Microsoft

Tech for Social Impact Partner Community Update

August 2024

- Drive Business Transformation with Copilot for Microsoft 365
- Copilot for Microsoft 365 CSP Promotion
- Azure Updates
- Dynamics 365 Price Update
- Save the Date: TSI Partner Summit , September 30th
- Digital Natives Partner Program Update

NEW! Drive Business Transformation with Copilot for Microsoft 365-NONPROFIT specific resources

Partner Playbook: Copilot for Microsoft 365 for Nonprofits

The Drive Business Transformation with Copilot Partner Playbook for Nonprofits provides a guide for understanding and enabling the partner opportunity and its associated marketing outreach campaign for Copilot for Microsoft 365.

- This playbook provides resources to help nonprofit-focused partners understand how to utilize the Drive Business Transformation with Copilot Solution Play to sell Copilot for Microsoft 365 to nonprofits.
- Copilot for Microsoft 365 is an AI assistant that helps nonprofits enhance productivity, creativity, and time savings.

Partner Pitch Deck: Copilot for Microsoft 365 for Nonprofits

Use this resource to accelerate your nonprofits' mission outcomes with Copilot for Microsoft 365:

- Introduce customers to Copilot for Microsoft 365 and share latest WTI findings on Copilot value
- Show customers how Copilot for Microsoft 365 works through a live demo
- Give customers confidence in the underlying security, privacy, compliance, and responsible AI principle

NEW! Copilot for Microsoft 365 CSP Promotion

From September 1, 2024, to December 31, 2024, Copilot for Microsoft 365 – Getting Started Promotion will enable customers buying between 10 and 300 seats on a new Copilot subscription to get a 15% discount**.** This offer is available for both new and existing Copilot for Microsoft 365 customers with qualified pre-req SKUs and is available in all geographies where Copilot for Microsoft 365 is sold.

Attend the CSP Copilot and Microsoft 365 Activation Event
Join us to learn about the new promotional offers across Copilot for Microsoft 365, Microsoft 365 E SKUs, and Dynamics 365 Business Central to help you better deliver AI and productivity value to your customers.

Register Today!
- September 5, 2024 | 9:00AM PST
- September 5, 2024 | 6:00PM PST

Leverage these resources
- Landing page for promo and resources: https://aka.ms/CopilotGettingStarted
- Microsoft-led customer training: https://aka.ms/QuickStartCopilot
- Official promo details: https://aka.ms/PromoReadinessGuide

Azure Updates

Recording now available: **Missed the August 15ᵗʰ Azure Nonprofit Office Hours?**
Topics included Data Migration for Innovation, Azure Nonprofit Data Strategy eBook for ITDMs, and an intro to the Azure Landing Zone for Nonprofits. **Access the recorded link**: Azure Office Hours | Watch Now

NEW! **Harness your data to drive nonprofit mission success with Microsoft Fabric**
Download the e-Book to learn to use cloud-based solutions and AI for data management, governance, and innovation to transform your operations and decision-making.

NEW! **Microsoft Azure Landing Zone for Nonprofits**
Azure landing zone is a purpose-built, pre-configured ARM template to help nonprofits securely, responsibly, and confidently. Azure landing zone helps customers set up their Azure environment for scale, security, governance, networking, and identity. **Learn more!** Deploy Azure Landing Zone for Nonprofits - Microsoft Cloud for Nonprofit | Microsoft Learn

UPDATE: **Azure Partner Playbook now available in localized versions**
Check out the latest Azure Partner Playbook in German, French, and Dutch

Dynamics 365 Price Update

Announced April 12, 2024, effective October 1, 2024

First substantive update to the list price for Dynamics 365 since licensing structure change in October 2019.

- This change will go into effect on October 1, 2024 – providing customers with about six months of advance notification

- Increases will apply globally to new and existing customers, and will be priced comparably in other currencies

- Existing customers will not experience any changes in pricing until their next renewal on or after October 1, 2024.

- This pricing update impacts all customer segments, including but not limited to Enterprise, SMC, Government, and Education customers

- The new pricing applies to most licensing programs, including but not limited to commercial Volume Licensing, MCA-E, CSP, and Web Direct.*

* The only programs excluded from this announcement are SPA/DPL (which are subject to a separate, regular pricing update cadence).

New pricing for Microsoft Dynamics 365 effective October 2024 - Microsoft Dynamics 365 Blog

Impacted SKUs
effective October 1, 2024**

Enterprise

TSI Discount / Price

- CRM:
  - Dynamics 365 Sales Enterprise ($95 → $105) — 75% / $26.25
  - Dynamics 365 Sales Device ($145 → $160) — 75% / $40
  - Dynamics 365 Sales Premium ($135 → $150) — 75% / $37.50
  - Microsoft Relationship Sales[1] ($162 → $177) — 75% / $44.25
  - Dynamics 365 Customer Service Enterprise ($95 → $105) — 75% / $26.25
  - Dynamics 365 Customer Service Device ($145 → $160) — 75% / $40
  - Dynamics 365 Field Service ($95 → $105) — 75% / $26.25
  - Dynamics 365 Field Service Device ($145 → $160) — 75% / $40
- ERP:
  - Dynamics 365 Finance ($180 → $210) — 60% / $84
  - Dynamics 365 Supply Chain Management ($180 → $210) — 60% / $84
  - Dynamics 365 Commerce ($180 → $210) — 60% / $84
  - Dynamics 365 Human Resources ($120 → $135) — 60% / $54
  - Dynamics 365 Project Operations ($120 → $135) — 60% / $54
  - Dynamics 365 Operations – Device ($75 → $85) — 75% / $21.25

SMB
  - **No change at this time**

***Prices shown are for informational purposes only and may not be reflective of actual list price due to currency, country, region and variant factors. Contact a Microsoft sales representative for additional information on pricing*

1: Pricing per user per month will increase by $15 in all tiers in Microsoft Relationship Sales. Only 10-99 user tier shown for simplicity. All pricing shown is listed as price per user per month (or per device per month where noted)

Dynamics 365 Innovation

Microsoft is a leader among top industry analysts

We have delivered continuous innovation of business applications products with a long list of newly added capabilities

- **AI and automation:** AI capabilities that help streamline tasks, accelerate operations, and personalize customer experiences to inspire productive work, increase efficiency, and generate new business value.

- **Optimized business processes:** Capabilities that help deliver business processes and workflows effectively.

- **Unified data, insights and analytics:** Capabilities that help unlock real-time actionable insights to optimize business processes, workflows, and customer interactions.

Dynamics 365 continues to delivers new value

Sample of new capabilities added since 2019

- 🔵 AI & Automation
- 🟢 Business Process Execution
- 🟠 Data & Analytics

2019
- Conversation intelligence for Sales Insights
- Customer Service Insights
- Customer Service: digital messaging
- FS: embedded IOT
- Remote Assist: mobile
- Finance: advanced revenue recognitions
- SCM: asset management
- SCM: planning optimization

2020
- CX: pipeline manager
- CS: ContextIQ in Teams; unified routing; federated knowledge search & insights; agent dashboards and conversation insights
- CX: LinkedIn sales insights
- Finance insights: cash flow & budget insights; treasurer workspace
- CS: voice channel; Teams integration; new admin experience
- Field Service: new mobile app; tech tracking & enhanced scheduling
- Finance: invoice capture automation
- Finance & SCM: tax calculation service
- SCM: landed cost; warehouse mngmt mobile app; inventory visibility
- HR: enhanced employee profiles & LinkedIn integration

2021
- Sales: predictive forecasting
- Customer Service: AI-suggested articles, similar cases
- Field Service: AI-suggestions for IOT alerts/incidents; predictive tech travel time
- Sales: relationship analytics
- Sales: accelerator; mobile app; activity management
- Customer Service: expanded digital channels; multi-session workspace; enhanced case management; proactive service with IOT
- Field Service: inspections
- Finance: asset leasing; automation & risk reduction
- SCM: Guides integrations; eng. change management; SC visibility add-ins; product floor execution interface

2022
- Customer Service: contextual collaboration; AI-powered contact center
- Project Ops: automated expense management
- Finance: AI capabilities for collections
- Sales: predictive opportunity scoring
- SCM: sensor data intelligence
- Sales: Share/update CRM records in Teams
- Customer Service: additional digital engagement channels; support swarming with Teams (public preview); knowledge management enhancements; communities self service; enhanced workspace (inbox); knowledge management & SLA enhancements
- Field Service: mobile app enhancements; Windows app
- Guides: Remote Assist & Teams
- Finance: subscription billing; enhanced tax calculations
- SCM: DDMRP; global inventory accounting

2023
- Copilot in Dynamics 365 Sales
- Copilot in Dynamics 365 Customer Service
- Copilot in Dynamics 365 Field Service+ new FLW capabilities
- Copilot in ERP: Finance, Project Ops, SCM
- CS: voice channel expanded regions; improved admin experiences; 1-click omnichannel analytics
- FS: improved work order experience; Guides & Remote Assist included/no extra cost
- Finance: business performance planning; financial tags & updates to expedite closing books; adv. bank reconciliation
- HR: recruiting
- SCM: asset management in mobile app; warehouse-only mode

2024
- Copilot in Dynamics 365 Customer Service enhancements
- Copilot in Dynamics 365 Field Service enhancements
- Finance: business performance analytics
- Customer Service: Forecasting, Outbound voice and IVR enhancements
- Field Service: Integration with Finance & Operations

SAVE THE DATE: Partner Summit | September 30ᵗʰ

You're invited to the **Microsoft Nonprofit Virtual Partner Summit**

When: September 30, 2024 | 7:30am – 9:30am PST

Where: Virtual event

What
Open to all partners, this is your opportunity to:
- Hear about nonprofit sector updates directly from Microsoft nonprofit industry leaders.
- Gain insights into advancements across Azure, Dynamics 365, and Microsoft 365, including Security, Copilot and AI.
- Learn strategies for collaboration and growth.

We look forward to seeing you there!

Registration opens soon!

# Digital Natives Partner Program Update

The Microsoft Tech for Social Impact (TSI) team provides grants and discounts of Microsoft cloud solutions, skilling, and services to eligible nonprofits around the world, including Microsoft 365, Azure, and Dynamics 365, as well as industry-specific solutions. Microsoft TSI invests and grows with best-in-class Digital Natives and ISV partners to better serve the continuum of nonprofit needs including fundraising and engagement, program delivery, and impact measurement. We help Digital Natives connect with Microsoft's vast community of nearly 400,000 nonprofit customers,lean into partner marketing opportunities, and innovate together to seize the AI moment.

The Digital Natives team recently sponsored the Virtuous User Summit in Phoenix, Arizona, in late July. Jeremy Pitman, Director of the Digital Natives team, delivered a keynote presentation, "AI-Powered Fundraising: Your Greatest Teammate," and was joined onstage by the VP of Product at Virtuous who unveiled two new AI-powered solutions developed during the Digital Natives' Hack4Impact Hackathon. The Digital Natives team shared information about Microsoft grants and offers with hundreds of Virtuous nonprofit customers and hosted an interactive roundtable discussion on how to use AI responsibly.

Feedback from the Director of Partnerships at Virtuous:
"From the bottom of my heart, thank you for being such an incredible partner. Your sponsorship, presence, and genuine engagement with our team, customers, and me personally made a world of difference. The event wouldn't have been the same without you."

Learn more about the Digital Natives Partner Program
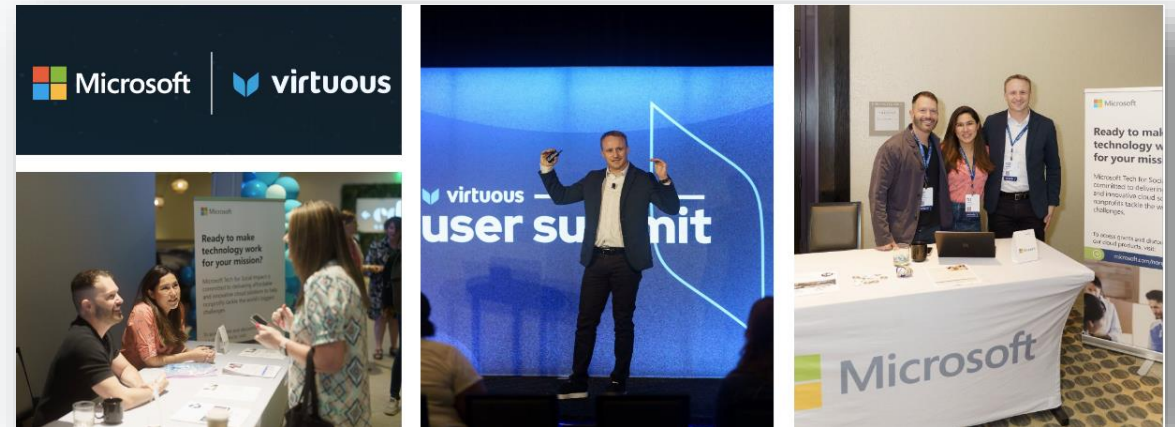
Microsoft

Stay up to date

- Partner success stories
- Sales and marketing readiness
- Insights and news
- [Visit Microsoft AI Cloud Partner Program – Nonprofit](#)

Get Involved

- [Sign up to receive monthly TSI newsletters](#)
- [Join the TSI Partner Community Page](#)
- [Submit a Partner Spotlight](#)
- [Run a nonprofit-specific marketing campaign](#)
- [Share partner success stories, quotes and testimonials](#)
- [Participate today in the Nonprofit Community](#)

Questions

- Learn more about our nonprofit product grants and discounts: [Frequently Asked Questions](#)
- Not finding what you need? Contact [Microsoft nonprofit support](#)

Access past issues of our nonprofit community updates and newsletters

[Tech for Social Impact community news](#)

Microsoft

Thank you, Partners!

The nonprofit industry – perhaps more than any other in Microsoft – is powered and led by partners.

Reaching these organizations is just the beginning – deploying technology, customer success, and mission impact is the work that you do every day, and it IS the critical last mile.

We appreciate you.