



WE GET MICROSOFT CLOUD SOLUTIONS.

CSP FREQUENTLY ASKED QUESTIONS

WHAT IS CSP?

CSP is a new approach to Microsoft Cloud Solutions such as Office 365 and EMS. We offer Microsoft Cloud Solutions through the CSP model as being from CDW Canada.

HOW IS CSP DIFFERENT FROM EXISTING PROGRAMS?

CSP allows CDW to help the customer in all areas of Cloud Solutions by removing Microsoft from both the billing and support roles. This means there is only one point of contact for all your CSP needs, making things simpler, easier and faster for you.

WILL CUSTOMERS NOW BE ABLE TO ADD LICENCES THEMSELVES ON A SELF-SERVE PORTAL?

We are currently working on a customer-facing portal as part of CSP 2.0, which will give customers the ability to add/subtract licences on their accounts with no more emails or waiting for the licences to be assigned. This is expected to launch July 2019.

WHEN I CLICK THE LINKS IN THE EMAIL TO GRANT ACCESS, INGRAM MICRO COMES UP. IS THIS CORRECT?

Yes, our Microsoft service partner is Ingram Micro, therefore we are asking customers to provide them access as well.

SINCE WE'RE ADDING INGRAM, SHOULD WE REMOVE THE PREVIOUS SERVICE PROVIDER?

You have a choice. There is no need for you to remove the previous service provider, however they will still have the global administrator rights on your tenant.

HOW MUCH ACCESS WILL INGRAM HAVE TO MY TENANT?

As previously mentioned, Ingram Micro is our service partner. Their main role is to provide technical support to customers, only when requested. They will never get access to customer logins on the tenant or the customer-facing Ingram portal. Ingram has limited visibility and can only see which licences have been provided; they do not have the authority to change or modify the subscriptions in any way. Only authorized CDW account managers and Microsoft Operations team members have authority to modify the licences and subscriptions.