



MICROSOFT RESOURCE GUIDE

2025



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PARTNER ONBOARDING AND ENABLEMENT

HOW WE CAN ASSIST:

Solution and Technical Training and Support

D&H can help to provide solution and technical training as well as ongoing support to help you understand Microsoft's portfolio of solutions.

Billing and Pricing

D&H can help handle billing and pricing, which simplifies the process, allowing you to focus on selling to your customers and attaching your services.

Customer Support

D&H offers customer support services, ensuring that your customers receive the help they need, which can enhance customer satisfaction and loyalty.

Business Growth

D&H can help you establish financing and credit terms, which can be crucial for growing your business.

Incentives and Rewards

D&H can guide you on how to qualify for CSP program incentives and onboard to the incentive's platform, helping you earn funds for selling select Microsoft products.

Contact Us: ModernApplications@dandh.com

Watch our SuccessPath Video Series to better understand industry trends in cloud, security, and unified communications.

 **WATCH NOW**



CLOUD MARKETPLACE

D&H's Cloud Marketplace allows partners to create custom product offerings and operationalize multi-vendor cloud services. It offers an easy purchasing experience, real-time provisioning, simple subscription management, and consolidated invoicing to optimize cash flow and reduce operational costs.

- D&H portal can be white labeled at no cost to our partners
- Multi-Layer security to restrict purchasing from users if so desired
- Microsoft is billed in arrears; partner will see proration charges on adding licenses
- Easy co-term/upgrade button to keep license contract dates together
- Able to reduce/schedule new license count at renewal
- Schedule an order for a date in the future
- PSA billing integration with ConnectWise/Autotask
- Threshold option for alerts on Azure
- Notification options
- Ease of use
- Reports are easy to run – *Ex: Invoice aggregation, seat delta, renewal etc.*

[Visit our Cloud Marketplace](#)



MODERN WORKPLACE

Microsoft Workplace Solutions are designed to enhance productivity, collaboration, and security in modern work environments. These solutions leverage tools and technologies from Microsoft 365 to create a flexible, secure, and user-friendly workspace.

KEY COMPONENTS INCLUDE:

Microsoft 365

A suite of productivity tools like Word, Excel, PowerPoint, and Outlook, integrated with cloud services such as OneDrive and SharePoint for seamless collaboration and data storage.

Microsoft Teams

A hub for teamwork that combines chat, video meetings, file storage, and app integration, enabling effective communication and collaboration across locations and devices.

Microsoft Viva

An employee experience platform that brings together communications, knowledge, learning, and insights to foster a culture of engagement and growth.

Security Solutions

Tools to protect critical data, guard against threats, and manage access with full control, ensuring the integrity and security of systems and data.

These solutions aim to empower employees to work securely from anywhere, on any device, while enhancing their productivity and satisfaction.

HOW OUR TEAM OF SPECIALISTS CAN HELP:

White Glove Assessments to help assess full solutions need and develop a business strategy to drive new opportunities



Assist you in upsell and cross sell opportunities to your end users



Sales Trainings for your sellers to educate them on how to sell Microsoft Modern Work Solutions and gain knowledge on all Microsoft promotions



Program Training to educate you on how to earn dollars with Microsoft and how to make sure you are earning in all potential programs like Microsoft AI Cloud Partner Program and Microsoft Commerce Incentives



Assist in Microsoft ticket escalations



Provide Solution Demos and Cloud Marketplace Guidance



Trainings on how to drive attach of devices or other CSP solutions



Provide Post Sales Support



Contact Us: ModernApplications@dandh.com

[View Copilot Master Classes](#) D&H is hosting throughout the year on our Microsoft Mini Site

[Learn more about Microsoft productivity tools](#)

AZURE ACCELERATION

Microsoft Azure is a comprehensive cloud computing platform that offers a wide range of services to help businesses and developers build, deploy, and manage applications through Microsoft's global network of data centers.

HERE ARE SOME KEY ASPECTS OF AZURE:



Compute Services

Azure provides virtual machines, containers, and serverless computing options to run applications efficiently.



Storage Solutions

Secure and scalable storage options, including Azure Blob Storage, Azure Files, and Azure Disk Storage, to manage data effectively.



Networking

Tools like Azure Virtual Network, Azure Load Balancer, and Azure DNS to create and manage secure, high-performance networks.



AI and Machine Learning

Azure AI and Machine Learning services enable the development of intelligent applications with capabilities like natural language processing, computer vision, and predictive analytics.



Data and Analytics

Services such as Azure SQL Database, Azure Cosmos DB, and Azure Synapse Analytics help in managing and analyzing large volumes of data.



Security and Compliance

Azure offers advanced security features and compliance certifications to protect data and meet regulatory requirements.



Azure's flexibility and extensive range of services make it a powerful platform for businesses looking to innovate, optimize operations, and scale their solutions globally.

- **Azure Migrations** – assist in migrations to make your experience easy, saving you time and money
- **White Glove Assessments** – recommend Azure Solutions based on organizational needs and provide trainings on all new solutions
- Help to **identify valuable Microsoft Azure trainings** to educate your team
- **Provide guidance** on how to measure Azure Profitability
- Help you with **cost estimations and create estimates**
- **White Labeled Sales team** to assist in end user needs and provide suggestions for optimal usage
- **Deliver** technical workshops and trainings
- **Provide Post Sales Support**

Visit our [Azure page](#) for more information about building your Azure Practice with D&H and a list of Azure Master Classes hosted by D&H.

MEET OUR TEAM

Modern Solutions Team Modern Work and Azure

LEADERS

Jason Bystrak

SVP of Sales

Ryan Flynn

Director of Sales

Tony Francisco

*Director of Cloud Ecosystem
and Business Development*

MANAGERS

Rebecca Robbins

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Michael O'Donnell

Cloud Development Manager

ENGINEERS

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Dustin Carney

Modern Solutions Sales Engineer

SALES SPECIALISTS

Will Elliott

Cloud Technical Sales Specialist

Tim Talton

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Connor Murphy

Cloud Sales Specialist

Tim Allison

Sr. Cloud Sales Specialist

Zach Munger

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Robert Ollikainen

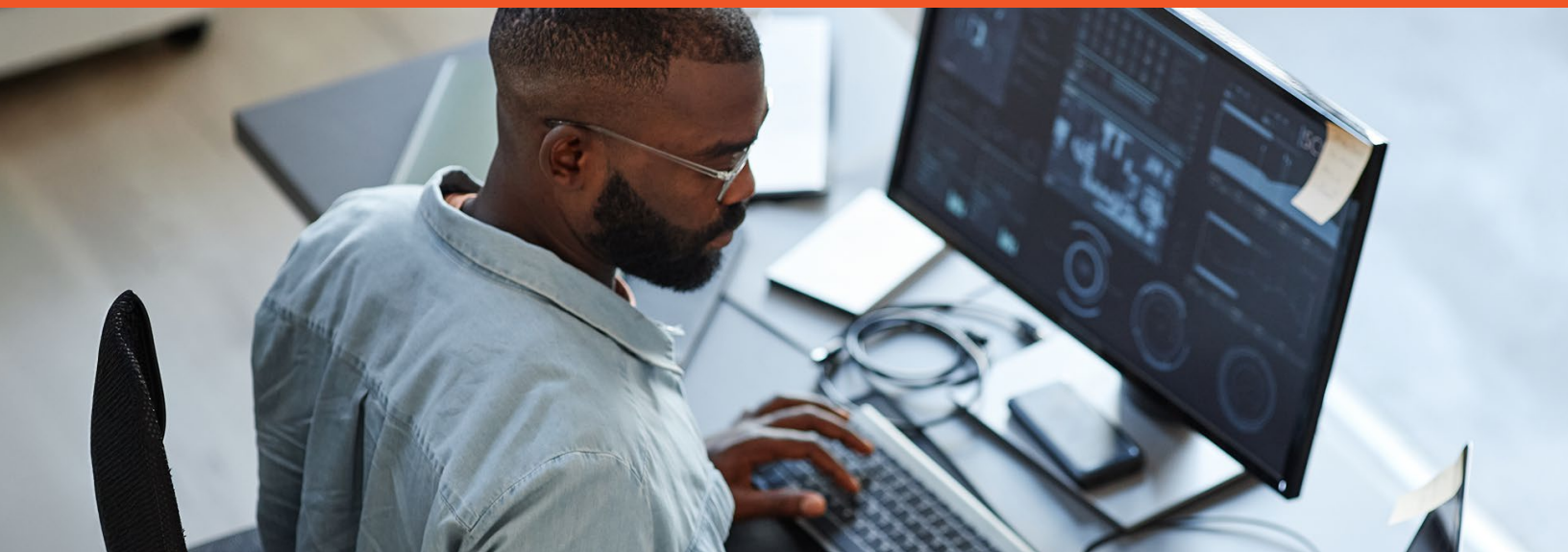
Cloud Sales Specialist

Mary Ross

Cloud Sales Specialist

Paul Hudak

Cloud Sales Specialist



VOLUME LICENSING

Microsoft Volume Licensing is a program designed to provide organizations with a cost-effective and flexible way to purchase and manage multiple software licenses.

HERE ARE SOME KEY ASPECTS:

Volume Licensing Programs

Microsoft offers various programs tailored to different types and sizes of organizations, such as the Open Value and Open Value Subscription. Each program has its own benefits and requirements.

Microsoft 365 Admin Center (MAC)

This is an online portal where organizations can manage their volume licenses, download software, and access product keys. This portal provides a centralized platform for tracking and managing licenses. [You can access the MAC here.](#)

Benefits

Volume licensing offers several advantages, including lower costs per license, simplified license management, and access to the latest software updates and versions. It also provides flexible licensing options to meet the specific needs of an organization.

Software Assurance

This is an optional program that can be added to volume licenses, offering additional benefits such as training, support, and deployment planning services. It helps organizations maximize the value of their software investments.

HOW WE CAN ASSIST:

- D&H has licensing experts who can help partners understand and configure the best licensing solutions for your needs
- We offer support services, including technical support, licensing support, and account management
- Provide training and resources to help partners stay updated on licensing programs and requirements

MEET OUR TEAM

Volume License Team

SUPERVISORS

Erica Farrell

License Desk Supervisor

SPECIALISTS

Bill Devonald

Microsoft Sales Specialist

Theodore Elhajj

License Desk Specialist

Jensen Sandburg

License Desk Specialist

Contact LicenseDesk@dandh.com for Microsoft Volume license questions or MicrosoftSpecialist@dandh.com for Server, Office and Client Questions.

[D&H Licensing Solutions](#) | [Windows Server Licensing at D&H](#)

[Microsoft Office Licensing at D&H](#)

OEM SOFTWARE

Microsoft OEM software is base operating system software installed on new systems and servers. It includes Windows and Windows Server only. As the operating system is as much an essential component as a motherboard or RAM, it is inventoried software ordered from our website like any other component of the build and becomes part of the device it is installed on.

Although primarily intended for system builders, Microsoft OEM can be installed on any server or system whether it's a new build or manufacturer's pre-configured

system or server. It can't be used to upgrade. It has downgrade rights, but the installer must have the media and key as Microsoft won't provide them.

Full Windows licenses are only available through Microsoft OEM or Microsoft Retail. Microsoft OEM Windows is fulfilled on DVD, but the software can also be downloaded. Microsoft OEM installations require a label with key be affixed on the device much like the label on a manufacturer's system to show it is installed with genuine Microsoft software.

HOW WE CAN ASSIST:

- Our OEM team can provide a reference spreadsheet with our inventoried Windows Server and Windows SKUs including licensing guidance.
- Contact our OEM specialists for help differentiating between Microsoft fulfillment methods as we are here to help you make the best purchasing decision.
- Our OEM team can advise on and quote the best combination of base licenses, additional license packs and CALs for your customers' Windows Server licensing scenarios.
- Our OEM team can suggest and provide Microsoft collateral to promote and grow your Windows Server business.

MEET OUR TEAM

Server, Office, and Client Team

Tina Fisher

VP Vendor Management

Ian Jerde

*Inside Sales Manager,
Components*

Steve Bernard

*Server Sr. Sales
Specialist*

MICROSOFT DPS AND EDUCATION

Microsoft Devices for Commercial and Education with Windows 11 offer a range of solutions tailored to meet the needs of businesses and educational institutions.

COMMERCIAL DEVICES

Windows 11 Pro devices are designed to meet the needs of professionals and businesses, offering several key advantages:



Enhanced Security – Windows 11 Pro includes advanced security features like BitLocker encryption, Windows Information Protection (WIP), and hardware-based isolation to protect sensitive data and prevent unauthorized access.



Productivity Tools – The Pro version comes with features that enhance productivity, such as Remote Desktop, which allows users to access their PC from anywhere, and Hyper-V, which enables running virtual machines.



Device Management – Windows 11 Pro supports comprehensive device management tools, including Group Policy, Mobile Device Management (MDM), and Azure Active Directory, making it easier for IT departments to manage and secure devices across an organization.



Compatibility and Flexibility – It is designed to work seamlessly with a wide range of business applications and hardware, ensuring compatibility and flexibility for various business needs.



User Experience – Windows 11 Pro offers a streamlined and intuitive user interface, with features like Snap Layouts and Desktops to help users organize their workspaces and multitask more efficiently.

These features make Windows 11 Pro devices an excellent choice for businesses looking to enhance security, productivity, and manageability in their IT environments.



HOW CAN WE HELP:

- Consult on Windows 11 Pro Devices and Co Pilot + PCs differences and who needs what type of device
- Drive Technical Device Assessments for End Users that attaches the full Microsoft Solution Offering
- Help with quoting, pricing and inventory needs
- Provided Guidance on Autopilot Imaging, Provisioning and Bulk Uploads for your Windows 11 Pro Devices
- Train Partners and End Users on the Windows 11 Pro solution offering

Contact: MicrosoftSpecialist@dandh.com

Ask Me about our Windows 11 Device Refresh Roadshow Series!

[Learn more about Windows Devices at D&H](#) | [Windows 11 Device Refresh at D&H](#)

EDUCATION DEVICES

Windows 11 Pro for Education: With increased durability, reinforced ports, and flared non-pickable keys, these devices are designed for use in a classroom environment. Over 4 years, they offer one of the lowest Total Cost of Ownership (TCO) in the market. Through the Shape the Future program, schools can get the best price on Winbooks. Microsoft also offers Intune for Education, Microsoft's MDM solution that can manage iOS, macOS, Chrome, Android, and Windows in one dashboard

Partner Devices: Microsoft collaborates with various OEM partners like HPI, Acer, ASUS, Dell, and Lenovo to provide a wide range of Windows 11 devices for education. These devices are designed to be affordable, secure, and capable of supporting both online and offline learning.

HOW WE CAN HELP:

- Educate partners on device selection based on schools needs
- Provide trainings for partners as well as partners schools districts to demo the Microsoft Education Devices and Education tools
- Provide Education on Microsoft Education Portals
- Assist in Intune and Autopilot questions
- Help partners to understand the full Microsoft Education solution line card

MEET OUR TEAM

DPS and Education Team

Greg King

*VP of Device
Business Unit*

Zach Hoover

*Sr. Vendor Business
Manager*

Lorne Catalano

*Microsoft Device
Sales Specialist*

David Washington

Microsoft Device Sales Specialist

Nikki Bartholomew

Microsoft EDU Sales Specialist

Learn More: [Microsoft Education Solutions at D&H](#)

For questions, please reach out to our Microsoft Education Ambassador at MicrosoftSpecialist@dandh.com

MICROSOFT SURFACE

Microsoft Surface is a line of innovative devices designed to cater to a variety of needs, from personal use to professional and educational environments.



HERE ARE SOME KEY DEVICES IN THE SURFACE FAMILY:



SURFACE PRO

A versatile 2-in-1 device that combines the power of a laptop with the flexibility of a tablet. The latest models, like the Surface Pro 11th Edition, feature powerful processors, high-resolution displays, and support for accessories like the Surface Pen and Type Cover.

SURFACE LAPTOP

Known for its sleek design and powerful performance, the Surface Laptop is ideal for professionals and students. It offers a premium typing experience, long battery life, and a vibrant touchscreen display.

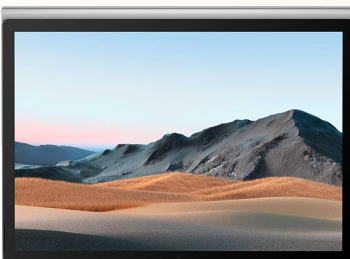


SURFACE LAPTOP STUDIO

A high-performance device designed for creative professionals. It features a unique hinge that allows it to transform between laptop, stage, and studio modes, making it perfect for drawing, sketching, and other creative tasks.

SURFACE GO

A compact and affordable device that is perfect for everyday tasks and on-the-go use. It offers the full Windows experience in a lightweight and portable form factor.



SURFACE BOOK

A powerful laptop with a detachable screen that can be used as a tablet. It is designed for demanding tasks and offers high performance, a robust build, and a versatile design.

These devices are built to provide seamless integration with Windows 11 and Microsoft 365, enhancing productivity and creativity across various use cases.



HOW WE CAN HELP:

- Account Setup with D&H and Surface Authorization Process
- Solution Selling to attached Surface Devices to CSP solutions
- Demos and Trainings for end users and partner Sales teams
- Assessments to identify end user devices needs
- Pricing and Quoting
- Deal Registration assistance

MEET OUR TEAM

Microsoft Surface Team

Greg King

VP of Device Business Unit

Dan Longreen

Sr. Director of Sales

Rob White

Sr. Sales Specialist

Matt Wilson

*Business Development
Manager*

Trent Gottdiner

*Business Development
Manager*

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*Business Development
Manager*



Learn More: Contact us at SurfaceCommercial@dandh.com

[Visit our Microsoft Surface page](#)

MICROSOFT RESOURCES FOR PARTNERS

MICROSOFT CSP

The Microsoft AI Cloud Partner Program (MAICPP) is an initiative designed to help partners leverage Microsoft's AI and cloud technologies to deliver innovative solutions and drive business growth. **Here are some key aspects of the program:**

SIMPLIFIED PARTNER PROGRAMS

MAICPP offers a streamlined approach to partner programs, making it easier for partners to access tools, resources, and benefits. This includes new Solutions Partner designations that align with customer demand and opportunities for partners to scale their capabilities.

MONETIZATION OPPORTUNITIES

The program provides various ways for partners to monetize their intellectual property (IP) and services. This includes building innovative software on Microsoft's AI platform, enriching AI service portfolios, and offering value-added services.

PARTNER CAPABILITY SCORE

This score measures a partner's technical capabilities and experience across performance, skilling, and customer success, helping to validate their ability to deliver successful outcomes.

GROWTH AND SUPPORT

MAICPP invests in partners' growth by offering benefits that support business development, increase customer reach, and expand technical skills and enablement.

By joining MAICPP, partners can access exclusive training, support, and resources to build and deploy high-performing, customer-centric AI solutions

[Learn all the benefits of being part of this program.](#)

The Microsoft Commerce Incentive (MCI) Program is designed to reward partners for promoting and selling Microsoft products and services.

HERE ARE SOME KEY ASPECTS OF THE PROGRAM

Engagements and Eligibility

Partners can manage their customer engagements and check eligibility status through the Partner Center. The program includes various earning opportunities, categorized by solution areas.

Incentive Opportunities

The MCI program offers multiple ways for partners to earn incentives, such as setting up workshops, submitting claims, and meeting specific performance criteria.

Resources and Support

Partners have access to resources like the Incentive Guide, solution area narratives, and support through the Partner Center to maximize their earnings and manage their incentives effectively.

Program Benefits

Participation in the MCI program can help partners grow their business, increase customer reach, and enhance their technical skills and capabilities.

[Build and sell your solutions with the Microsoft AI Cloud Partner Program](#)

MICROSOFT DPS AND EDU

Microsoft Expert Zone is designed to help sales professionals continue their journey as informed, passionate fans of Microsoft and its ecosystem. We do this by giving them the latest information and powerful sales tools to influence their peers, and ultimately, customers. Join ExpertZone to become a true expert in the world of Microsoft products and make a lasting impact in your sales and customer interactions. | [Learn More About ExpertZone](#)

DEVICE PARTNER CENTER

The Microsoft Device Partner Center is a self-service portal designed to help Microsoft Device Partners access a variety of resources. These resources include licensing, technical support, sales, and marketing materials, all aimed at helping partners build, sell, and market Microsoft devices more effectively. | [Learn More About the Microsoft Device Partner Center](#)



MICROSOFT SURFACE

The Microsoft Surface Partner Program is designed to support partners in promoting and selling Surface devices. **Here are some key aspects of the program:**

Enrollment

To become a Surface partner, you need to enroll in the Microsoft AI Cloud Partner Program (MAICPP). Once enrolled, you can complete the Surface Partner enrollment process to become an Authorized Surface Reseller.

Benefits

As a Surface partner, you gain access to a variety of resources, including special pricing, sales support, marketing materials, training, and assistance. These resources help you effectively promote and sell Surface devices.

Surface Reseller Alliance (SRA)

By joining the Surface Partner Program, you become part of the Surface Reseller Alliance, which offers additional benefits and support to help your business grow.

Partner Center

The Partner Center is an online portal where you can manage your account, create user accounts for your team, and access various resources and tools provided by the program.

[Learn more about Microsoft Surface Partnership](#)



XAAS & AIM SOLUTION ARCHITECTURE

- Our XaaS Solution Builder can help you to bundle hardware, software and services utilizing our AIM Solution Architecture to provide quotes to clients in minutes
- Suggested Bundles with devices and CSP options that fit your end users needs based on what CSP supports what Devices
- AIM Services help to review and validate solutions options for your clients' needs, goals and expected outcomes. Then we help to install, activate and migrate to the new solution while attaching your services for incremental opportunities.

[Learn more about XaaS solutions at D&H](#)

MARKETING SUPPORT

Our dedicated Microsoft Marketing team is here to help develop your Microsoft Go-to-Market message.

HOW WE CAN ASSIST:

- Consultations on how to claim Microsoft Marketing funds
- Consultations on Marketing GTM strategies, enablement and execution

MKT SHIFT

- Marketing Collateral to drive Demand Generation
- D&H exclusive Microsoft resources such as campaign kits and marketing templates

[Learn more about Market+SHIFT at D&H](#)