

# Modern Work & Security CSP Voucher Pilot Program

## Office Hours [Americas\_EMEA]-20250423\_110109-

### Meeting Recording

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● **Amy Jarosky (AG Consulting Partners Inc)** started transcription



**Amy Jarosky (AG Consulting Partners Inc)** 0:14

Hi everyone. Welcome.

Thank you so much for joining us today for the FY25 modern work and security CSP voucher pilot.

We are very excited to have you all here with us. As always, we are recording this call and the recording as well as the deck will be available on the FPC Portal blog within the next day or so. So if you'd like to rewatch the session, you may.

Do so by heading over to the portal.

If you'd like to turn on live captions, feel free to do so in the teams app by the more button.

Also, if you have any questions along the way, we have a great team here ready to support you and answer any questions that may come up. So just post them in the chat if we have time for Q&A at the end, we'll enable the mics if.

You'd like to ask your question in that way, but definitely use the chat throughout the presentation.

Again, thank you all for joining us today.

And I will turn it over to Patricia O'Rourke.



**Patricia O'Rourke** 1:17

Good morning.

Good afternoon.

Good evening. For those that are at night time. I am Patricia O'Rourke.

I'm the quick to market global lead if you have not met me yet. And so today we bring you these unique first of a kind program.

As a pilot, we have with us.

Fakundo, who will be walking us through and introduce himself and walking us

through some of the nuances related to customer eligibility.

But we're gonna give you a program overview about your criteria.

Customer nomination process partner eligibility, onboarding process and helpful helpful links. I want to state and and thank you all for your patience that this is a program that has launched in in record time.

Basically, we put this together in two weeks due to the request of the regions and the sales team Microsoft Sellers.

And so we've been able to utilize this program to the sellers quickly.

The program has not yet launched for the partners. You will start receiving the terms and condition next week, but again, This is why quick to market is quick. We're able to accommodate this type of of requests and we are working very closely with the Mer work and SEC.

Teams to make this happen for you. Also, thank you for your patience.

And with that, I understand that Facundo, you will be covering our next slide.



**Facundo Maciel** 2:47

Thank you, Patricia. Hello everyone.

I'm faguna masiel.

I'm the person in charge of the security piece of the program as Patricia.

Just perfectly said this, this program was launched in record time, so you might have some questions that we already know that will be coming and I will try to proactively clarify the obvious ones.

I don't know if this helps anyone or not, but there are some things that even we don't like, but sometimes we have our constraints so I will be clarifying those.

So basically for the ones that have no idea what like, what about your program is as we have different versions of these excluding CSP, it's basically a program where the seller nominates a case that gives a voucher to the customer and then then the customer can activate the.

Voucher against their desired partner.

In this case, we are launching the CSP version of this one.

And as the title says, it's a pilot for CSP specifically.

The intention is to follow up next fiscal year, but of course we are not sure yet and also it's a first come first in program and at some point we might run out of money.

So until we're we're out of money, we are accepting nominations as long as they follow the criteria, of course.

So some of the of the big topics in the slide, this is only for newcomers only. It's only for corporate commercial accounts.

That we need to follow up some of the of the basic criteria rules.

Like having an MSX opportunity, the opportunity to be opportunities needs to be open, active for ME3 and me five, we have a minimum minimum of 500 seats. So for any seat that we are renewing or upselling or coming from net new, it needs to sum up.

To 500.

This is important, I know.

Or we know it's too much for security, but we still have the threshold in 500 seats and it can be a combination we'll into a second.

This needs to be new.

It excludes renewal, so we'll go into their pricing in a second as well.

But it's only the incremental value and then it needs to be an annual commitment.

So whatever. It's not, annual commitment doesn't count because we need to basically ensure that the the the payment will come for the whole year.

That's where the criteria comes for us to be able to fund internally the program.

Any we're taking questions at the end, right?

So once we once we launch officially, you will be able to see all the program criteria in the following link.

But for now, if we can go to the next slide, we're going to expand on the comments I just mentioned.



**Patricia O'Rourke** 5:22

Mr. Fauld, I can answer some of the questions.



**Facundo Maciel** 5:22

Perfect.



**Patricia O'Rourke** 5:24

So because this is a pre sales motion, I wanted to make it very clear we needed to announce it to the field because the eligibility of these pre nominations are between April and June 30th. So so I know fakundo you're going to tackle that we needed to announce.



**Facundo Maciel** 5:24

Yes, of course.



**Patricia O'Rourke** 5:40

It to the field quickly. While quick to market, was working on the back end to ensure we're able to onboard you all properly.

And have you accept?

The terms and receive vouchers.

So we have not yet issue any vouchers.

We don't receive us issuing vouchers until the next couple of weeks, but I just wanted to set that expectation that while we were announcing or the business decided to announce it to the field, we were working diligently to have you all set up for success for this program.

Pilot program.



**Facundo Maciel** 6:14

Perfect. Let me also answer some of the questions in the chat. Even though we are going to expand on some of them.

Clients moving off from EA.

It's a yes and no. So whatever is rolling over, let's say the customer already have 500 E 3 licenses and they're moving exactly those in the same way to EA. Then they're not eligible if in the movement they're upselling.

So they're upselling from the E3 to E5 on those 500, and the 500 number is important.

Then you're getting the the voucher for the the.

Valley. So we will be checking those and it's only over net new seats or absolute values in in all of them.

Checking the moments just in case.

OK, we are.

We are going to come back to some of the comments in in the next two slides, so feel free to ask again if we are not answering your questions.

So basically the eligibility, it's some of the things that we just covered the the important thing here is the .4.

So for all of the of you who already do ecif.

Will basically need the same type of sow and the same type of Poe at the end and this will be important for the payment as you can see in the right hand in the in the award you're basically receiving the 30% of the payment when.

You present the sow and the 70% when the Poe is done.

So without those documents, you will not be getting paid. Very important to follow the the due process.

And as we were saying that like the the the seller nominates once the seller nominates the customer receives the voucher.

And these things to happen before the real closes.

So once the deal closes, the customer basically gets a confirmation that the voucher is ready to use and once the customer uses the voucher then the work can begin and you can start working with the with the proper documentation.

This is excluding public sector customers and for now it is excluding the A A licenses I saw the question in the chat.

It's ME3 me 5 and we are in a small limbo on the on the minivandals, but we'll probably solve them this week and we'll let everyone know in.

In the documentation that will be sending.



**Patricia O'Rourke** 8:20

I called up.



**Facundo Maciel** 8:21

Values. So yes, of course mm hmm.



**Patricia O'Rourke** 8:21

Let me let me jump in real quick because I don't want to cause any confusion.

So the vouchers will be issued for six months.

The deal eligibility closes in June 30th.



**Facundo Maciel** 8:29

Mm hmm.



**Patricia O'Rourke** 8:32

The student to make it very clear the customers still have six months to deploy and

we're going to follow the same if you've done any of the deployment, the modern work security deployment offer, it's a similar process.



**Facundo Maciel** 8:34

Mm hmm.



**Patricia O'Rourke** 8:43

So we will talk about that in in a minute.



**Facundo Maciel** 8:44

Mm hmm.



**Patricia O'Rourke** 8:46

Thank you for coming.



**Facundo Maciel** 8:46

Yes, exactly.

Of course, of course.

So the the values we have, we're paying 8% of that first year in this case of the ERP price on the upsell opportunity.

So the example at the end if an account is moving from one seat to another, then that incremental value for the 12 following month, it's where we calculate the 8% off. If you're jumping from zero to nothing like Google on Prem, whatever.

2E3 or E5?

It's the 8% of that price.

That's how we calculate the voucher and that's the voucher that the customer will be able to use.

This is ERP price and for for the CSP voucher pilot this is something that we will not make an exception.

Sorry, take a mandatory ERP price based on those and on top of that, we are having a gap.

So if the value is over the 50K, then we can at 50K.

Basically, those are the most important notions in terms of how much we are paying.

I know this is a more complex, but think of it as it's 8% of the ERP upsell value from whatever you're going to whatever you're going and you can have a combination.

Again, if you have 300 from the scratch and 200 upsell, you can su.

App. But if you have 499 movements then we are not allowing the voucher in this case and we're going to the last section in the awards.

It's out of our control at some point, but we cannot make any exceptions on anything.

So if we have a case with 499 seats, then we have to say no for the pilot purposes. So keep that in mind as well as I was saying, I'm sorry for repeating, but we are making sure that everything is super clear the V.

Must be communicated to the customer before they close.

If they will close this and then you want to retractively, ask for the voucher, then that is also I know sadly and trust me that compliance is looking at that super close on all of these so we cannot give exceptions.

So as Patricia was saying, once the the voucher is issued, meaning once the partner, the customer said that they were going to use the voucher with the the their, their partner that they decided you have six months to execute this means six months from the sow to the.

Poe, until the Poe is presented the case, is not closed and also in this program we don't have exceptions.

So if you finish and sorry I'm I'm dramatizing on purpose, right?

But if you finish all your work.

Off from the Poe submission by one day, then you lose the 70% of the of the payment.

So please for anyone joining the program and taking vouchers, make sure that you are very aware of these dates in the EA version. We can grant this one month to month by a specific exceptions only.

In this case, we cannot so again be very, very mindful of the of the timeline in this one.

Any questions you we want to answer, Patricia. And this one before we move on.



**Patricia O'Rourke** 11:46

Oh, there's tons.

There's some question about if there's a cap per partner.



**Facundo Maciel** 11:49

And any highlight listen.



**Patricia O'Rourke** 11:51

There's no cap per partner.



**Facundo Maciel** 11:52

Nope.



**Patricia O'Rourke** 11:52

The CAP we're talking about is per customer.

We're gonna have to go through a lot of these questions. So I wanna say some of these will be answered through through the presentation.

So if you don't mind waiting on us a little bit so we can answer those, that would be great.



**Facundo Maciel** 12:12

Perfect.

I'm seeing one in the chat that says why are we not aligning the payout 5050 like the other voucher programs? Mainly compliance reasons. We're trying to make sure that we have that safety net specially as we're going into CSP and the CSP by design is closer to.

Being led by the partner anyway, so it's kind of like a fail safe. In order for us to enable the program for CSP.

What finalize works?

Sign off by the customer means in this case, if you just purchase self license for a year, what kind of work are we expecting to deliver so that I mean that should be aligned to the PoE and sow.

We have some templates if I'm mistaken, but as long as there is a link with the customer and he signs for both documents, the work that can be done is the work that we I need so it can go all the way from deployment to workshops of us.

And so on.

But that is the same as the other vouchers in the other programs that we have.



**Patricia O'Rourke** 13:13

So if I'm going to want to jump in because we we made a correction on, sorry, just real quick, we made a correction on the slide, but it's not populating.





**Facundo Maciel** 13:14

Mm hmm.

Yes, of course.

Of course.

Of course, of course.



**Patricia O'Rourke** 13:21

So, so and this is in line with the with the question that's coming, the voucher will go out to the customer, the seller, the submitter and the partner identified, OK, so, so the the voucher, the customer will not give the voucher to the to the partner it will. Be sent out to the customer.

The identify partner and the seller, so.

We'll make a correction on that.



**Facundo Maciel** 13:46

Yes, I I'm I'm scrolling through the chat limits.

We have a limited budget on the back end, so once we hit the budget we we will be closing for Q4 and one thing that is important, I know if it was super clear right now we like the, the the sellers can nominate and it's important that.

The seller needs to nominate.

It cannot be nominated by the partner itself.

And that goes all the way to June 30 or when we run off of funding. After that, you still have the six month.

So the Q4 timeline, it's only for nomination.

Then it's what we have been talking right now in terms of how long you have to execute.

It's not that you have to execute before Q4 in case it's not obvious.

So perfect.

And this for the last slide. Many of the topics we just discussed, but basically the nomination is from the seller point of view, it can be any seller.

It needs to be a representative of the company, like an FT needs to to make the the ASK officially.

I I let Patricia jump in for nomination. Later on the on the on the call.

Checking what I'm missing that it's important.

Yes, we are very fast.

Honestly, the Qtm team is wonderful.

The team is wonderful.

And we are having like a very very fast reply.

So the seller will know in one or two business days and we are like the the the back end approvers.

So we also get the escalations in one or two days and I would like to say that we always reply at least internally on time.

So you will know fast.

Please make sure that you're friends with your. I forgot the name of the road right now.

PDM pts.

And they should be friends with the with the with the seller team.

So you all have the latest information.

'Cause you can.

15 business days after it is closed again, if it closes and the case has not been nominating before, we cannot give you the voucher.

You will have the deployment of our deployment of our letter once you have it.

Checking when when I'm missing.

Again, repeating myself for the third time, the customer sends the voucher to the partner.

It's all in the hands of the customer.

The customer will be receiving that approval by the seller nominating.

The most important piece of the of the budget, and this one, and as we said before, again the one that it's in in light blue, you have six months. Once we begin the work that's six months with a hard stop because of our internal compliant reasons. No, except.

Can be granted.

I think that's it.

And if there are any, yes.



**Patricia O'Rourke** 16:19

Yeah, and and and so this is and so for the team, for the partners that are here on the call, you know this is a very unusual pilot because the partners identified in the pre sales process by by the Microsoft representative will be copied on the e-mail along.

With the customer and the seller. So so expect to see that which is a which is different from modern work and deployment offer.

This is a good thing for you all to see.

Now the customer.

If the customer chooses to work with someone else.

We that that's a separate discussion, but know that you should be working with with the customer and the seller to ensure that that you're able to deploy their services.



**Facundo Maciel** 17:05

And a few more questions.

Oh, sorry. Sorry we can.



**Patricia O'Rourke** 17:07

Yeah, I think we can move to the next slide because we have the process for condo that we wanna walk through as well.



**Facundo Maciel** 17:08

We can move forward if we're all on time.

Yes.

Perfect. Yes.



**Patricia O'Rourke** 17:13

Mm hmm.



**Facundo Maciel** 17:15

Sounds good.



**Lela Woods (KFORCE INC)** 17:16

Yeah. So from a partner eligibility perspective, so eligibility wise, these aren't quite different than our standard modern work.

You must be isif eligible.

You have to have an active Microsoft, a cloud partner program membership, and obviously accept the program T's and C's.

This doesn't necessarily.

Apply to the partners on this call.

Because you're automatically will be invited to this program, but for any partners that are eligible but have not yet been on board or approved, our onboarding team will proactively be sending out an e-mail to have yourself nominated for the program.

From an onboarding perspective, again, this really hasn't changed.

Partners must review and sign those T's and CS.

You'll receive all of those helpful links, and there's some at the end of this presentation.

I do recognize that they are sending you to microsoft.com.

They will be published by next week, so when you click on them next week they will send you to all of the helpful links, the templates and everything that we've created.

So stay tuned.

We appreciate your patience on that.

And then let me just hammer home that your payment central details or set up needs to be completed before you are able to redeem.

The voucher so.

There, or at least I'll say 75 partners that we've identified that will be sending invitations out to you that do not have their payment central set up complete and that is a requirement.

For participation in the program, I should say all clients market programs, but let's speak specifically to this program. It's required.

So if you don't have your payment central set up complete, Please ensure that you have so that you can redeem that voucher.



**Patricia O'Rourke** 19:19

Leila, let me explain a little bit.



**Lela Woods (KFORCE INC)** 19:19

Get the most.



**Patricia O'Rourke** 19:21

So you must be a CSP partner in order.



**Lela Woods (KFORCE INC)** 19:21

Sure.



**Patricia O'Rourke** 19:25

To to be part of of this program and you will be identified in in the nomination in the customer nomination phase.

So just know that we're casting a wider net and ensuring that you all join.

We have identified a vast group of partners that are CSP within that are participating in one or more programs with quick to market. Therefore, that's why you got the.

You're getting the.

Invitation.

Regarding, if you need specialization, you must be able to deploy the services requested by the customer.

So that's that's one of the the key components.

But we're keeping it pretty open.

And Eric asked a question just to confirm if we're not the transacting CSP, does that mean we cannot use the voucher if you are not receiving a voucher?

If you if that voucher does not go to you, you will not be able to to to leverage any voucher. Bottom line 'cause, you're being identified that upfront.

OK.

So any other question regarding eligibility, nomination and onboarding, this will go the terms and conditions will go to whoever.

It is assigned to receive the terms and conditions today in our systems, so.

If you have a PSM, if you're working with a PSM, double check with them.

But this will go or work with the PDM to answer any questions.

But know that this will go to the person that you have.

That is designated to receive the terms and conditions.

On our side of the House.

OK.



**Lela Woods (KFORCE INC)** 21:06

And I think you can.



**Patricia O'Rourke** 21:06

And we're working diligently so you don't have to if you already have a payment central profile that you don't have to repeat that basically.

Right, Leela?



**Lela Woods (KFORCE INC)** 21:14

Yeah, I think you'd speak to that.

Yeah, a little bit.

And the next slide.



**Patricia O'Rourke** 21:17

OK.

Let's go to the next line.



**Lela Woods (KFORCE INC)** 21:19

Which I'm sure you all are familiar with. If you hit next for me. Amy, could you please?

Thank you.

So I know that as partners, you're familiar with our onboarding process, the couple things to highlight here as a transacting partner, if you're not automatically invited.

You will be invited by our onboarding team to self nominate.

There's required information that we've kind of outlined here in Step 1 below.

But for existing FPC partners that we've identified as CSP.

Transacting partners as well.

You'll receive your invitation automatically.

You still have that same 60 days to accept. You'll log in and accept those terms and conditions.

Again, payment central profile wise. If you already have your payment central profile set up as Patricia just mentioned, we will note in your welcome e-mail that we are going to default to using that existing payment central.

Profile. So if you'd like to use a separate one, you would need to log in and make those changes.

Otherwise, we'll we'll maintain the same payment central setup again for those that do not have that set up, you will need to do that and do that fairly quickly as it takes a couple weeks.

To complete that process.

Once you have, we will be publishing a specific.

Partner list.

Yeah, but it doesn't work just yet.

But we'll welcome you.

You'll have links of helpful links available and.

You'll be ready to go to redeem the voucher and work with your customer.



**Patricia O'Rourke** 23:19

Next slide.

OK.

So let's talk a little bit about the timeline here as I mentioned, this was very quick and and we we were able to work with the modern work security teams to to be able to operationalize this.

So the pilot announcement and again I keep mentioning this is a pilot.

Pilot announcement went out live for the field to identify customers. On April 7th, we made an announcement, an awareness announcement on April 8th.

Our apologies if that didn't come out as an awareness, but it was an awareness for all the partners in the Community that this was coming.

So they wouldn't be surprised by by the field.

We also held our psm's office hours and we invited PDMS on April 22nd.

Then today, we're hosting the worldwide program information and we will launch the program the week of April 28th.

Meaning of teens will go out in that week and in addition to that I wanna make sure that we all in awareness as this is a pilot.

No exceptions and no extensions will be granted, so please know that extension request for time will not be granted for this program.

And so keep that in mind when you're starting to work with your customers and and make sure that you accelerate so.

If faqunder, I know there are some questions regarding if this includes OE3 or only me, me, 5 and ME3.



**Facundo Maciel** 25:02

Yes. And I I have also in Cove pasting some of the questions that I know the answer for.

So right now it's mainly me 5 and ME3, not office. E3 is in the loan that we're pushing for the upsell to the the main ME3 suite and the mono work side. If I own the security side and we have the mini bundles in that.

Limbo. So intention is for them to be active, but we need to confirm after the fact.

So that's the answer with with those.

Can I go to the other questions? I'll. Oh, is this?



**Patricia O'Rourke** 25:34

I want to say, Amy, if you want to open up the mics because I think we we have reached the Q&A component, right.

So better to open up the mics now and if anybody wants to come with mute and ask the question. But yes, go ahead for kundo and and answer the next question please.



**Facundo Maciel** 25:41

Uh huh.

Perfect. When I copy pasted from before.

Can the voucher be redeem activated by the partner after the purchase of the client or need it to be redeemed before the purchase?

This goes back to the the the process on what comes first.

So before the bill closes, the seller needs to nominate. Once the closes, the customer needs to activate the the voucher. That's when.

The the process happens and and you can start executing.

But the the seller needs to make the request.

That's the most important piece from the starting point, and it needs to be before they closes after the deal closes, the voucher can be redeemed towards the partner.



**Patricia O'Rourke** 26:35

I'm gonna answer the.



**Facundo Maciel** 26:35

When will next?



**Patricia O'Rourke** 26:37

I'm gonna answer the POENSOW and Poe.



**Facundo Maciel** 26:39

Yes.



**Patricia O'Rourke** 26:39



So we are using the standard or a similar approach. The modern work deployment offer SOWMPOE that you're all familiar with is deployment services.

So and it will have the list of workloads detailed.

There's one exclusion, Leela, that I don't think we mentioned, which is frontline worker teams.

Facundo, that is excluded.



**Facundo Maciel** 27:03

No, Sir. Yes.



**Patricia O'Rourke** 27:03

That is an excluded workload.

From this offer.



**Facundo Maciel** 27:07

Yes, 100% excluded.

Sadly, that's also one of the ones that we push back. What we had now luck on our end.

Then going back to the, if the customer has a majority of office or any threes.

It needs to be 500.

It can.

They can be.

Net new they can be upsells.

So they are jumping from Office 365 to M365E3.

Then that needs to sum for the 500.

It's only 500.

Increases our net news and the value of the absence. It can be any combination, but if the customer has one trillion seats of E5 and they're renewing those trillion seats, that doesn't qualify. 500 of them needs to be increased from one form to the other if.

That makes sense.

I can exaggerated example just in case it's not clear.



**Patricia O'Rourke** 28:01

I see.

I see a hand up. Yeah, sorry. Go ahead.



**Facundo Maciel** 28:02

Yes, of course.



**Bill Leonard** 28:03

Add.



**Patricia O'Rourke** 28:07

Feel free to come up mail.



**Facundo Maciel** 28:08

Shane.



**Shaine Sunny** 28:09

Hi. Hi there. Hi there.

Yeah. Thank you.

Thank you for the presentation.

I have a question with regards to how how does the 8% work for indirect CSP customers?

How do we calculate?

The 8% per SE because as you know, you know partners will be pushing our price list to to to do indirect partners. And then how does it work from indirect partners.



**Patricia O'Rourke** 28:39

That is a great question.

I believe Lila, we had an answer already on on the direct and indirect for that.

Is whoever the identified partner on the set on the pre sales motion is that will be on copied on the voucher.

Does that make sense?

No.



**Shaine Sunny** 29:05

No. If you could just repeat that one more time.



**Facundo Maciel** 29:05

And from the.



**Patricia O'Rourke** 29:08

So this the Microsoft representative who is submitting the nomination will identify a partner that is Acsb partner.



**Shaine Sunny** 29:12

Yes.

Yes.

OK.



**Patricia O'Rourke** 29:19

So whatever happens between the the field, the partner, the customer, it's something that you all will have to work on that if the if the customer if they choose to shift a partner because the partner doesn't have the capabilities or doesn't do deployment, that is a that is.

Totally up to the customer.

We're honoring the customers choice.



**Shaine Sunny** 29:41

Yep, Yep, Yep. Understood.



**Patricia O'Rourke** 29:44

Yeah. So, so again, whoever is identifying in the sales cycle is who will get the voucher.

I wanted to make that very, very clear and I see a question here from Christine.



**Shaine Sunny** 29:55

And.



**Patricia O'Rourke** 29:55

Hi, Christine.

So it's not the program for the partner per SE for you to sign in the terms and

conditions. It's been operationalized in April 28, the field because it takes time for the field to submit nominations.

That.

Pilot announcement to the field Microsoft Field was announced on the 7th because their window of opportunities between April and June.

But you all as partners can go ahead and continue working with the customer for the length of the of the voucher. And quite frankly, we needed to get the announcement out there and we quick to market needed to ensure that we have everything in place to be able.

To support opting you all in and and and the process ready for you, so that's that's the main answer here.

And let's continue down.



**Facundo Maciel** 30:54

Another another question from the chat that I I took note when will list of the eligible opportunities be available in MSX? For being realistic, I was in the field like some CSP deals goes without touching any Microsoft system, which honestly makes sense from the partner standpoint for this.

To be requested, the seller needs to be aligned and the seller needs to submit bmsx opportunity.

So in the case you have a perfect relationship with a customer.

And you want to leverage the voucher, contact your PDM.

Make them contact the the account executive or the SSP of the account and then make them create the opportunity so that opportunities they want to use for us to be compliant with the voucher nomination basically.

Another question that I have is what about the managed customers?

Yes, this is for now for SMC.

So manage customers. In CSP we have been pushing back a lot with including SMB and we're working on that. Sadly the the pilot didn't cover them completely. So we have that coming from every single front.



**Patricia O'Rourke** 32:02

No, the pilot, and they're gonna see it in the terms and conditions that SMB will be excluded.

So it's public sector and Edu from this pilot.

Again, it's a very limited pilot. We want to make it successful.

We want to ensure that.

The the business have the tools that they need to go beyond FY20FY25.

OK.

Any other question, feel free to come of mute.

 **Shaine Sunny** 32:42

I I have one more just to be clear, when you say upsell value, it is the like for instance it is the difference in cost from let's say a business Business Standard or business premium and we're moving to E3 or E5.

It is the difference in cost from that shift and that is the 8% of that calculation of the 500 seats that will be calculated.

 **Facundo Maciel** 33:01

Exactly.

Mm hmm.

Mm hmm.

 **Shaine Sunny** 33:07

Of the deployment. OK, thank you.

 **Facundo Maciel** 33:08

Yes, exactly.

Of course.

And we have the 50K cap anyway.

So in an honest mistake where someone puts the whole deal and the customer has again 3000 seats will happen in 50K.

So it cannot be abused basically.

 **Patricia O'Rourke** 33:27

I have another question here.

What is the e-mail?

I am Microsoft will be using to the customer when sending the voucher is the same one we use from deployment offer.

Lilly, if you don't mind.

Finding out and posting it so they know that this will be coming from our registration team alias which is under my team.

Let me see if there are any other questions.

I see.

Hands up.

So who was first, Jamie?

 **Jami Styx** 33:55

Yeah. Morning.

Just really quick on when the voucher it right now through all the other voucher programs, the voucher e-mail goes directly to the customer and the Microsoft Field team is copied.

Are you saying that the partner will now be copied?

I I don't think I understood. OK who on the partner level is going to be copied the fast track ready contact.

 **Patricia O'Rourke** 34:11

Correct.

Yes.

No. The person identified by the seller.

During that process.

So awareness must be provided to your teams.

Basically we we don't have this is coming on the pre sale side of the house, Jamie.

Therefore, we're going to issue that.

Out to the person identified by the field.

 **Jami Styx** 34:42


That's programmatic.


I don't.


I understand, but I don't know.


 **Patricia O'Rourke** 34:48


Well, that that is the process that has been established, however.


 **Jami Styx** 34:50  
Oh.


 **Patricia O'Rourke** 34:54  
Take me on the sign and help me understand what the concerns are and then we will.  
We can bring some awareness and visibility to the PSMS if needed. Does that make sense?

 **Jami Styx** 35:06  
Yep.

 **Patricia O'Rourke** 35:14  
Any I feel, Teresa, I think you're OK.

 **Facundo Maciel** 35:17  
Hands up mm hmm.

 **Heuke, Teresa** 35:17  
Yes, thank you.  
I have another question regarding the terms and conditions.  
So do I understand correctly that you will send out the terms and conditions to all the CSP transacting partners, or only to those who are eligible?  
So who for who in MSX opportunity has been has been locked?

 **Patricia O'Rourke** 35:39  
That has been identified.  
That is a CSP partner within the FPC community.  
FRP Community for the reasons of casting a wider net because we don't know who's going to be coming in as a voucher attached to a voucher.  
And we want to avoid delays in deployment.  
Does that make sense, Theresa?

 **Heuke, Teresa** 35:58

OK.

So we're the department should be FPC and CSP transacting partner. Do I understand correctly?



**Patricia O'Rourke** 36:07

So this is a standalone program.

Because you're already part of our program, you're going to get an invitation, but you don't have to be. FRP does not make sense.

Or you don't.

It's a standalone terms and conditions to join this particular program.



**Heuke, Teresa** 36:24

OK. And where do you get the contacts from?

So to refer to send it to.



**Patricia O'Rourke** 36:31

We are sending it to the terms and designated and the terms and conditions.

In in your current partner record on our side of the House.



**Heuke, Teresa** 36:42

On the FPC side of the house, right.



**Patricia O'Rourke** 36:44

Yes, yes. If you're an FRP or you, you're an FPC.

You're part of any other program. It would be whoever you designated as the terms and conditions signer.



**Heuke, Teresa** 36:54

I see. OK. Thank you.



**Facundo Maciel** 37:02

Aaron, I think one more hand up.



**Patricia O'Rourke** 37:04

And we also have, sorry, sorry for kundo.





**Arun Subramanian** 37:04

Hi.



**Patricia O'Rourke** 37:07

We have provided an onboarding e-mail.

I know you're gonna have an avalanche of questions.

Do rely on your your psns.

But the the the e-mail that we provided the DL that we provided on our side, please do use it for onboarding questions or anything related terms and conditions wise and then anything programmatic I would say.

Both your PDM and PSM could potentially answer those questions through ADL.

That they have, if they're related to customer eligibility and things like that, OK.



**Facundo Maciel** 37:43

Yeah, I was going to give the mic to Arun Jaitley.



**Arun Subramanian** 37:46

Yeah. Thank you.

Hi team I'm a Microsoft employee.

I'm just going to.

Ask Shane's questions once again, I think.

We answered it incorrectly, so I just want to make sure that we got it right.

Shane's question was if a customer upgrades from Business Standard to E3, Business Standard is approximately \$12.00.

E3 is \$33, the delta is \$20.

Approximately.

Are we taking that  $\$20.00 * 500$  or is it  $33 * 500$ ?

I believe it is  $33 * 500$ , not the delta.



**Facundo Maciel** 38:25

It's the 20.

The 20 they upset.



**Arun Subramanian** 38:31

It's just the delta value that we're taking into consideration, not the ERP, because the slides that ERP of \$33 previously.



**Facundo Maciel** 38:41

We are. I mean, I I remember.

Don't remember the example like hard ERP is the the price we're using as a reference because the CSP partners can be showing a different price to the customers and whatnot.

And that's the one that we would be using for calculating those values in order for us to make the the calculation on how much the the award goes for.

But in that case it would be a delta.

So in in your example, is the 20 and the 20. If the the. If the commitment is annual.

Should be to qualify.

That annually.

So it's that times the 500 times the 12 month tapped on 50.



**Arun Subramanian** 39:20

OK.

Got it.

Thank. Thank you.

That would be probably a good thing to clarify if you're getting out in FAQ, that is like a super important point. Thank you for that.



**Facundo Maciel** 39:24

Yeah.

Yeah, maybe we can.

We can make more examples. We just went for a simple one, for for the sake of the presentation, but we have more on the back end.

Totally thanks for the feedback.

Shane.



**Shaine Sunny** 39:39

I have one question.

Hypothetically, this can potentially happen.

Let's say for instance we have a customer that we have agreed 1000 seats thousand

seats, but when it came to closing time, the only completed 500.

How does how does the voucher?

Does the voucher change because we've got an approval for 1000, a thousand seats and now we're closing it out 500, how?

Does it?

What will happen in that discrepancy?

In a scenario like that.



**Facundo Maciel** 40:09

S.

Correct me if I'm mistaken, Patricia.

This one, but we check when the deal is submitted and we check when the deal is closed, so the value gets adjusted to the closing value.



**Shaine Sunny** 40:25

OK.



**Facundo Maciel** 40:26

Same with the A.

So if we have a case that is asking for the Max because the math works, and then we see that when the real closest the store is completely different, we cancel the the voucher.



**Shaine Sunny** 40:37

OK.



**Patricia O'Rourke** 40:38

Yes, you're. You're so your team basically makes those decisions when it reaches quick to market is the actual the revised when I say the revised amount that will go out, we don't we don't change any of the voucher values after issuance. Does that make sense?



**Shaine Sunny** 41:01

Yeah, yeah. And and I presume, I presume partners will get notified on the revised

voucher as well.

Or is that something that we have to proactively reach out to Microsoft to revise?



**Patricia O'Rourke** 41:13

So so that's all.

So this is previous to last issuing a voucher.

There's there is that I want to say process happening and So what we issue out is what the team decided is the value right.



**Shaine Sunny** 41:23

Hmm.



**Patricia O'Rourke** 41:29

So we don't make any changes.

That would be basically between the seller, whoever made the nomination.

Of assuming the partner engage but but it has to be a Microsoft representative to be.

To to to review those with our internals internal teams.



**Shaine Sunny** 41:51

Thank you.



**Patricia O'Rourke** 41:52

No worries Jamie next.



**Jami Styx** 41:57

Yeah, with the with it being launched to the field teams on April 7th, do you know if anybody from the field nominated customers or if we find out if a deal closed in the past two weeks, is there an option to go back and nominate those customers?



**Patricia O'Rourke** 42:18

That is a great question. We we have seen and nominations faculty, you're in more in in a better position to speak to it.

I don't know what the process is to. We have a time frame like between these dates on where nomination needs to happen and closing of these deals need to happen.

So it's been anything between April 7th, correct me if I'm wrong. Facundo and June 30th.

So the the nomination needs to happen. The deal needs to be closed within that window.



**Facundo Maciel** 42:45

Yes.



**Patricia O'Rourke** 42:50

Jamie, does that answer your question?



**Jami Styx** 42:52

Yeah, but I'm saying, like, you know, sometimes partners understand the programs a bit more than some of these field guys.

So sometimes we have to, you know, reiterate. Please go nominate this customer for this deal and have to kind of guide them on what to do.



**Patricia O'Rourke** 43:06

I would say proactively.



**Jami Styx** 43:08

So like if a deal deal was made in the past two weeks, 'cause we didn't have all the information on this, can we, can they still go back to the go to market team and say?



**Facundo Maciel** 43:09

Uh huh.



**Jami Styx** 43:21

You know, a customer made a transaction.

On the 10th of April, we forgot to nominate them.

Can they do that?



**Facundo Maciel** 43:31

No, I mean sellers were notified.

They will go to that in a second, but the program is not retroactive, especially with

this pilot being so.

Audited by compliance, so I would make sure that the Pbm's sellers tied to to us as partners know and they proactively nominate and be on point and and and on one hand I totally feel you because Oh yes, the seller didn't realize and you're missing an OPP.

And that's a problem and a pain.

And I totally know.

On the other hand, we cannot have an abuse of the system and we know we might have it and in some cases in their vouchers. We had some of these.

So we need to make the the the tough decision of hard stop. If the bill closed then this doesn't qualify.

It's a hard compliance rule, but following up on the on the, on the web, the sellers know and what they don't know, we did notify everyone and they can already start checking into the accounts and nominating. We have some nominations and the partner will be.

Decided once the voucher gets executed, but it's super important to let your PDMS know.

Let your sellers know we are not expecting you to do the work that they should be doing, of course. But we have so many things, so many programs, so many announcements, so many emails that it's always useful to to make that extra push in the in the case.

You have a good relationship.

First and foremost, because they do need to create the opportunity in the case you don't have it. And so one and second, because I mean you can be cashing in on on the program.

So yes, sellers know and let them know.

Repeat. Make them check with the ALS if they have any question.

We did send.

We keep having office hours.

We have SCI know calls. We have seller calls.

We have emails, we have the modern work, communication, security, communications, the joint communications.



**Patricia O'Rourke** 45:18

We've had.

Yeah.



**Facundo Maciel** 45:22

Trust me that it's a lot, but as we have these, there are other teams doing the same with slightly different products, slightly different audiences and and that's how it goes.



**Patricia O'Rourke** 45:30

But from what I've seen is there's a lot of excitement out there.

There's. I don't think that there's a program out there that's made much noise with the sellers than this one.

So, so, you know, like at least participated in three self facing in in multiple e-mail outreaches and it's we are getting bombarded with questions by the seller. So this is something that is generating a lot of excitement.

And and and to answer the question what is the process for Microsoft seller to apply to the buyer?

We have.

We have a publish I for the sellers to which is the business has it that they can go and apply.

They have the links to that.

They they they know how to do it.

This is very it's the same process that they that sellers have followed for the modern work deployment offer, which is why I wanna say it's it's the same group of people handling the nominations as well.

So they're very much familiar with this process as deployment office has been going on for three years now.

Our voucher programs, even we call it, go ahead, Jamie.



**Jami Styx** 46:32

And I had one more question, if that's OK.



**Patricia O'Rourke** 46:36

Yeah, sure.

 **Jami Styx** 46:36

Earlier you said that the voucher was gonna go to whatever contact at the partner side that the seller was talking to. Is there any way to send a more cohesive report to the partner on vouchers that were issued to the fast track ready point of contact so that?

We can stay on top of the vouchers and make sure that they're utilized.

 **Patricia O'Rourke** 47:02

Let me let me take that offline Jamie and discuss it with with Leela.

Who's the PM assigned to this?

To this program and see what the best Ave. is. What I don't want to do and what we will not do is copy the the PSA.

You know the copying the PSM gets a challenge because not every partner that it's in has a PSM assigned.

And we're not copying the PDMS either.

So we want to ensure that this goes smoothly.

But we can discuss how we're going to present that.

That for you, all in a in a report.

And I think we we have a way to do that, Jamie, is what I'm saying, so.

 **Jami Styx** 47:41

I think it would be super beneficial 'cause then we can actually utilize the the vouchers in the timely manner and stay on top of our teams. And obviously there's a deadline and you're not allowing exceptions.

 **Patricia O'Rourke** 47:49

There's Ted.

 **Jami Styx** 47:53

So we have to get in front of the customer and the conversation to make sure that they're leveraged within the six months.

 **Patricia O'Rourke** 47:59

Understood. So the first thing you're going to see is reporting internal towards the



psm's for those partners that are managed. And then we're gonna see what we can do on on an external report.

Cool. And what we can share, I just need to review that.

Your case is very specific with your. With your company. You guys have a lot, you know coming in. So I get it.

Any other questions?

Oh, that's a great one.

Does this apply to above SMC enterprise or that mid market level client?



**Facundo Maciel** 48:44

SMC.

Corporate right now.



**Patricia O'Rourke** 48:46

Not enterprise, yeah.

Enterprises is not included in this, Thomas.

Yeah, I see your hand up.



**TC Thomas Chung** 48:55

So maybe I missed this, so I apologize if you already went through it, but I I threw the question in the chat, but I didn't see response either.

But is the transacting partner the only partner eligible to claim the voucher or can it go to anyone that the customer chooses to use it with?



**Facundo Maciel** 49:05

Hmm.



**TC Thomas Chung** 49:11

Like so, if we transact it, will they say choose use it with a different partner that's eligible?

Is that allowed?



**Patricia O'Rourke** 49:18

Yes, we will honor the customer choice.

 **Thomas Chung** 49:18

That's what I thought. OK, Justin.

Understood. OK.

Thank you.

 **Patricia O'Rourke** 49:24

The customer could say for whatever reason.

Let's somebody mentioned, you know, we don't have the capabilities. We don't have the specialization.

We may not have this or that right, so that may be a scenario where you cannot deploy the services.

 **Thomas Chung** 49:35

Mm hmm.

 **Patricia O'Rourke** 49:39

Absolutely. The customer can choose to work with someone else.

 **Thomas Chung** 49:45

OK.

Thank you.

 **Patricia O'Rourke** 49:52

Jeff, you're up.

 **Facundo Maciel** 49:53

Yeah.

 **Jeff Cerreto** 49:58

Thank you. Sorry.

Question. Will the CSP promos affect this?

So if the price is lowered because of the promo for the 15% off.

Will that, I guess, affect our math with how much? Yeah.



**Facundo Maciel** 50:14

It's ERP price regardless of anything else.

And there was some purpose because of the promos or again, the prices that you as a partner might give to the customers?

So the calculation will always be based on the ERP price. If the ERP price changes on its source for some reason, then that will be a price and to your point, the delta it's on you.

So if you have a brand and you're selling to the customer like it, it goes both ways. Either your service or you get the benefits of selling it to a different price.



**Jeff Cerreto** 50:47

OK, understood.

Thank you.



**Facundo Maciel** 50:49

Of course.



**Patricia O'Rourke** 50:52

And so a lot of you are asking for us to have this presentation and recording available the links like like Lila mentioned, we are trying to accelerate to have those as soon as possible.

I'm trying to publish the terms and conditions by Friday, but don't take my word on it because we may see a delay or not.

So the idea is for you to all have access to the links, but Amy, I will defer to you if there's a way that we can accelerate posting the presentation in the deck.



**Amy Jarosky (AG Consulting Partners Inc)** 51:21


We need to edit the video, so we'll get it up as soon as we can.





**Patricia O'Rourke** 51:26

OK.


SMC only not enterprise. That is correct.


 **Jeff Cerreto** 51:36  
One more question, sorry.


 **Facundo Maciel** 51:36  
Hang in for the Bryce. Go. Go, Jeff.


 **Jeff Cerreto** 51:40  
Sorry, Ethan asked a great question.


 **Facundo Maciel** 51:41  
Oh.


 **Jeff Cerreto** 51:42  
So is the voucher based on the annual price or the monthly price?

 **Facundo Maciel** 51:49  
It's annual for sure. Yes, perfect.

 **Patricia O'Rourke** 51:52  
It's onion for sure.  
It's annual, so that is the requirements and they have to be on a on an annual.


 **Ethan McConnell** 52:02  
Follow up on that is it paid annual customer or a paid monthly customer because the pricing is different, right?  
If they're paying per month or they're paying annually once a year, there's a different number.


 **Facundo Maciel** 52:20  
Actually I don't the answer for that one.

 **Patricia O'Rourke** 52:22  
It is my understanding that is paid annually, but I'm gonna go ahead and and I'm


pretty sure it's annually, but let's go ahead and do a follow up on that on that FAQ. Is that OK?


 **Ethan McConnell** 52:23  
OK.


 **Facundo Maciel** 52:23  
Can come back, of course.


 **Ethan McConnell** 52:32  
Yeah. Otherwise you're looking at a 20% delta on those numbers potentially.


 **Facundo Maciel** 52:32  
Yes.

 **Patricia O'Rourke** 52:35  
Yeah. No, I'm pretty sure it's an annual, but only as the business have changed that. But let's let's ensure that we give you the certainty.

 **Ethan McConnell** 52:45  
Thank you.

 **Facundo Maciel** 52:47  
Mm hmm.

 **Jami Styx** 52:50  
So does that mean they have to commit to an annual like they pay?  
Upfront.  
Is that what that means?

 **Patricia O'Rourke** 53:00  
It's the annual term is what we're talking about.  
You're absolutely right, David.  
So we posted in the chat.

**EM** **Ethan McConnell** 53:09

And I'm sorry if this is a repeat question, but kind of following up on this annual term piece.

 **Facundo Maciel** 53:09

Exactly.

**EM** **Ethan McConnell** 53:16

Is it?

Is it based on an opportunity or is it based on an actual commitment by the customer that they bought or they've already transacted?

Which one of those three things is the voucher really covering?

Because you said it's a pre sales motion. If it's a pre sales motion it's based on an opportunity not on what ends up being transacted.

Am I correct on that?

 **Facundo Maciel** 53:39

Opportunities for the nomination and when the transaction gets done, it's when the voucher can be executed basically and again you will have one price or one value for the upside opportunity, but then the voucher will be tied to whatever gets closed basically and and in line with the.

Annual and we we will come back on the specific but the the the intention at the end of the day is that we have the annual commitment and we secure that the customer will pay for the full year.

If it's one payment, or if it is a monthly payment based on a contract for the whole year, it's not as important, but one of the key components of of the voucher for us to have it live is that the customer cannot back down. That's why we.

Don't have an ACR, for example, because maybe we have a consumption perfect in two-month and then they vanish and we cannot.

Fund that. That makes sense.

**EM** **Ethan McConnell** 54:33

Thank you.

That makes complete sense.



**Patricia O'Rourke** 54:35

Yes, and and and thank you for for everybody on the chat to referring back to the slide that that does state this annual commit and annual payment.

So that was, it's both.

Any other questions for us?

I mean, would it be helpful to have?

A second office hours in two weeks or so to answer any additional questions.

Would that be helpful?

We can bring or smeeet just two, not for a presentation, but more so to to just have a chat and answer all your questions because I see that this is I want you all to focus on signing your terms and conditions.

But I I'm thinking that maybe.

You know, 30 minutes in to to.

To come and and and tell us what what you're seeing challenges and answer any additional question we can bring the business.

To us, would that work?

I see the thumbs up.

So that's that's what we're gonna do. Then we're gonna do a follow up session post terms and conditions signing.

Abby.



**Avi Parnas** 55:53

Yeah. Hi.

Thank you.

I'm not sure that it was discussed.

Sorry if I staying again.

What happens if?

So what happens if a customer already purchased two months ago?

He is meeting all the requirements like being in SMC more than 500.

Will it apply backwards or only starting from?



**Facundo Maciel** 56:17

It's not retractive, it's all moving forward from the data the request is made and it's the same on EA and to over share.

I I tried to rent an exception on the EA voucher for for that retroactiveness because it was an honest mistake. Whatever.  
And I got actually scolded by compliance.  
So that's a hard compliance rule.

 **Avi Parnas** 56:38

OK.

Thank you so much.

 **Facundo Maciel** 56:44

See one more kinda.

Enrico, if I'm saying your name right.

 **Patricia O'Rourke** 57:00

Please feel free to come with me.

 **FERREOL Enrico OBS/OBF** 57:00

Sorry just a mystérieque.

 **Facundo Maciel** 57:03

Oh, no worries.

You wanted to grab in the react of course.

 **Patricia O'Rourke** 57:08

And again, I cannot state this enough.

Feel free to reach out. Oh, Sven, go ahead.

No. OK.

 **Schaile, Sven** 57:22

Can you hear me now?

 **Patricia O'Rourke** 57:23

Yes, we can hear you.

 **Schaile, Sven** 57:24



Say, oh great, many things just to be sure.

Did I get it right that we have to use the statement of work and the Poe from the deployment voucher?



**Patricia O'Rourke** 57:36

No, the so this program has its own standalone SOWMPOE that is published just like any other program we have.



**Schaile, Sven** 57:39

OK.



**Patricia O'Rourke** 57:43

But we have used the modern work deployment offer sow and Poe that you're all familiar with, and so it's not going to be a major change with the exception of a workload here and there that won't be on the list, but it is. It is expected that you.



**Schaile, Sven** 57:44

OK.

Hmm.

OK.



**Patricia O'Rourke** 58:01

Do deployment for these.

You know, deployment activities for these licenses.



**Schaile, Sven** 58:05

Yeah, got it.

Yeah, but the tool we are using for uploading is the fast.



**Patricia O'Rourke** 58:10

Then so same, that's great call out. So the tool that we're using for this is the, the, the same that you use for.

For current sow, yeah, partner. Go ahead, Leela.



**Lela Woods (KFORCE INC)** 58:27

So you still leverage the FPC so the fast track portal.



**Patricia O'Rourke** 58:30

Fbc.



**Lela Woods (KFORCE INC)** 58:31

Yeah, just still use the same.



**Schaile, Sven** 58:33

The fast break portal not not the esif.  
Process.



**Patricia O'Rourke** 58:36

No, it would be the fastrek portal as usual for any deployment offer.



**Schaile, Sven** 58:39

OK.



**Patricia O'Rourke** 58:40

Can you can for those that are still on the call, who, who, who out there is not familiar with with the fast track portal for submission Sow and Poe.  
And that's fine. If you're not. I just want to ensure that we.  
We send those links on how to do that in everybody's aware, right?  
But yes, it's through the the fast track portal and we send out the instruction.



**Schaile, Sven** 59:04

OK, great.




**Patricia O'Rourke** 59:05

There's there's articles in there on how to read.





**Lela Woods (KFORCE INC)** 59:06


I believe I have it covered in the KB article that will be publishing, so you should see it there.

 **Schaile, Sven** 59:09  
Hmm.


 **Patricia O'Rourke** 59:10  
Yeah.

 **Schaile, Sven** 59:12  
OK.  
Great. Thank you.

 **Patricia O'Rourke** 59:17  
OK.  
Well, this has been a very great session and again as any other pilot have some patience with us. We are learning along the way. I think I'll take up on the offer on creating a separate session for us to come together and answer any questions. Post after we send out the terms and conditions and I really want to thank you all and thank you fakundo for joining us today and representing the business.

 **Facundo Maciel** 59:45  
First, thanks to you, Patricia, and and what I said before, just to close it up.

 **Patricia O'Rourke** 59:46  
And.

 **Facundo Maciel** 59:49  
Please be vocal if you have any feedback, let us know.  
Please start with your with your Microsoft representative. Even for the program to keep existing, every voice counts and we are closely monitoring, so feel free to say whatever is in your mind, happy to listen on your end.  
Thank you.



**Patricia O'Rourke** 1:00:08

Thank you all for participating and have a good day. Rest of the day.



**Eduardo Alcober** 1:00:16

Thank you.

Bye bye.



**Amy Jarosky (AG Consulting Partners Inc)** stopped transcription