

Transfer from Direct Enterprise Agreement (EA) to CSP

Learn more about the Direct EA to Partner-led (CSP) transition tool available for Azure Expert MSPs

MICROSOFT PARTNER CONFIDENTIAL

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Azure through CSP

Azure in the Cloud Solutions Provider (CSP) program enables those partners with packaged, managed service solutions built on Azure. Our customers' digital transformations require an expanded set of activities and value from Azure partners, going above and beyond pure billing/transaction motions to consume Azure services efficiently. Buying Azure through a CSP partner will allow customers to:

- Receive from the partner a single invoice for Azure usage plus the partner's professional services
- Obtain 24x7 technical support from the partner
- Secure day-to-day operations and services from the partner which may include:
 - Cloud operations and management services
 - Cloud monitoring:
 - System health monitoring
 - Log analytics and alerting
 - Database monitoring
 - App performance monitoring

Transferring from Direct EA to CSP: Business Scenarios

Customers consuming Azure purchased directly from Microsoft via an Enterprise Agreement (EA) may decide to move all or parts of their Azure environment to a CSP partners under circumstances such as the following:

- A customer working with a partner who provides managed services on Azure purchased through an EA evolving to a packaged solution from a single provider which includes Azure infrastructure and the partner's professional services.
- A customer who aims to focus on core business activities and subsequently outsource some or all of their Azure estate to a partner controlled, administrated and managed model.
- A customer business model that benefits from professionally managed Azure infrastructure to optimize cloud adoption for new/more workloads.

Transferring from Direct EA to CSP: Customer considerations

The CSP business model is intended to provide customers with end-to-end governance, control and services through a partner. From management to support to billing infrastructure, CSP partners are an important part of the customer Azure experience. CSP partners are expected to offer Azure infrastructure coupled with their own in-house managed service offerings. Microsoft has certified highly

capable partners, [Azure Expert MSPs](#), who offer best in class managed services in Azure. Azure Expert MSPs have access to the automated Azure subscription transition tool. Through this tool, the Azure Expert MSP can initiate the transfer request inviting their customers to transition onto CSP in accordance with the business scenarios mentioned above. When considering the transfer of Azure subscriptions from Direct EA into CSP, a customer should evaluate:

- **Transition applicability.** The automated subscription tool is applicable only on Direct EA subscriptions. Indirect EA subscriptions are excluded from this transition tool.
- **Enterprise enrollment commitments do not transfer to CSP.** As part of an EA a customer may have committed to fixed Azure consumption. These commits are paid through monetary commitments (MC) or committed to consume through Microsoft Azure Consumption Commitment (MACC). Azure consumption for workloads migrated to CSP will not be deducted from the remaining Azure monetary commitment. To avoid forfeiture of these funds customers should wait until the commitment period expires or continue to run other workloads on the Enterprise enrollment. Azure consumption of workloads migrated to CSP will not count against Microsoft Azure Consumption Commitment (MACC) associated with the Enterprise enrollment. If other workloads have not been identified to retire this commitment, an invoice at the end of the term of the Enterprise Enrollment may result.
- **Azure reservations do not transfer to CSP. Although reservation entitlements purchased under the Enterprise enrollment will not move to CSP,** the underlying resources receiving these benefits will move to CSP along with the subscriptions. Customers may decide which subscriptions will be transferred to ensure reservation entitlements are not left under-utilized post-transfer.
- **Discounts and investments applied to the Enterprise enrollment will not transfer to CSP.** The price of Azure services is determined between customer and partner. This includes:
 - End Customer Investment Funds (ECIF)
 - Azure Credit Offer Balances
 - Price discounts

Customers may refer to the published Azure services prices [here](#).

- **Customized EA contract terms will not transfer to CSP.** Standard Microsoft Customer Agreement (MCA) terms apply. Customer must accept the MCA before transferring the subscriptions to CSP.
- **The CSP partner will provide support.** Support will be provided by the CSP partner on those workloads migrated to CSP and managed by that partner. Support entitlements purchased by customer through their EA may not be used to raise support tickets for the Azure workloads transferred to CSP.
- **Additional review of transfer requests may be needed.** Some transfer requests from customers to CSP partners may need to undergo additional review and approval due to the nature of their existing enterprise enrollment structure. Partners will be notified on those exception requirements and will need to engage with their Partner Development Managers (PDMs) and Account Executives, respectively, to help complete this review process.
- **Access permissions will be kept intact when moving to CSP.** Please refer the access permission details [here](#) to understand how to add/remove external guest access and perform required changes before transferring a subscription to CSP. The customer is advised to discuss with

partner the RBAC roles needed to perform managed services and provision accordingly before the transfer. Alternatively, customers can provision access to the partner through Azure Lighthouse. More details can be found [here](#).

- **Partner billing and usage period will occur after the subscriptions are transitioned.** All usage and purchases occurring until the transfer is complete will be billed to the customer under the EA with billing aligned to the new Azure experience. Further details of billing and currency can be found [here](#).
- **Enterprise dev/test subscriptions are not available in CSP.** Those subscriptions will be transferred with standard CSP prices if the customer chooses to transfer.
- **Availability of Azure Marketplace items in CSP are not available in CSP.** Marketplace subscriptions will be blocked by the transfer tool. Customer and partner are required to ensure they evaluate all Marketplace items installed and subsequent availability in CSP before selecting a subscription for transfer.

Pre-Requisites

A series of prerequisites are needed prior to inviting the customer to transition their Direct EA subscriptions to CSP. Partners can [learn more here](#).