

Microsoft Digital Partner of Record FAQ

1. What is the Digital Partner of Record designation and why is it important?

According to Preferred Strategies:

A Partner of Record is the partner who is helping you design, build, deploy, and/or manage a solution for a specific service. It is not the partner who sold you the subscription. Microsoft introduced the DPOR program to clearly identify the partner providing key support and lifecycle services for their customer's cloud subscriptions.

By naming Preferred Strategies as your DPOR, we will get access to more Microsoft support and resources that will help us improve our products, enhance our services, and keep our costs down. This ensures we will be in the best position to meet your needs long term.

2. Does assigning a Partner of Record to your Microsoft Cloud Services give the partner access to our corporate data or applications?

No, it does not provide the partner with access to your internal data or access to any of your online services/applications. The only data this provides is usage and consumption of the Cloud service. This provides information and insights to help optimize our customers' cloud solutions and find additional opportunities to drive active usage and adoption.

3. What customer data will a partner be able to see as DPOR?

- Customer ID and Customer Name
- Customer's Consumption/Usage Data which can include
 - Subscription ID, Subscription name
 - Key subscription attributes such as Start date and current End date
 - Aggregated metered consumption/Seat Usage data (\$\$ value/seat numbers)
 - DPOR association Date
 - Aggregated details of Azure Services and Seat Based Workloads that are being consumed/used

4. Does assigning a Partner of Record to your Microsoft Cloud Services impact your monthly subscription cost?

No, this process does not affect your subscription costs at all.

5. Does assigning a Partner of Record to your Microsoft Cloud Services affect your support contract?

No, it also has no impact on the support or services you receive from Microsoft or other vendors.

6. What Microsoft on-line service products can it be used for?

Power BI, Azure, Office 365, Intune, EMS, Dynamics 365, CRM On-Line and AX7

7. Who can attach a DPOR to a end-customer subscription?

For Azure and Office 365 services, the account administrator is empowered to add, change or remove a DPOR. This is usually the person in the customer organization responsible for setting up and managing the subscription service (also known as the Owner). For Azure, in addition to the account administrator, subscription administrators and co-administrators are also able to add/change/remove the DPOR via the Azure management portal.

8. Once a DPOR has been assigned can it be changed? Is there a limit to the number of changes possible?

Yes, DPOR designation can be changed, added, removed as many times as customers wish.

9. Can there be more than one DPOR assigned to a subscription at the same time?

No, there can be only one DPOR designated on any single subscription at a point in time.

10. What is the Digital Partner of Record designation and why is it important?

According to Microsoft:

DPOR is an on-line capability to attach a specific partner to a customer's Microsoft on-line subscription.

DPOR benefits the end-customer, the partners and Microsoft, by establishing a customer approved connection to their preferred partner. The benefits are:

For a Customer

- Control of which specific partner they wish to designate for on-line subscription access & benefits
- Flexibility to change or remove a partner, as desired
- Enhanced support and engagement from partner and Microsoft
- Optimized usage and consumption of services, as supported by their designated partners
- Improved partner discoverability

For a Partner

- Cloud Competency attainment
- Incentives designation, as approved by their customer preference
- Closer engagement with Microsoft technical, marketing and account teams

- Improved customer discoverability
- Microsoft visibility to their end-customer preference as selected and/or designated

For Microsoft

- Stronger and focused partner channel involvement with their end-customers
- Better customer experience with increased customer value and satisfaction
- Increased Customer/Partner alignment and loyalty
- Clear visibility to specific partner accountability for end-customer success and value delivery