Microsoft **365**

Learning & Development Session

Tuesday April 4th, 2023

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What are we trying to achieve?
Microsoft Objectives

Vision Statement

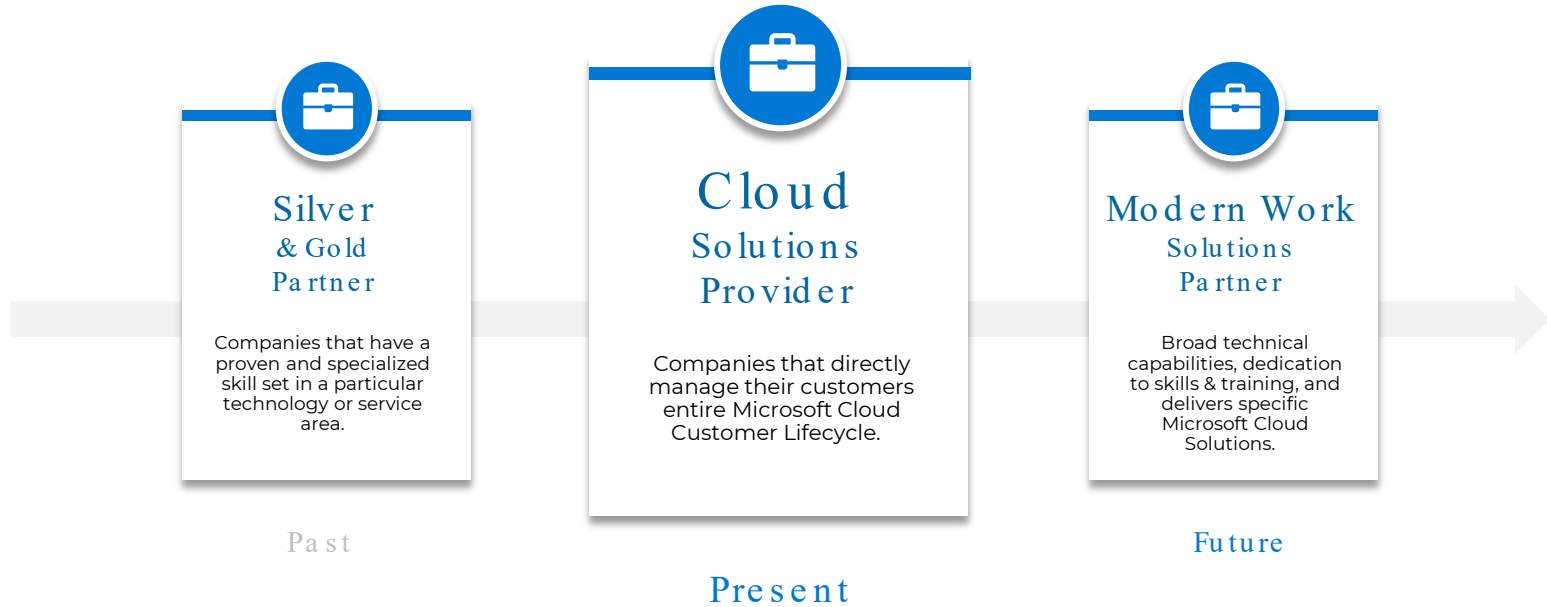To be Manitoba's largest and most trusted Microsoft Services Provider.

Mission Statement

Enabling Manitoba businesses to achieve more by providing the best Microsoft solutions and services and delivering world class customer service.

Our Partner Journey
Microsoft Objectives

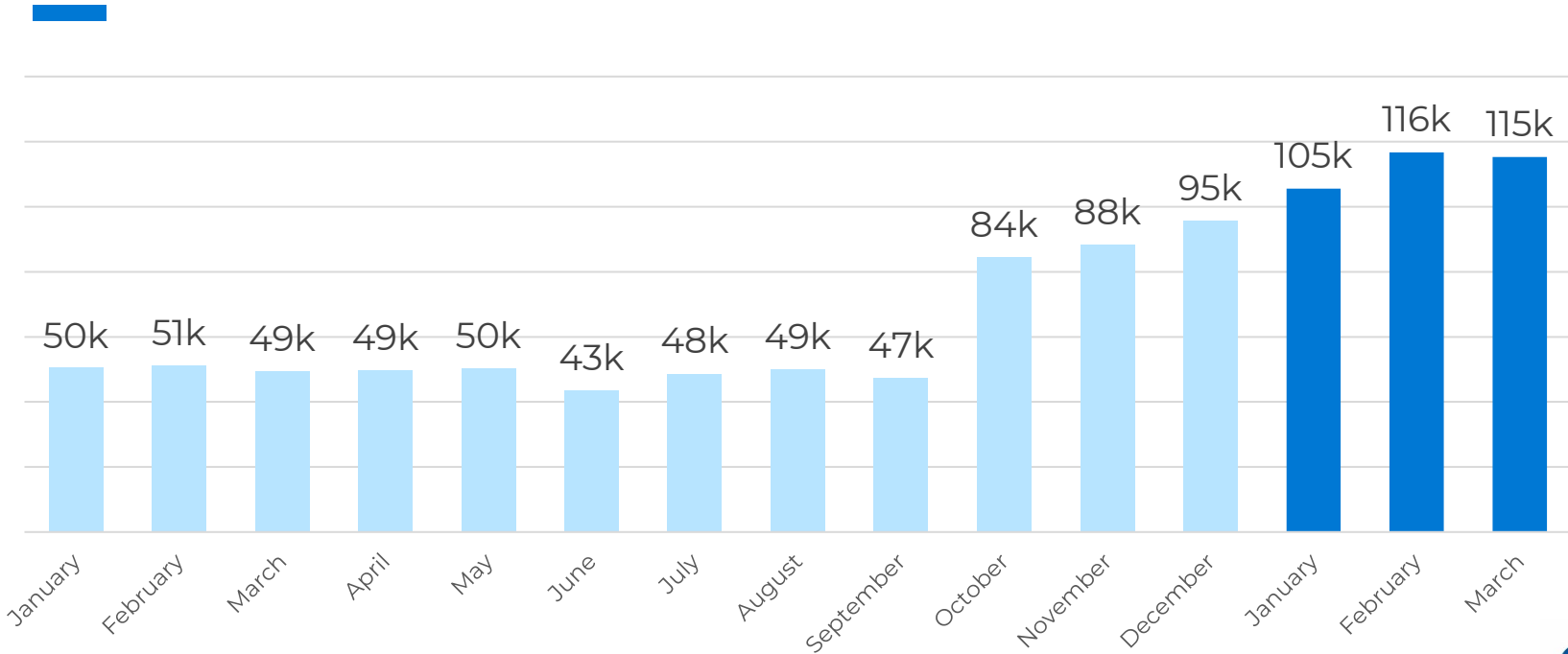### Silver
& Gold
Partner

Companies that have a proven and specialized skill set in a particular technology or service area.

Cloud
Solutions
Provider

Companies that directly manage their customers entire Microsoft Cloud Customer Lifecycle.

Modern Work
Solutions
Partner

Broad technical capabilities, dedication to skills & training, and delivers specific Microsoft Cloud Solutions.

Past

Present

Future

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Aligning
To Microsoft Priorities

FY23 Modern Work Total Addressable Market (TAM)

Digital Workforce

$235B (Phone $100B) FLW +325M Users

FLW, Teams Platform, Windows 11, E3 Usage for E5 upsell, SMB

Small Business

Very small business $150B, SMB +525M Seats

Teams Essentials, MDB, Windows 365, M365 for Business

Converged Communications

Converged Comms $140B

Teams Rooms, Phone, Enterprise

Employee Experience

Employee Experience $250B, Focus 5 TAM

Viva

Cloud PC

Cloud PC 120B

Windows 365

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Current State
Microsoft Sales from Epic

Chart: Bar chart showing monthly Microsoft Sales from Epic
- January: 50k
- February: 51k
- March: 49k
- April: 49k
- May: 50k
- June: 43k
- July: 48k
- August: 49k
- September: 47k
- October: 84k
- November: 88k
- December: 95k
- January: 105k
- February: 116k
- March: 115k

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SMB Market Forecast
Annual Spending Priorities

SMB IT spending growth will return to 6-7% in 2022, which was the norm for the 10 years prior to the Covid-19 pandemic

- 2022 — 6.6%
- 2023 — 6.4%
- 2024 — 6.9%
- 2025 — 7.3%
- 2026 — 7.8%
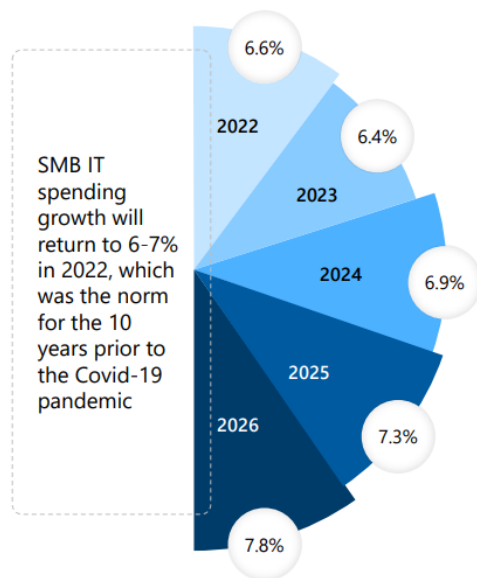
Category	SMB priority	Our forecast	Recommendations
Cybersecurity	High	Strong spending growth	Emphasize employee training and protecting dispersed devices
Business applications	High	Strong spending growth for cloud services	Emphasize reliability, ease of use and business benefits of digital transformation
Collaboration	High	Spending growth strong but slowing*	Focus on converting new users to paying customers and the hybrid office space

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Success
Is a Team Effort

ALLMAR

747 Licenses
$10,000 MRR

Keys to Win:
Competitive Pricing
Onboarding & Flexibility
Good Relationship

ACCESS CREDIT UNION

1,100 Licenses

Keys to Win:
Competitive Pricing
Fast Service
Good Relationship

CONVIRON

422 Licenses
60 Teams Phones
$6,500 MRR

Keys to Win:
Competitive Pricing
Product Testing
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Office is now Microsoft 365

Boost productivity with Microsoft Teams, Word, Excel, PowerPoint, and more—all in one place.

Personal and family	Business
Enterprise	Education

Microsoft 365
What Epic Delivers

✓ **Product** Consultation

✓ **Subscription** Management and Billing Support

✓ **Microsoft** Platform Service Management

✓ **Microsoft** Account Management

✓ **User** Administration and Support

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Microsoft 365
Customer Benefits

+

Knowledge

Deeper customer engagements and meeting regularly with our customers helps us better understand their needs

+

Bundling

Customers want industry specific solutions bundled together to get a better deal, incentives and availability of promotions
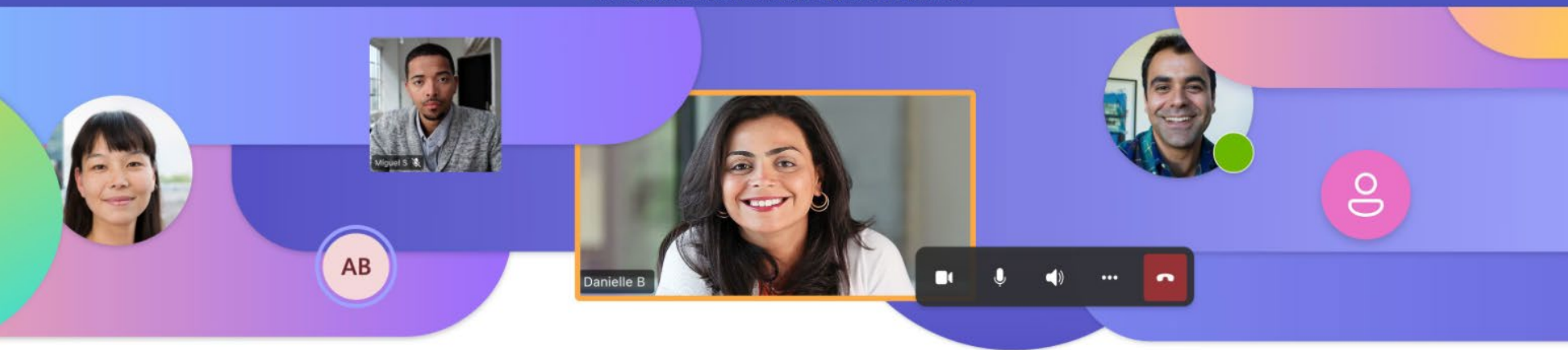
+

Tech Support

Positioned well to provide managed services when required, value realization is quicker.

+

Administration

Easy invoicing and administration, trained and knowledgeable billing and product support

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Teams Calling
New Product Alert

Making and receiving calls to and from landlines and mobile phones in Teams is now available with **Teams Calling.**

Teams Calling provides a cloud-based phone system in Teams with features such as hold, blind and safe transfers, and reporting features for professionals who manage calling solutions.

Through a calling plan, Teams Phone provides customers with a primary phone number and calling minutes to make and receive phone calls. A domestic calling plan is included in Teams Phone with Calling Plan or can be added onto Microsoft 365 E5.

Microsoft Teams Phone with Calling Plan

CAD $19.20

user/month
(annual subscription—auto renews) [4]
Plus applicable tax

Buy now

Try now ›

✓ Everything included in Teams Phone Standard

✓ Phone number and PSTN service from Microsoft

✓ Inclusive of domestic calling [5]

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Teams Calling
New Product Alert

How do customers utilize Teams Calling?

To set up calling features for users and services in your organization, you can get new numbers or port existing ones from a service provider. '

You can assign, unassign, and release phone numbers for people or for services, like audio conferencing, auto attendants, or call queues.

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Teams Calling
Deployment Services

Small

Less than 25

Ballpark Quote: 24 hours
($2,500 - $3,500)

- Minimal IVR
- No receptionist
- Minimal devices
- Mobile workforce
- Hybrid workforce

Medium

25 - 100

Ballpark Quote: 48 Hours
($6,720 – $8,000)

- IVR Configuration
- Receptionist Front Desk
- Hard & Soft Phones
- Multiple Locations

Large

More than 100

Ballpark Quote: 60+ hours
($10,000 min.)

- Complex IVY configuration
- Multiple devices
- Multiple locations
- Conference systems, boardrooms

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Pricing Structure
For Users

Businesses are able to utilize Microsoft to it's fullest potential with Epic's Managed Support.

We help users:

1) purchase Microsoft
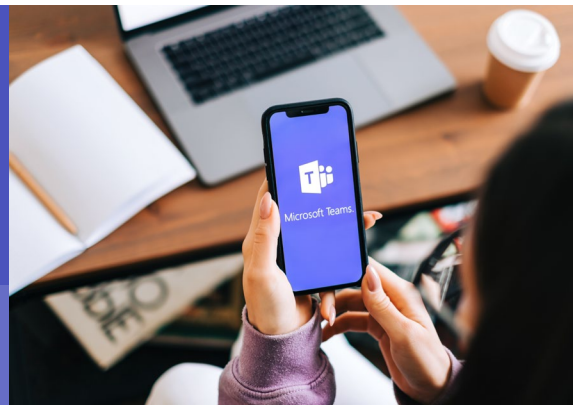2) Install software
3) Manage applications

Monthly Service Fee
Per User
Microsoft Licensing

Deployment Fee
One time
Installation Cost

Managed Service Fee
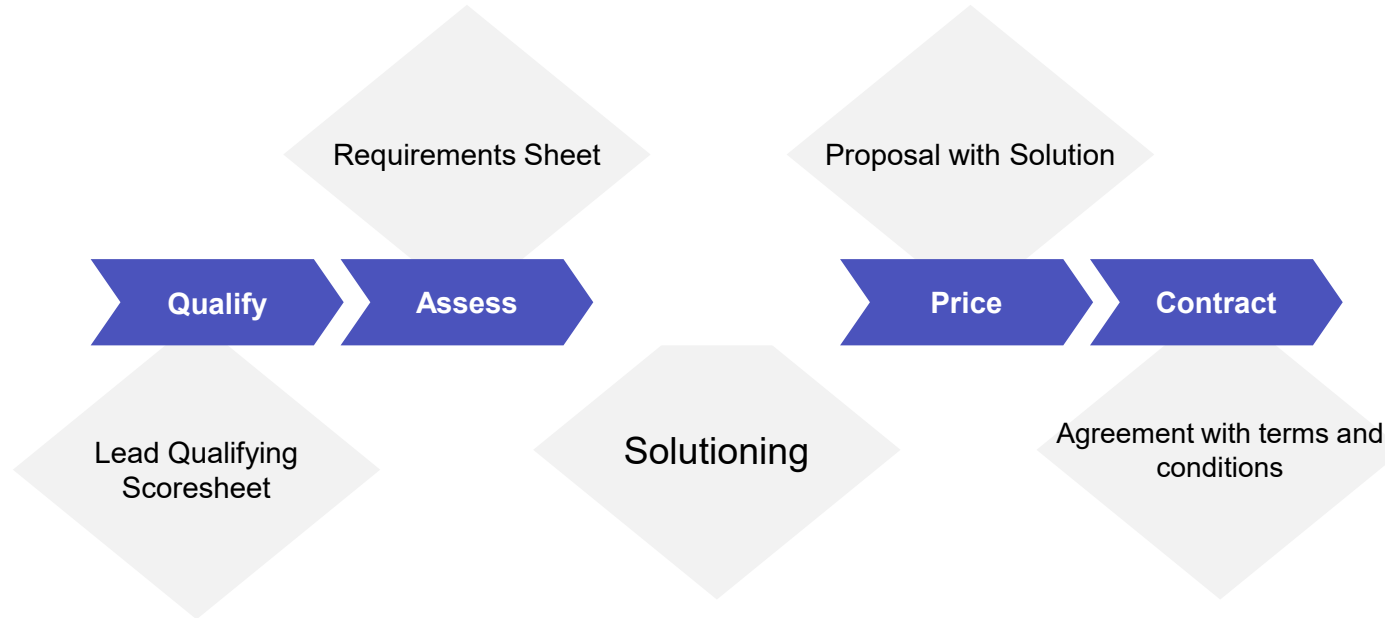Epic Support

Transform the way you work with Teams Calling.

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Teams Calling
Managed Service Pricing Options

Flat Fee	MSA Customer	Non MSA Customer
Small (Per Tenant)	$250	$350
Medium (Per Tenant)	$450	$550
Large (Per Tenant)	$750	$850
Price Per User	$0	$3

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Opportunity Qualification
Sales Process

Requirements Sheet

Proposal with Solution

Qualify **Assess**

Price **Contract**

Lead Qualifying Scoresheet

Solutioning

Agreement with terms and conditions

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Learning & Development
Product Training Sessions

Workshop 1	April 25

Microsoft 365 Program, Go-To-Market Plan, Product Knowledge, Goals and Sales Strategy, Lead Qualification

Workshop 2	May 2 or 4

Microsoft Teams Product Training, Teams Calling, Roadmap, Go-to-market Plan, Goals

Feedback Session

Scan the QR Code below

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