best on Microsoft Azure.

Azure Purchase Details

Q7. How much does Azure cost?

A: Azure pricing is specific to the services consumed. Detailed pricing for Azure services can be found at <http://azure.microsoft.com/en-us/pricing/overview/>

Q8. How are Azure services priced?

A: Azure is priced on a consumption basis by the specific service being used. For example, Azure Backup pricing is different from basic Azure storage, as it includes additional capabilities such as backup compression, data encryption, and the network bandwidth required to restore backups.

Q9. How do I get Azure?

A: You can purchase Azure through the following three methods:

1. **Direct on azure.microsoft.com.** Pay as you go or pay with monthly plans. If you purchase for 6 or 12 months you can gain almost a 30 percent savings over Pay As you Go plans.
2. **Enterprise agreement.** Get additional discounts and terms as part of a deeper commitment to the Microsoft platform
3. **Azure in Open Volume Licensing.** Take advantage of a new option to purchase Azure Services through the 12 month Open, [Open Value, or Open Value Subscription](#) Volume Licensing Program.

Q10. What is Azure in Open Volume Licensing?

A: Azure in Open Volume Licensing offers a new option for customers to purchase Azure Services. Customers make monetary commitments through the [Open, Open Value, or Open Value Subscription](#) Volume Licensing Program that last for 12 months. The 12-month subscription period begins with the redemption of an Online Service Activation (OSA) Key that a reseller purchases from a distributor and sells to a customer.

Q11. What are the benefits of Azure in Open Volume Licensing?

A: Previously, there were two options for customers to purchase Azure, either on www.azure.microsoft.com or as part of an Enterprise Agreement (EA) with Microsoft. With this change, Azure will now be available through another familiar licensing option that offers the benefits of Microsoft Volume Licensing, flexible monetary payments, and additional opportunities for partners to grow margins and deepen customer relationships. Current customers can now purchase Azure through their existing Open Volume Licensing agreements.

Q12. Where is Azure in Open Volume Licensing available?

A: Azure in Open is available in countries that have Open Volume Licensing program partners and that offer Azure Direct. [Go here](#) to see if Open volume licensing is available in your country.

Account Management

Q13. How can customers manage their accounts?

A: Customers use the Azure Management Portal to handle the administration of domains, end users, subscriptions, and co-administrators. Customers can also elect to have a partner manage their account on their behalf.

Q14. How do partners manage customer accounts?

A: To manage a customer account, resellers must add their credentials to each of their customer's accounts, making them co-administrators on the accounts. (Note that a reseller must request access from the customer in order to add a credential to their account.) Resellers can then log on to each customer portal to monitor and manage the account.

Q15. How do resellers find out when a customer has a low balance on their account?

A: Customers can set up several configurable alerts that notify them when their balance is low. These alerts can also be set up to notify the reseller.

Q16. Can partners use the Enterprise Agreement (EA) management portal with Azure in Open?

A: No. Partners cannot use the EA Volume Licensing management portal with Azure in Open because EA enrollment is owned by the partner whereas each Azure in Open account is owned by the end customer.

Q17. Can an Azure in Open Volume Licensing customer sign an EA?

A: Yes, if a customer grows to the point that they qualify to sign an EA, they can.

Q18. If a customer signs an EA, can they migrate their Azure in Open Volume Licensing accounts to an EA management portal?

A: Yes, if an Azure in Open customer signs an EA, they can move their workloads to the EA program. This will require opening a support ticket to complete the migration.

Q19. How can customers get support?

A: Customers can either contact their partners directly or submit a support case online through the Azure Management Portal. Subscription and billing issues do not require a support contract. However, technical/break-fix issues will require an Azure support plan. For Microsoft support, please use the following links:

- Microsoft Volume Licensing Service Center
<https://www.microsoft.com/licensing/servicecenter/Help/Contact.aspx>
- Microsoft Azure subscription or technical issues:
<http://azure.microsoft.com/en-us/support/options/>

Q20. How can partners get support?

A: Partners can contact Microsoft for support if they are a member of the Microsoft Partner Network or have Microsoft Premier Support for Partners. More information can be found at:
<https://mspartner.microsoft.com/en-us/Pages/Support/get-support.aspx>.