



# Claiming for Security Usage Incentive – Office Hours

May 2025



# Security Usage Incentive

# Security Usage Incentive

## ENGAGEMENT SUMMARY

Rewards partners for helping customers successfully deploy and adopt Microsoft 365 and Security workloads.


## ENGAGEMENT TERM

October 1, 2024 – September 30, 2025

Eligibility




**Partner Agreement**  
Microsoft AI Cloud Partner Program Agreement




**Incentive Enrollment**  
Microsoft Commerce Incentives. Eligibility and enrollment requirements below must be met by the last day of the month.

**Solutions Partner Designations**  
*Security*

Additional Details



**Minimum High Water Mark**  
Customer must have reached a minimum HWM of 300 active users required for earnings to be released



**Paid Available Units Cap**  
The volume of compensable units cannot exceed total paid available users (PAU) by tenant-workload

Measure and Reward

Incentives are based on compensable units calculated on paid usage growth above the High Water Mark (HWM), not exceeding the volume of PAU. The HWM tracks the highest value of measured units by tenant and workload over time.

Workload	Rate per compensable unit	Maximum incentive earning opportunity*
Microsoft Entra ID P2 (formerly AADP P2)	\$3	\$30,000
Microsoft Defender for Endpoint (MDE)	\$3	\$30,000
Microsoft Purview Information Protection (MIP)	\$3	\$30,000
Intune	\$1	\$10,000
Microsoft Purview Insider Risk Management (IRM)	\$1	\$10,000
Microsoft Defender for Identity	\$1	\$10,000
Microsoft Defender for Office 365	\$1	\$10,000
Microsoft Defender for Cloud Apps (formerly Microsoft Cloud App Security)	\$1	\$10,000

Partner Association

Claiming Partner of Record (CPOR)

Earning Type

Pay-per-unit above High Water Mark

Maximum Earning Opportunity

\*Per partner, tenant ID, and workload

Licensing Programs

All

[Activity-Based Opportunities](#)

[Cloud Solution Provider – Indirect Reseller](#)

[Cloud Solution Provider – Direct Bill](#)

[Security Usage](#)

# Incentive Calculation based on High Water Mark



## High-Water Mark Growth

The HWM tracks the highest value of measured monthly active users (MAU) by Tenant and Workload over time since the workload start date.

The HWM in the first month of the engagement term is set to the highest recorded MAU by Tenant and Workload.

A minimum HWM of 300 MAU is required for earnings to be released.

The volume of compensable units cannot exceed total paid available units (PAU) by Tenant and Workload.

Example: HWM calculation for a tenant and workload with a rate of \$1:

Month	MAU	PAU	HWM	Compensable Units Above Prior HWM	Payout
October	300	500	300	-	
November	350	500	300	-	
★ December	400	500	350	50	50 x \$1
January	250	500	400	-	
February	200	500	400	-	
March	430	500	400	30	30 x \$1
April	550	500	430	70	70 x \$1
Total					\$150

★ Month of partner association

# Incentive Calculation MAU/MPU

Payout

=

MAU growth above the HWM, *not exceeding total PAU*

×

Rate Card



## Active Users (MAU/MPU)

- *Monthly Active Users (MAU)* – Number of unique users, by workload, that have taken an intentional action in the past 28 days. Monthly active usage is specific to each workload. See '[Supported Workloads](#)' for more information.
- *Monthly Protected Users (MPU)* – Number of distinct users, by Security workload, that were protected in the past 28 days. See '[Supported Workloads](#)' for more information.

## Minimum HWM Rule

A minimum HWM of 300 active users by Tenant and Workload is required for earnings to be released.

# Incentive Calculation PAU

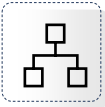
Payout

=

MAU growth above the HWM, *not exceeding total PAU*

×

Rate Card



## Paid Available Units (PAU)

*Paid Available Units (PAU)* – Measure of “paid” licenses on a tenant, i.e., Microsoft has recognized revenue for those licenses.

PAU figure excludes the following scenarios:

- Add-on subscriptions for M365 productivity workloads: Exchange, SharePoint, Teams Meetings, Teams Apps & Platform, Teams Phone System and M365 Apps\*
- Free or Trial subscriptions
  - In Grace Period and Inactive status with paid licenses
  - Subscription status of Disabled or Deprovisioned
  - MDE Plan 1 excluded from MDE PAU
  - \* Add-on subscriptions are included for other non-productivity workloads

## Compensable Units Limited to PAU

The volume of compensable units cannot exceed total Paid Available Units (PAU) by Tenant and Workload.

# Workload Usage Definitions



This incentive rewards partners for driving active usage growth of eligible paid commercial seats for select Security workloads.

The following section includes usage metrics definitions by workload.

*Note that this engagement is licensing agnostic.*

# Workload Usage Metric Definitions

Workload	Metric	Definition
Microsoft Entra ID P2 (formerly AADP P2)	Monthly Active Users (MAU) <i>New for FY24</i>	Monthly active users in the last 28 days with Risk Based Conditional Access policy evaluated.
Microsoft Defender for Endpoint (MDE)	Monthly Protected Users (MPU)	*Number of distinct users who were protected by MDE in the last 28 days.
Microsoft Purview Information Protection (MIP)	Monthly Active Users (MAU)	User who is active and in scope of an MIP policy control DLP for Teams.
Microsoft Intune (Intune)	Monthly Protected Users (MPU)	*Number of unique users targeted by MAM or having at least 1 managed device + managed devices without a user assigned. (Managed devices include PC + MDM that checked-in during the last 28 days).
Microsoft Purview Insider Risk Management (IRM)	Monthly Protected Users (MPU)	Number of deduped users covered by one of the following policies: data theft by departing users, data leaks, data leaks by priority users (preview), data leaks by risky users (preview), security policy violations (preview), security policy violations by departing users (preview), security policy violations by risky users (preview), security policy violations by priority users (preview), patient data misuse (preview), risky browser usage (preview), or a Custom Policy. Number deduped users with analytics enabled.
Microsoft Defender for Identity (MDI)	Monthly Active Users (MAU)	<ul style="list-style-type: none"><li>• AATP for 1<sup>st</sup> party app.</li><li>• AATP for 3<sup>rd</sup> party app.</li></ul> For a detailed list of monitored activities, <a href="#">click here</a> .



# Workload Usage Metric Definitions Continued

Supported Workloads	Monthly Usage	Definition
Microsoft Defender for Office 365 (MDO)	Monthly Protected Users (MPU)	Number of distinct users who were protected by MDO in the last 28 days.
Microsoft Defender for Cloud Apps (formerly Microsoft Cloud App Security)	Monthly Active Users (MAU)	Users who are active on or covered by: ActivityPolicy, AnomalyDetectionPolicy, DiscoveryNewAppPolicy, SessionPolicy, FilePolicy in the rolling last 28 days.

# Exclusions

The following customers are excluded and *not eligible* for this incentive



## Excluded Customers

U.S. Government Community Cloud High (GCC High) and Department of Defense (DOD) Customers

Charity and Test Tenants

Free and Trial subscriptions

Quick Start Tenants

Office 365 Customers operated by 21Vianet (China)

# Usage Activities



## Applicable Usage Activities

The following activities are deemed as driving impactful customer usage and approvable when described in detail in Proof of Execution (POE):

- ✓ Deployment and Implementation (e.g. hands on provisioning, configuration, policy customization, etc.)
- ✓ Adoption and Change Management (e.g. substantial admin/user training, solution integration, etc.)



## Non-applicable Usage Activities

The following activities are not applicable and rejectable when described in POE:

- General guidance (e.g., generic phone/email guidance, lightweight support of customer’s own deployment)
- Customer support (e.g., end user technical support, managed services, etc.)

# Proof of Execution (POE)



## Elements of Approvable POE

These are the type of details that we look for in your proof of execution documentation to assess the impact you are driving with your customers:

- Active customer engagement (acknowledged by the customer within the 12 months preceding the claim)
- *Detailed* description of scope of applicable usage activities
- Customer specific solution descriptions
- Description of customer need and benefit
- Engagement timelines
- User counts

Refer to the [Claiming Partner of Record Guide](#) for more specific information on POE requirements, processes, and tools.

# FAQ



## Does our organization need to enroll in MCI to claim incentives for usage?

Yes, your organization must be enrolled in MCI to claim customers for usage in CPOR and earn incentives.



## Can our organization claim CPOR on CSP licenses or other licenses?

This incentive is licensing agnostic, so your organization will be able to claim tenants irrespective of the customer licensing agreement.

However, to earn incentives your organization must submit a claim, meet incentive eligibility criteria, and provide valid POE as per the guidelines outlined within this document and the [Claiming Partner of Record Guide](#).



## Which non-incentivized workloads are available for usage recognition only claims in CPOR this year?

Refer to the [Claiming Partner of Record Guide](#) for more information on workloads for usage recognition claims for Modern Work, Security, and Business Applications.



## When should our organization claim incentives for usage?

Your organization should submit a CPOR claim for the applicable tenant and workload(s) as soon as your organization begins work with the customer to begin the association process.



## At what point is the starting High-Water Mark (HWM) determined?

The starting HWM is set to the highest all-time MAU by Tenant and Workload, irrespective of partner association date.

This ensures that Microsoft is rewarding partners for driving incremental usage growth.



## Does this engagement have incentives for Modern Work usage? How can my organization claim for usage recognition for other Solution Areas this year?

MCI Modern Work usage incentives have retired in FY25. However, it is still important for your organization to continue to claim for non-compensable Modern Work usage recognition for Solutions Designation, Specializations, etc.

Your organization should follow the same CPOR process in MCI to claim for usage recognition for Modern Work, Security, and Business Applications for Refer to the [Claiming Partner of Record Guide](#) for more information on workloads for usage recognition claims.

# FAQ Continued



**When selecting workloads for my CPOR claim, I see that some workload names have changed. Does my organization need to submit new claims for those workloads? How will this affect the High Water Mark (HWM)?**

No action is required by your organization to reclaim for workloads with updated names, unless otherwise specified. This year, workload names have been refreshed in MCI to reflect branding changes. The legacy workload name is referred to in parenthesis to make it easier for your organization to follow.

This means that the HWM from previously approved claims is unaffected and will carry over without any action from your organizations.



**Our organization was disassociated from a claim, why? How do we address this? How does our organization escalate?**

If your organization was disassociated from a claim, it is potentially due to the customer having rejected the association or another partner claiming for the same tenant and workload(s). If your organization seeks to reestablish the association, it is suggested that your organization re-claim via CPOR and provide updated POE that demonstrates that your organization continues to perform impactful activities driving increased customer usage.



**Our organization has submitted claims with POE for usage activities that were approved in prior years. Will the same activities and POE be approved this year?**

Claims are reviewed on an individual, claim-by-claim basis to determine if all requirements have been met for approval. Previously approved claims may have no bearing on the review process for new claims. This year, the scope of applicable usage activities is honed to focus on work that drives/has driven significant customer impact within the past 12 months. Refer to the 'Usage Activities' section of this guide for more information on which usage activities are applicable for this incentive.



**Our organization is being asked for more POE, why?**

Microsoft may ask your organization to upload additional POE documentation to a claim. This is to ensure high quality engagements with customers that lead to increased usage. Occasionally, another organization may submit a claim for the same tenant and workload. Microsoft assesses partner of record adjudications based on the quality of POE. We recommend that your organization follow the POE practices outlined in this guide to provide strong POE documentation when submitting a claim or when responding to a request from Microsoft for more information on a claim.

# POE Guidelines

# POE Submission Guidelines for CPOR

## What constitutes effective proof of execution:

### 1. A customer signature or contain proof of customer acknowledgment to validate your involvement with the customer.

Acceptable material: Physically or electronically signed proof of execution documentation by customer (Printed name, signature, title, and date). Please note the electronic signature, needs to be an e-signature with a valid certificate of authenticity.

This can also be an e-mail confirmation describing the work. Original .msg email communication between Partner and Customer showing clear proof of work activity and customer approval.

Insufficient Material: Customer e-mails concerning licensing purchases and e-mails forwarded from customers. All flat e-mail signatures will be rejected.

### 2. Connection between workloads mentioned in the POE and what is being claimed.

### 3. Activities driving pre-sales/or usage growth need to be explicitly stated *in detail*.

The below items constitute acceptable and unacceptable material for detailing activities and ongoing work within the POE document in your claim:

Acceptable material: Number of users or infrastructure impacted per workload, timelines of the proposed work, documentation describing challenges with current process technology and how the partner's work will support these challenges, detailed explanation of the services and technology provided in relation to each product group (e.g. for Biz Apps: F&O, Customer Engagement, or Low Code and Activity & Device) or MW+S workload being claimed.

Insufficient material: General product benefits taken from technical or promotional materials, list of high-level tasks (e.g., "testing, ongoing support"), and generic POE templates submitted on other partner claims.

### 4. The name of the claiming partner and the corresponding customer clearly visible

## 5. Dates.

Signature or customer acknowledgement in your proof execution must not be older than 12 months (usage only). POE documents with signatures aging more than 12 months, will need to have a recent POE or customer acknowledgement confirming active engagement with the customer (this can be an e-mail confirmation describing the work).

Pre-Sales only: Please submit proof of engagement with the customer prior to the transaction. If a claim includes upsell opportunities, indicating that a new POR is driving upsell for the customer, we will approve claims even in the absence of prior proof of engagement. Example of supporting POE to submit : An e-mail, demos, pilots of the customer acknowledging (in depth) these pre-sales activities.

## 6. Public Sector (only applicable for MW&S usage incentive claims where the partner is servicing a public sector customer)

- Public Sector is defined as government, healthcare, and education customers.
- Partners may not earn incentives for public sector customers if the customer resides in one of the restricted countries listed in the Public Sector Country Ineligibility List. The Public Sector Definition and Country Ineligibility List can be found on the Microsoft Licensing Terms and Documentation website.

### Puerto Rico and the United States

- In Puerto Rico and the United States, Partners are eligible to earn, Online Services Usage incentives, for transactions segmented as Public Sector, provided that:
- For Partners claiming themselves as Claiming Partner of Record, it is required for the Partner to disclose to the customer the potential fees, commission or compensation that Partner will receive from Microsoft, if any, in connection with the products or services being procured. Where the customer is a public sector entity, such disclosure will be in writing, and acknowledged by the customer in writing. All such disclosure and customer acknowledgment will be reviewed by Microsoft. A failure to comply with these disclosure requirements may prohibit Microsoft from paying such amounts to the Partner or require those amounts to be paid back to Microsoft.





Q&A



*Thank you!*