

Quick to Market_ Frontline Worker Registration Program Office Hours [Americas_EMEA]- 20250410_110132-Meeting Recording

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



Amy Jarosky (AG Consulting Partners Inc) 0:13

Hi everyone. Welcome.

Thank you so much for joining us today for the quick to market frontline worker registration program. Office hours. We are very excited to have you here today and provide you with lots of information. As always, if you have any questions, feel free to post them in the chat.

We have a great team here on board ready to support you, and if there's time at the end which there should be, we will enable the mics for Q&A so you can ask your question in that way if you.

Prefer if you'd like to turn on live captions.

Feel free to do so in your team's app by the more button.

And just note that we are recording this call and the deck and the recording will be sent out shortly following the event the next day or so.

So stay tuned for that.

Again, we are very happy to have you here and I will now turn it over to Patricia O'Rourke.



Patricia O'Rourke 1:11

Thank you, Amy, and good morning.

Good afternoon. Good evening.

Who's everyone in the world who's been able to join us today?

So our agenda for today is that we will be providing you with a program overview, the end to end program process.

An example documentation and systems that we will be implementing for this particular program and a call to action.

So please do state towards the end. And with that I'll hand it over to.



Aaron Glick 1:44

Thanks, Patricia.

Hi everyone.

I see some familiar faces on the call, which is great to see, but just to introduce myself for folks that I haven't met.

My name is Erin Glick, and I'm a product manager that works on the team through frontline worker product group. I've been engaged with many of you through the team's frontline worker pack.

Which we run on a monthly basis and some of the feedback that we've heard from the partner community is around, you know, partner incentives to help kind of grease the skids for driving.

Customer adoption and usage and we've we've heard your feedback and we've put together what I'm going to call a pilot program for for this quarter ahead for the last quarter of the Microsoft fiscal year to try to help with some of your, you know frontline worker deployments of.

As well as frontline worker deployments of teams with AI.

So just to kind of talk a little bit about this, this program here today.

So this is something that we're watching, you know, as of today and this will run through June 30th and what we want to do is be able to provide incentives for teams flw engaged usage as well as teams FLW engaged AI usage from the types of customers that.

Will want you to be working with.

We're looking for, you know, SMCC or enterprise customers.

With at least 4K unused teams, flw licenses or 2K unused teams, flw AI AI licenses, and what we're really looking for is, you know, make sure that there's appropriate white space to grow to those minimum thresholds that you'll see over there on the right hand side.

And you know the overall intent here is to, you know, help you in the partner community accelerate some of these teams, frontline worker deployments.

Both for teams, core workloads as well as teams AI workloads.

As well.

All right.

And just a quick overview of you know what what's in it for the partner? So up to 60 K is eligible for each partner and you can submit it to up to two customers.

Up for you can each partner can submit up to two.

Customers will pay you 250 per new teams flw engaged users, or new and \$5 for every flw AI MU as well.

Assuming the minimum thresholds are messed the minimum thresholds.

On like the previous slide, where 4K for teams, flw MU and 2K for teams, FLW AI MU and we've got a great operations team here to help fill the registrations that come in and have a quick turn around of approval within a 48.

To 72 hour window here.

So we have a very detailed terms and conditions which you'll be getting a link to after the call.

We've also got a link in the deck here, but I wanted to highlight some of the.

The I guess the key points to to keep in mind.

So like I said, this is a program that's starting and available today, and the proof of execution needs to be submitted by by June 30th.

You've been invited to this call based on invite only.

Based on some criteria, you're either part of the team's flw pack.

Or you're in Flw elevate partner in either the ANZ or UK region.

Some important things to keep in mind is that the statement of work must be submitted before proof execution, and they can't be submitted on the same day.

The expectation is that you'd be submitting your statement of work or what you plan to do with the with the customer, and then you know, once the work is completed, you would submit your proof of execution of of what was done and then we would validate the.

Usage growth through telemetry.

Uh on the Microsoft side, one key thing to keep in mind is that you'll need payment central setup in order to receive payments.

Uh, we see.

Seen this in other programs where some partners get hung up with, you know, not having this set up right away.

So if you're interested in this program, that's an immediate call to action to make sure that you've got the payment central piece of it squared away, so you can actually receive the funding after completing your proof of execution.

Uh, for your customer in terms of payment?

So upon proof of execution, we'll pay within 45 days.

After proof of execution is verified. So that's kind of a general overview of the

program itself.

We're going to go into a little bit more details around the operational piece of it.

And with that, I'll turn it over to Patricia to talk about the.

Program process.



Patricia O'Rourke 6:20

Yes, but before we do that, Aaron, there's a question I want to answer right away. So we don't lose it in the in the thread? James asked.

Do we receive a PO?

And so I I'm kinda gonna walk you through what this looks like.

This is no different than any other quick to market program. If you have not participated in our voucher deployment offers in the past or registration programs in the past.

Basically, we had followed this process where.

One, although we're launching today, you must receive a partner invitation to to join.

Join the program and you must accept the terms and conditions for the program in order to interact and even to be able to submit an sow.

For us to review.

So let's have that very clear. If you have not been into our programs before, we send you an onboarding e-mail with all the details and the steps that you need to take to become.

To go through our technical onboarding and we will accelerate as fast as we can.

To get you in the system.

The next step, like Erin, mentioned all you need to do is submit your customer nomination via Statement of work through the portal, which I'm going to show you what that looks like. Also instructions to that will be available to you via akalynx, and we're going to release all.

Those articles for you to review on documentation, but we're happy to answer all your questions which we will talk more about that. So the partner works with the customer to complete a statement of work.

You all need to ensure that that customer is eligible to receive to avoid any rejections.

Sow rejections for customer eligibility and then you will add that nomination in the FPC portal. The frontline worker team reviews the statement of work for approval and you would get a notification from the team announcing whether you are have been

accepted or we need additional information from you.

After we approve your sow, which is critical, is not upon submission.

Is upon approval you will engage your customer.

You receive that notification that you're that you're able to move forward. That and you work with the customer to complete the activities outlined in the sow.

The last step will be submitting your proof of execution and then we will provide your your incentive payment. The partner submits a signed Poe via the FPC portal Poe in activity metrics.

Are reviewed validating by the quick to market team partner is paid upon completion of the PO.

We in approximately 45 days post approval and then partner and customer have until June 30th, 2025 to complete the engagement and submit Poe.

I hope, James, that does answer your question.

We and then the payment is executed via payment central. After you have clearly it's important that you that you create your profile prior to engaging with sow.

And Poe.

Let's see.

I see some people typing, but we move on so this.

Is the portal that we use to nominate the customer in the FPC.

And and the most critical and important thing here is all customer eligibility should be prevented by the partner.

You know your customer bests, so please do so.

They need to be eligible.

Nominate customers via sow submission in the FBC portal. If the customer is ineligible, the nomination and sow will be denied, meaning it will be rejected. So make sure that you follow that process thoroughly.

The business sponsor review, Sow and approve customer nomination. Sow is submitted to quick to market for sow approval and then the partner receives approval notification and can be begin to work with the customer.

So this is like I mentioned the process, but I wanted to highlight it again.

Correct. So James, yes, pretty much follows the same. We wanted to make it simple for you. So we're following pretty much the similar path as a deployment offer in other registration programs under quick to market.

Next slide.

And Erin, back to you.



Aaron Glick 10:52

All right.

Thanks, Patricia.

All right. So yeah, so I want to talk a little bit about just some of the the details of statement of work and and proof of execution. What we're showing here is just an example form of what you'll see in the downloadable template that's accessible via that link.

We're essentially looking for three key things, so we understand like, hey, what are you planning to do with the customer?

How do you plan to?

Actually execute against what you're going to do, whether it's driving AI teams, flw AI usage, or just teams flw.

Uh core usage in the last part is how you actually want to drive the adoption for the frontline workers to actually go ahead and use teams.

So that's kind of the the crux of the statement of work piece of it.

One thing to keep in mind is that ensure that the statement of work is approved before starting work with your customer. On this, the turn around time should be pretty quick. On reviewing the statement of work, but we want we want to make sure that the the work.

That you're going to do is.

Approved. And will, you know, be counted towards the proof of execution once that is gone ahead and submitted?

From a proof of execution perspective, it's a very similar form.

Just talking about what you have done. So in terms of what you said you're going to do within the statement of work, it should, you know pretty much match what you what you have done within the proof of execution form the final date to submit that would be?

By June 30th.

Anything after that will will not be considered considered because the the program will be closed at that point.

All right, I'm sure there are some questions about like. So what are some examples of activities that we would expect to see within statement of work?

So I included a few different things here.

I'll start with just the teams flw usage itself.

We're looking forward the specific scenarios that you're looking to enable for that frontline worker is that things around local collab.

So hey, I'm gonna, you know, to play, you know, chat and channels for local cloud within. You know, my frontline worker locations.

Are you planning to do corporate communications through even engage within within the teams app itself?

Are there operational efficiency workloads you're looking to deploy?

So things like shifts tasks or walkie-talkie within team. And what we're looking for here is, you know, frontline workers taking, you know, collaborative actions or multiple collaborative actions.

Per week, so that could be sending chats that could be joining, you know, meetings.

This could be swapping shifts, exchanging walkie-talkie messages.

Things of that nature from an AI perspective, we have like a couple of different examples here.

So one common thing that we've been hearing from customers is around like AQ and a agent within teams.

So I have a question that I can ask a a Q&A bot for you know what are standard operating procedures for? You know, you know contaminated food or something like that where I can?

Ask the the agent that that type of question.

Or another scenario could be like hey, frontline workers sometimes don't work consecutive days.

So hey, catch me up on what I missed over the last two or three days.

So essentially like a catch up summary scenario are two key examples there for things that we'd be looking for from a teams AI side of it.

From a licensing perspective, for AI, so we've got the the copilot license, but there's also the the copilot license, which we'll be looking for like a minimum of 2000.

However, we know that there are other licensing models when it comes to the AI piece of it.

So you can get page ego licenses if you're not planning to use the copilot license like the full copilot license in this flw scenario, and you're planning to use.

Pageio licenses just describe the specific scenario you're planning to use and how many license in in the page you go, licenses that you plan to use for that particular scenario.

All right.

And then in terms of a couple of operational things. So, Patricia, did you want to cover the the payment central piece of it?



Patricia O'Rourke 15:10

Yes, and this is for those that have not been in the program in any of our programs before.

You must create a payment central profile, otherwise you won't be able to submit an sow or do anything with us.

This is critical.

So I what we have seen, this is where partners spend the most time.

Or delay.

And so please follow the guidelines of payment Central once you receive it. If you have not done this before and ensure that you create.

Your profile so we can pay you.

So let's go over the next line.

These are some of the things that you are required to provide in order to create it and information like payment, central payee name, payment central contact name, payment, central contact e-mail, etcetera and then it gives you instructions on completing profile.

And emails to us for additional assistance if if needed. So. But I wanna make make it very clear that it's critical that you create a payment central profile, otherwise you the system won't allow you to submit an sow.

And then I think Aaron, this is where where we are going to ask all of you to to work on the next steps. The most critical thing, please be on the lookout for your frontline worker program terms you will receive in those instructions and they are onboarding teams.

Will engage with you and start the process of technical onboarding.

Once you have accepted, I would start identifying your customers for nomination and pre validate.

Remember that you have a maximum of two customer per partner to be able to submit, but we want to accelerate it 'cause we understand you have a short window to submit those sows.

We won't accept nominations past June 2nd.

One great thing that Aaron, you can speak about is that we have created ADL for

you. If you have any questions presubmission.
So, Erin, do you want to expand on that?



Aaron Glick 17:16

Yeah. So we created this flw partner DL that you can message if you have specific questions around customer eligibility prior to actually doing the submission. We wanna make sure that you get it right when you do the submission for the registration.

So we're there to help support you on that.



Patricia O'Rourke 17:35

Thank you, Erin.

And then with that like I mentioned, make sure that you set up your payment central profile before submitting an sow and do submit a proof of execution no later than June 30th, 2025.

And with that, we will open it for questions. Amy.



Amy Jarosky (AG Consulting Partners Inc) 17:56

All right, let me enable the mics. Give me one moment.



CouriAnne Williams (AG Consulting Partners Inc) 17:59

I think Steve had a really great question and I don't know if it needs expansion, but in the chat that I think is a technical one for Erin to to answer, maybe.



Aaron Glick 18:09

Yeah, yeah. Steve and I were talking about this last week.

So Steve, would you mind clarifying the scenario?

So this is I am in teams.



Steve Crompton 18:17

Teams.



Aaron Glick 18:17

I open up.

Open up copilot and I'm on like the web search within copilot.
Or am I using the like the biz chat you know work tab?

SC Steve Crompton 18:32

Hey, sorry, that was right.

I was just wondering whether or not when you're talking about the intended actions from an end user.

Would copilot chat count?

And yeah, what what actually?

Is the sort of classification as an intended Click to see the Mao increase that you're looking for? I get the the teams only.

Interactions. But I was a little unsure about what the AI copilot.

Intended actions would look like.

 **Aaron Glick** 19:09

Yeah. Can you clarify the copilot chat piece of it?

Is it just like the copilot chat?

Like web searching teams? Or is it? I'm a like.

SC Steve Crompton 19:15

Yeah, yeah, exactly. So if.

If a customer has copilot chat enabled for frontline as well.

 **Aaron Glick** 19:26

Mm hmm.

SC Steve Crompton 19:28

And we were to put together a, you know, a campaign.

To drive.

Copilot chat usage within a large organization so that they can start to see the benefit of AI and copilot chat and just started to get a feel of it.

Would that count towards the sort of 2000 increase in Mao that you're expecting to see by the end of the fiscal?

Correct. Yeah.



Aaron Glick 20:04

Happy to so that that's outside of the engage usage that we would like to see. We're looking for more of, I guess, like the the Q&A scenario rather than just doing like copilot search within teams.



Steve Crompton 20:09

OK.

Yeah. And then just to clarify, Aaron, do you mind just going into a little bit more detail with an example of what that might look like?



Aaron Glick 20:24

Sure. So from an AI perspective, so I could create either a declarative agent or a copilot studio agent, and that could.

Be referencing like some standard operating procedures that I may you know want to query as a frontline worker.

So I would access that that agent through through teams and then be able to essentially just ask questions to that copilot agent and.

Types of actions would would count as that AI engage usage.



Steve Crompton 20:59

OK.

So it's it's really focusing around agents.

Yeah.



Aaron Glick 21:03

Agents or if you're using like the what I'll call like this chatter like the copilot for work like questions.



Steve Crompton 21:09

Right. I see. Yeah. Yeah. Understood.

And then four teams only then would copilot chat.

Free would copilot chat count as teams usage if it was an app used in teams?



Aaron Glick 21:23

Just to make sure I understand.

So the.

I'm how am I accessing it?

Am I accessing like the copilot?

 **Steve Crompton** 21:28

Mobile, yeah.

So you go onto your mobile into teams.

Go going to copilot and then use the web webgrounded data to have interactions with copilot.

 **Aaron Glick** 21:35

Mm hmm.

 **Steve Crompton** 21:40

Would that count as a teams app usage counting towards the 4000 mile increase that you're looking for?

 **Aaron Glick** 21:48

I see. OK.

So we're we're not talking about AI anymore.

We're talking about, OK, sorry.

So I'm I'm on my mobile phone. I open up teams and then what do I do after that?

 **Steve Crompton** 22:02

Go into like just copilot webchat.

 **Aaron Glick** 22:06

So it's like an iframes web chat experience.

 **Steve Crompton** 22:09

Yeah, or some something.

Or you just yeah.

 **Aaron Glick** 22:13

Gotcha. Yeah, it the, the copilot like Webchat piece of it were.
That's not what we're looking for in terms of engaged usage.
It sounds similar to to the first thing that you were talking about, where I'm just essentially just doing the the web search through copilot.

 **Steve Crompton** 22:21

Right. OK. Yeah.

Yeah. OK. Understood.

Thank you.

 **Aaron Glick** 22:35

James.

 **James Mitcham** 22:41

Sorry, trimming off route.

I have seen this FY that there is E SIF available for flw teams mode.

Can this be used in conjunction with or would that not be possible today?

 **Aaron Glick** 23:00

I don't think there's any constraints with using both.

The the programs aren't related so.

Patricia, have you seen this before with the like using esip funds to help?

To help drive like incentive.

 **Patricia O'Rourke** 23:18

We we did not establish a restriction of combining with programs.

Now this is a usage.

Incentive.

If you will.

I don't think that there's gonna be an issue there, Aaron, but it something that we can double check prior to to engaging.

 **Aaron Glick** 23:44

Yeah, that that was sorry.

 **James Mitcham** 23:44

Thank you.

 **Aaron Glick** 23:46

Go ahead, James.

 **Patricia O'Rourke** 23:46

Mm hmm.

 **James Mitcham** 23:47

No, thank you.

And I have one more question. I think in the one of the early slides, it said UK, but I didn't see us.

We are registered as a fast track partner in the UK, but we have delivered against deployment vouchers in the US. Does that still apply?

 **Patricia O'Rourke** 24:08

So let me let me answer that so.

 **Aaron Glick** 24:10

Yeah.

 **Patricia O'Rourke** 24:12

What we look at is that the person the the, the partner who signs the sow signs, the PLE is the same registered program registered partner. If you and we will pay out out of the mpn ID.

That it's driving that engagement if you want to be paid out of the US subsidiary, for example, if you have a

Subsidiary you would need to create and you will need to add them into the program and they will need to create a payment central profile and follow the on boarding process just like any other program that we have.

 **James Mitcham** 24:53

OK.



Patricia O'Rourke 24:54

Does that help?



James Mitcham 24:56

I think so.

I because I need to double check how I've done it in the past, but I think we've because the fast track deployment vactures that we've had can be used globally. It's still paid into our payment central out of the UK, even though it might be executed in the.

Us, but I might need to just double check that.



Patricia O'Rourke 25:14

I believe those are compliance rules followed by your organization. You see what I mean?

But definitely what we really need to secure is that we will reject an xow.

If it comes signed by a different location or different names of those sorts, right?



James Mitcham 25:35

Yep, understood.



Patricia O'Rourke 25:36

I strong if again.

It it no brainer for us to to register your your your US MPN ID.

Well, it may delay a little bit, but but that's I would encourage you to do that.



James Mitcham 25:53

Thank you.



Aaron Glick 25:58

Alright. Any other questions?



Patricia O'Rourke 25:59

Your questions.

Yeah. Thank you.

See a couple folks typing in the chat.
You can come off mute.

 **Jon Thomson** 26:17

Hi there.

It's John here from changing social.

It's just a follow on question from Steve's point.

You're talking about monthly active usage in relation to teams.

Obviously Viva connections plays a large part of a frontline worker solution.

 **Aaron Glick** 26:33

Mm hmm.

 **Jon Thomson** 26:33

Does that count towards the Mau through the use of teams?

 **Aaron Glick** 26:37

Yeah, if you're using Viva connections within teams, that would come.

 **Jon Thomson** 26:42

OK.

Thank you.

 **Aaron Glick** 26:51

All right. Any. Any other questions? I see Neil has a question about payment central.

To show you able to you know this one from Neil.

 **Patricia O'Rourke** 27:10

No. So supplier.

Yeah, I hear you.

That is a separate Neil, Please wait for you to receive all the instructions and the invitation to the program. If you don't mind 'cause, we need to set that up.

 **Neele Voß** 27:24

OK, cool. Thank you.



Patricia O'Rourke 27:30

You're there.



James Mitcham 27:30

I have another question if I may.

When we work, the customer would create a thorough and we look at the opportunity.

For 4000 seats of MO.

And we ran through the program with the customer and they only reached 3650 seats of MO.

Does that restrict payment?

Is it payment based on the 250 based or on the number you get to?

Or is it the full amount?

Or how does that look?



Aaron Glick 28:03

So you have to meet the minimum.

So the minimum for just teams flw.

Engage usage is 4000, so if you delivered 3600 of the minimum 4000, you wouldn't be paid because you didn't meet the minimum.

But if you, you know, deliver deliver, you know 4500, you'd be paid for those 4500 users.



James Mitcham 28:24

OK.

And is that?

Up to a maximum of 30,000.

Then on that one engagement.



Aaron Glick 28:34

Per customer.

Yep, 3030 thousand Max per customer.

And you can have up to two customers. So your you know total incentive amount that would be capped at 60,000.

JM **James Mitcham** 28:48

Thank you.

 **Aaron Glick** 28:48

Mm hmm.

JM **James Mitcham** 28:51

I think then it's probably a question of certainly targeting a lot more.
To give yourself that buffer potentially right?

 **Aaron Glick** 29:03

Uh, yeah. I mean, when you're working with the customer, if you say like, hey, our goal is to only get 4000, you're not leaving yourself much wiggle room if you don't get 100% adoption, so.

JM **James Mitcham** 29:13

Yeah.

 **Aaron Glick** 29:14

You probably when you're working with a customer, want to target something a little bit higher.
'Cause you won't likely won't get 100% adoption rate.

JM **James Mitcham** 29:20

Yep. So Yep, the I suppose the ask is around large enterprise customers with significant white space amount to go after.

 **Aaron Glick** 29:29

Yeah, yeah, those would be the ideal customers that we'd be looking for.
All right.
Any other questions about the program?

SC **Steve Crompton** 29:46

Thank you for the invitation for from all of us here at changing social as well as a few

of us on on the call as well.

Aaron, that is a big ask though.

444000 Mao or 2000 AI to create an agent.

That's going to be used by 2000 people before the end of the fiscal.



Aaron Glick 30:09

Yeah. No, I, I I hear your feedback and I understand the the short timelines make this challenging.



Steve Crompton 30:10

It's.



Aaron Glick 30:15

This is the type of feedback that I'm looking for as well like that was that was next question is like how excited are folks about this particular program and what are the challenges that you see?



Steve Crompton 30:18

Yeah.



Aaron Glick 30:26

So Steve, I hear you on time like it's a, it's a very short time window.
Any other initial thoughts or feedback?



Steve Crompton 30:36

We've got a chat going so I can feedback later on in the week when I've collected it.
Aaron.



Aaron Glick 30:41

OK.

Umm.

Thoughts from anyone else? Like if you were to rate this from like 1:00 to 10:10 being like, oh man, I'm super excited about this program.

One is I can't.

Not really that interested.

Like how? How do folks feel about this opportunity?

 **James Mitcham** 31:01

1010 for me.

Always excited by a new program for sure, but it's interesting you say, pilot.

It's kind of classifying it as a pilot.

But you know, and I think in our experience where we've done frontline worker pilots and and you know old Microsoft Flw pilot programmes that existed kind of through MCI in the past, it was kind of like 500 seats as the pilot.

 **Aaron Glick** 31:23

Mm hmm.

 **James Mitcham** 31:27

So I guess 4000 is a big old pilot.

Right.

 **Aaron Glick** 31:31

Yeah. The the term pilot is because we're restricting, you know, which partners are eligible.

This is kind of a trial before we get into our next fiscal year.

 **James Mitcham** 31:39

Oh, I see. I see.

Pilot. OK. Thanks.

 **Aaron Glick** 31:42

And yeah, yeah. And or go ahead, sorry.

 **James Mitcham** 31:45

Yeah, no, I get it.

Now pilot this program is a pilot. It's not.

We're not talking about running a pilot in the customer.



Aaron Glick 31:52

Yep. Yeah, exactly.

And the reason I'm asking for like such specific feedback is the feedback that you are all providing here today will help influence you know how we structure the program. If we get funding in the next fiscal year, we're we're making an ask for it. We don't know if.

We'll get it, but this type of feedback is is super helpful as we we think about how we can improve this in the future.



James Mitcham 32:15

This big opportunity for agents in the frontline, for sure.



Aaron Glick 32:18

Mm hmm.



Steve Crompton 32:22

I'd say sorry, Aaron.

Did you say if we didn't meet the metrics for 4000 for teams only or 2000 for AI, it's 0 payout.



Aaron Glick 32:34

Yeah, you have to meet the minimums in order to to get the payout.



Steve Crompton 32:36

OK.

OK.

Yeah, whilst I'm sure James is very excited about the new programs as well, just from a pragmatic perspective, I think we just need to have a look at our customers to see if they can actually meet the timelines as well.



Aaron Glick 32:50

Yeah.



Steve Crompton 32:50

I don't think there's any.

You know from from our perspective and certainly from mine and and James and the rest of the changing social guys on this call, I don't think it's necessarily us not necessarily being interested.

It's whether or not our customers can move.



Aaron Glick 33:04

Hmm.



Steve Crompton 33:05

During that time and whether or not we're prepared to potentially work at risk of. And again, I think if we're able to potentially combine this program. With.



James Mitcham 33:20

OK.



Steve Crompton 33:20

Additional funding from like what James was talking about in terms of the flw esif or where we've got some fast track deployment vouchers and nominate some customers for similar work where it's like in additional to the work that we're currently doing.

From a commercial perspective, which is what I'm looking at and thinking about.

That has to just got to be taken into consideration because I can imagine us sort of picking out some different customers and you know, I spoke last week, you know, some pretty big names in there.

I think it's just whether or not they're able to prepared to move at the pace that this program requires us to do.



Aaron Glick 33:53

Yep.

Mm hmm.



Steve Crompton 34:06

Umm.

So yeah, but I think there are some.

 **James Mitcham** 34:07

Yeah.

 **Steve Crompton** 34:08

There are some customers and Irene's probably got some that I think she could probably nominate here.

 **Irene Crellin** 34:17

Thank you, Steve.

Can I just check?

Can you merge the teams only and teams plus AI to hit that 4000 threshold?

Or does it have to be either or?

 **Aaron Glick** 34:31

So from like a telemetry perspective, we're gonna be looking at two things.

One is what is the teams flw engage usage that has grown.

Has it grown 4000? And then we'll be looking at the essentially the the AI engaged usage.

Has that grown 2000 now?

If I have 2000 of those AI users that are also using teams that will accrue towards your, you know your 4000.

But if they're only using AI would just occur today.

AI piece of it.

 **Irene Crellin** 35:05

Thank you.

 **Aaron Glick** 35:06

Mm hmm.

 **Steve Crompton** 35:06

Sorry Aaron, is it 4000 + 4000?

Just teams only or teams app app usage and then.
And 2000 copilot as well.
As.



Aaron Glick 35:21

You can deliver against either of them or or both.
So if you deliver both scenarios, you can get paid against both.



Steve Crompton 35:24

OK.
Yeah, yeah.
Yeah. OK.



James Mitcham 35:31

Steve, to your point, the timeline is probably going to be leveraged most where there's a customer with in flight project and they would use this to bolster.



Steve Crompton 35:43

Mm hmm.



James Mitcham 35:45

Between now and June, right.




Steve Crompton 35:45

Aggression.
Yeah. Perfect.




Aaron Glick 35:51


If what would be like an ideal timeline?
So if we were to say, hey, you know, Steve James, Irene, you know, these are the terms and like, oh, yeah, I can deliver this type of thing in four months.
This is like six months.
I'd feel comfortable about it. Just trying to understand. Like what?
Like what timelines you would think would be reasonable for you know, these types of usage if you had that flexibility?

 **James Mitcham** 36:18
Probably heading towards 6.


 **Aaron Glick** 36:20
OK.


 **James Mitcham** 36:21
Realistically, if you've got a, you know we've got some awesome flw day and life showcases that.

 **Aaron Glick** 36:22
OK.

 **James Mitcham** 36:29
We've built that really kind of spark, interesting customers and capture what an flw solution looks like with multiple dashboard cards using.
You know windows into power apps or other pieces, and we build out that entire data life.
Going from sparking that interest and running showcases to them actually spinning.
Up something and doing something can match and take some time, right?

 **Aaron Glick** 36:55
Mm hmm.

 **James Mitcham** 36:55
Because there's also blockers around device and BYOD, and what that looks like.
So they don't move.
Huge, huge pay. We definitely can get that.

 **Steve Crompton** 37:05
And Aaron as well, just to say that I think it's like to embed the sustainable usage of teams in the frontline.



Aaron Glick 37:13

Yep.



Steve Crompton 37:14

Like what? You're you know, if we're trying to get Mal.

Within, you know, like within two months.

You know the the easiest way to do that would be to blast out a couple of.

Company communicator messages right to 40,000 people to get 4000 like a 10%, but it's not necessarily meaningful to the customer or necessarily would produce sustainable usage if we're trying to do it properly.



Aaron Glick 37:36

Yeah.

Yeah.



Steve Crompton 37:48

So I think it's.



Aaron Glick 37:48

Yeah.



Steve Crompton 37:51

Yeah, you know, try trying to trying to do something that maybe fits the.

Find a used case that will actually go across to a large proportion of flw. Whilst not necessarily just trying to spike a metric just for the for the end of June.



Aaron Glick 38:09

Yeah, it makes sense.

And that like, that's our desired outcome, is to make sure that we're delivering things that will provide long standing value.

And what I'm hearing from you guys is like we can do that in like a six month time horizon.

 **Steve Crompton** 38:18

Yeah, exactly.

 **Aaron Glick** 38:25

Is A is a more comfortable, I guess, duration.

 **Steve Crompton** 38:28

To be fair, I think it can be done shorter. I think it's just, you know, um.

Like some like how the MCI programs are running.

It's like OK.

Let's line up our customers. Let's.

Let's make sure that our customers are ready and there's an element of pre sales to prime our customers.

Make sure we've got stakeholders aligned.

Talk through some of the potential use cases or the high level use cases in the pre sales phase.

 **Aaron Glick** 38:52

Mm hmm.

 **Steve Crompton** 38:52

Get them ready for a program and then we can deliver the program. I think within a, you know, have a 90 day clock or something like that that we could go after.

 **Aaron Glick** 39:00

Mm.

 **Steve Crompton** 39:01

So I think we could bring it down from six months, but yeah, it's just about the sustainable usage and the actual use cases.

Is that we're looking to drive and setting the right behaviours up.

 **Aaron Glick** 39:15

Gotcha.

I really appreciate the feedback from the changing social folks. Like I said, this is feedback that we can incorporate if we get funded for our next fiscal year.

 **Steve Crompton** 39:33

There was a question just sorry on the internal chat around.
The UK. So Aaron, you invited us to the pack as well.
Does that mean that we're able to nominate US customers?

 **Aaron Glick** 39:47

So, Patricia, I think this goes back to the question that James had a bit earlier.
The state the Mpnid needs to be the UKNPN ID for sure.
Is that how that works or?

 **Patricia O'Rourke** 40:03

That is, that is a business decision.
So.
Whatever.
Submission. The submission the sow that you're submitting, and if you're working locally, for example with the with within your country, and you need to be paid in that country currency, that's the way to go.
What? What we will look at is that.
Best practices are that.
If you have multi offices and multi operations is that you register your mpne and ID in the US multi country right?
That's the best way to do it again, but we will look at Sow and Poe signed that needs to match the partner Mpnid who's submitting it.
Does that make sense what I'm saying?

 **Aaron Glick** 41:02

To the go ahead, go ahead.

 **Steve Crompton** 41:03

Sh.
Sure it what I hear is what I hear from you both is it?
Doesn't. It doesn't matter whether or not it's AUS or UK customer. If we want to

associate our mpn in the US or the UK, it's a business decision, but best practices that if we're delivering to AUS client, it should be under our USMPN if.

We're delivering to Auk client.

It should be under our UK mpn.



Patricia O'Rourke 41:26

Especially where you need to get paid for that.

Does that make sense and how you're transacting with the customer?



SC Steve Crompton 41:29

Yeah.

Yeah.

Yeah.



Patricia O'Rourke 41:37

And again, that that can be done rather quickly if it's not a a lengthy process, as long as you have somebody.

Making sure that that payment central profile gets done accordingly, because that's that's the the tricky part.



SC Steve Crompton 41:51

Yeah, we're set up. It's all good.



Patricia O'Rourke 41:54

Yeah.

So. So, Erin, I think we've heard a lot of the feedback and thank you all.



Aaron Glick 42:02

Yeah.




Patricia O'Rourke 42:02


That has been fantastic.

I'm sure you all have a customer or someone that you can potentially nominate for this.


I would say let's try to accelerate. That's the best.


Let's accelerate that. Identifying those customers as soon as possible.
Erin, you and I can in in, in Korean can can have a a brief chat about Q&A based on
the OR create an FAQ based on the questions asked today.
Which I know a lot of partners will have. And then.
We go from there, I think.
And all of you should expect to receive a an invitation to the program and then
follow the guidelines to that.


 **Steve Crompton** 42:49
Perfect. Thank you very much.


 **Aaron Glick** 42:49
Sounds good.

 **James Mitcham** 42:52
Thanks Phil.

 **Patricia O'Rourke** 42:54
Thank you all.

 **Neele Voß** 42:55
Thank you.

 **James Mitcham** 42:55
Thank you. Bye.

 **Aaron Glick** 42:55
Thanks.
Bye.

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