



BlueSky training

Cloud Solutions

Southern Africa

Ryan Eke



Delivering Results Together

powered by WestconGroup



Cloud Solution Provider (CSP)



Products available through CSP today

Microsoft Azure

Microsoft Azure

The Microsoft cloud platform: is a set of integrated computing, storage, data, and network services and applications.



Microsoft Dynamics CRM On Line

With Online CRM companies can deliver more intelligent marketing, effective sales, and customer service, from practically any location in the world.



Enterprise Mobility Suite

Enterprise Mobility Suite (EMS) manages user identity and access privileges while ensuring complete data protection.

Exchange

Exchange Online

Online Exchange increases user productivity and makes organizational tasks more secure, while also maintaining user control and management.

Office 365

Office 365

Office 365 is a flexible software solution made up of various software services connected in the cloud, enabling complete mobility.

Skype for Business

Skype for Business

A professional collaboration and meetings solution, fully integrated into your Office applications.



Steps to follow to join BlueSky

- **Step 1**

Complete steps in the welcome pack and submit them to your AM

- **Step 2**

Once we receive your agreements signed, we will submit a onboarding form to our BlueSky support team to request your login details.

- **Step 3**

Complete on of our Jumpstart training sessions to learn the platform and then the login details will be supplied to you. (only if steps one and two are complete prior to training)

- **Step 4**

Enjoy our BlueSky platform and manage your full Microsoft cloud portfolio in one place.

Westcon-Comstor Digital Logistics

Microsoft CSP and Westcon Bluesky

As promised we have prepared a welcome pack to help you better understand how to get onboard, sign up and start transacting.

How does it work?

There are a series of steps we need you to undertake in order for us to get you onto the system. Yes much of this is still fairly paper intensive but as soon as BlueSky, our digital aggregation platform is up and running – you will be one of the first to be able to use the system. So we need from you? Yes these are non-negotiable... but we assure you the rewards outweigh the effort.

STEP
01



STEP
02

STEP
03



STEP
04

Are you a current customer?

Sign a Cloud Trading contract with Westcon-Comstor

Overview of Company Data

Set up your MPN ID

BlueSky On Boarding Form

Westcon Acc Nr	firstName	lastName	company	email	addressLine1	city	Prov
Var ERP ID	John	Smith	Good Var	john.smith@goodvar.com	123 street	City	ST



Logging on to Bluesky

<https://www.westconcomstor.com/cloud/ZA>



[BlueSky](#) | [Cloud Practice](#) | [Cloud Portfolio](#)



Cloud

Transform Your Future with **Westcon-Comstor Cloud**

We inspire, empower and enable your digital business by delivering results together. We are part of your cloud journey.

Logging on to Bluesky

- 1) Enter the email address and password provided
 - a. South Africa demo VAR
admin@cutomer.com / password
- 2) Click in the Login Button

A screenshot of the Westcon Comstor login interface. The page has a white background with a blue border. At the top, the 'Westcon' and 'Comstor' logos are displayed, separated by a colorful circular icon. Below the logos, there are three input fields: 'Email Address' with a placeholder 'Enter your email', 'Password' with a placeholder 'Enter your password', and a 'Language' dropdown menu currently set to 'English (United States)'. At the bottom left is a 'Login' button, and at the bottom right is a 'Forgot Password' link.

Westcon Comstor

Email Address

Enter your email

Password

Enter your password

Language

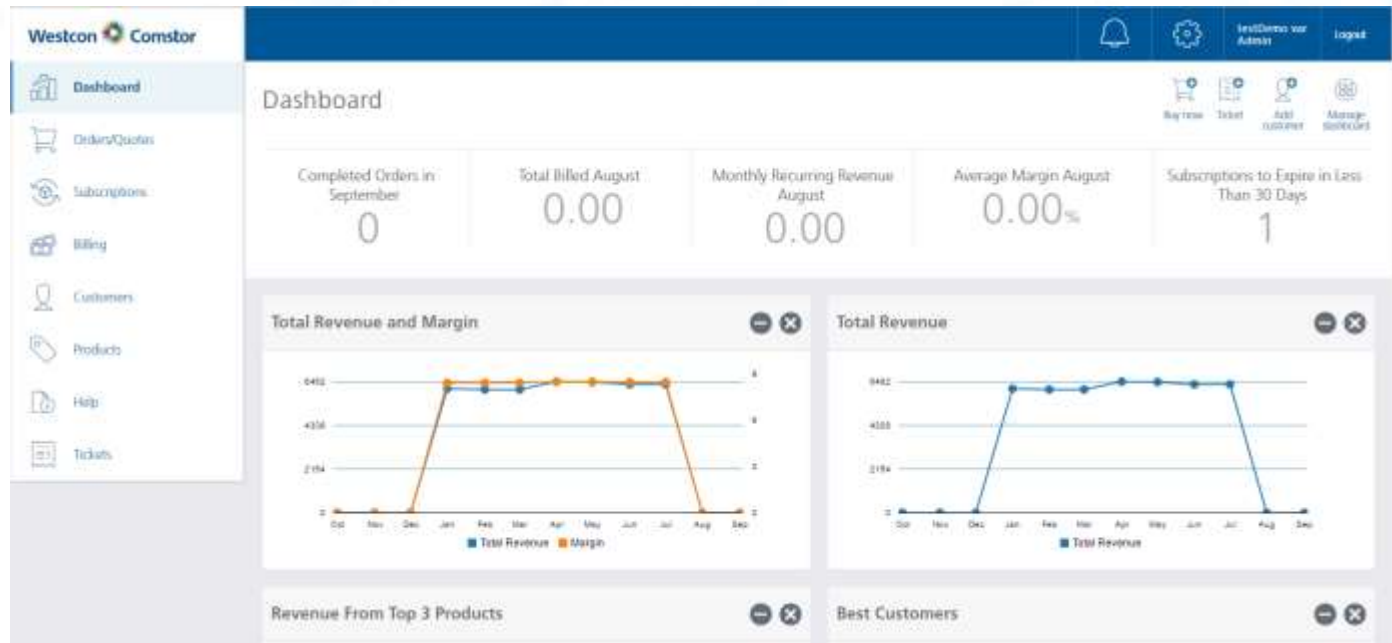
English (United States) ▼

Login

Forgot Password

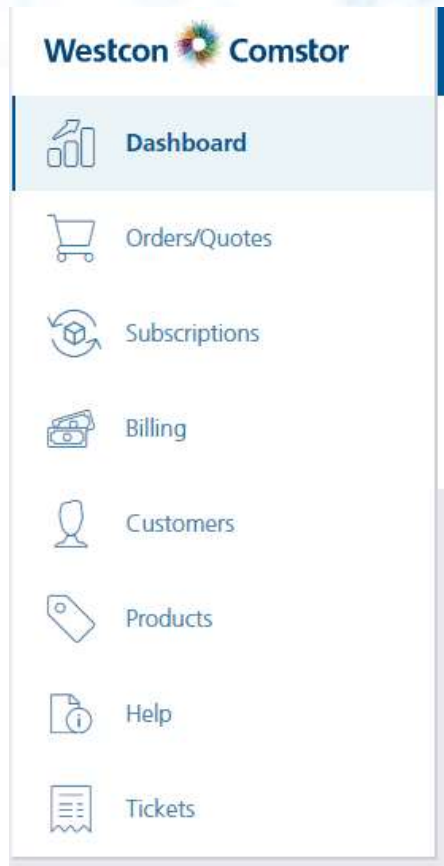
Dashboard

- Your Business at a glance
- Here you will see a full overview of your all your cloud business
- Top products, margin, revenue, top customers, expiring subscriptions, recurring revenue and





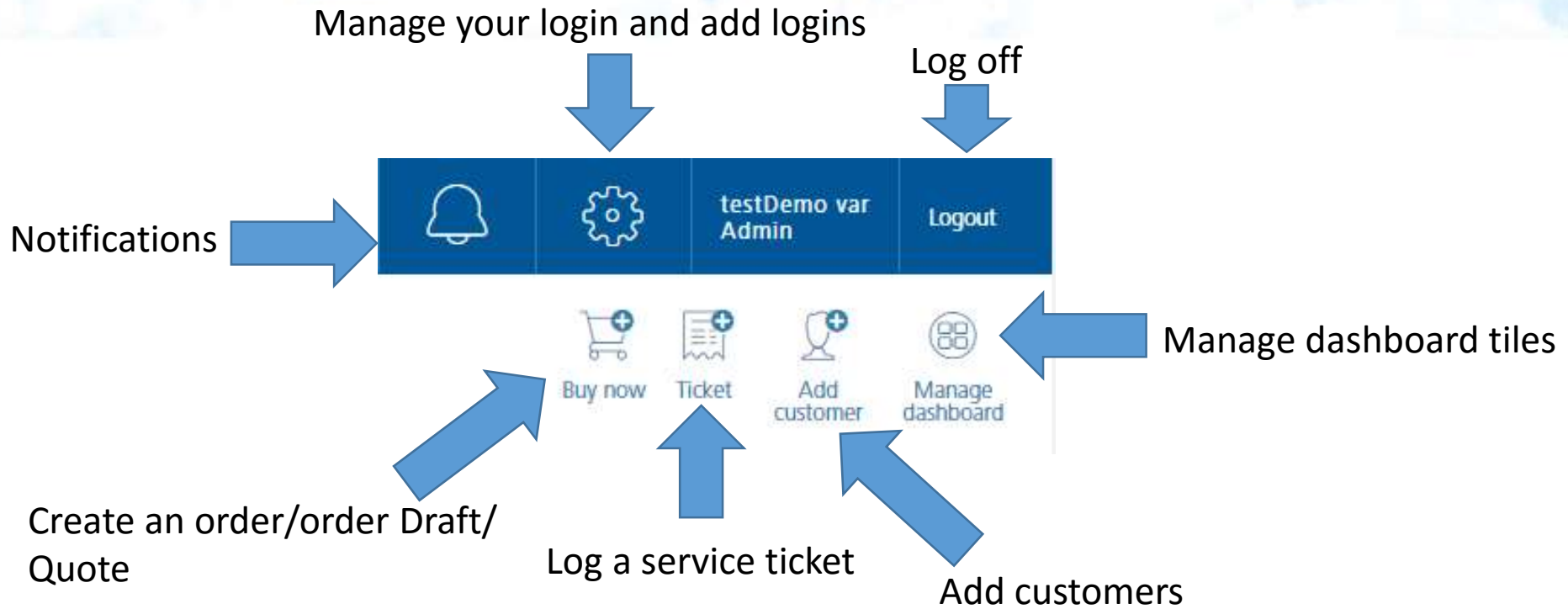
Dashboard Tabs



Manage your business from here and look into:

- Order/Quotes
- Subscriptions
- Billing
- Customers
- Products
- Need Help – Help has a full help guide
- Tickets – log/Manage all tickets

Dashboard quick access tabs



Order/Quotes

- View/Manage/Create
- You can see all orders, draft orders and quotes you have done including all your past orders

Orders/Quotes

Buy new Create quote

Orders Draft Orders Quotes

Filter by Expand

Search by Order ID Search

10 Orders Export

	Customer Name TEST-DEMO	Product Name MO365		
	Completed	Order Type: New Install	Enterprise Mobility Suite:	USD 8.58 X 1
Your PO Number TEST-DEMO	Order ID 3150	Enterprise Mobility Suite Markup 5.0%:	USD 0.43 X 1	USD 8.41
Submitted By testDemo var	Submitted Date 8/31/2016 5:56:30 PM	Support L1/L2 Level (10 % included):	USD 0.00 X 1	USD 0.42
		Support L1/L2 Level (10 % included) Markup 5.0%:	USD 0.00 X 1	USD 0.00

Creating an Order/Quote

 
Buy now Create quote








Click on Buy Now/Create a Quote

Step 1 Select Customer Step 2 Select Product Step 3 Product Information Step 4 Review Submit

Search for the Customer for whom you wish to place an order.

Search

	Blue Box ZA Company	Active	
<hr/>			
	Demo Customer 1	Active	
<hr/>			
	marioza testza	Active	



Select your customer

Creating an order/Quote

Step 1
Select Customer

Step 2
Select Product

Step 3
Product Information

Step 4
Review-Submit



Search for the product to add on behalf of Blue Box ZA Company

Search



AZURE

Active



Select



MO365

Active

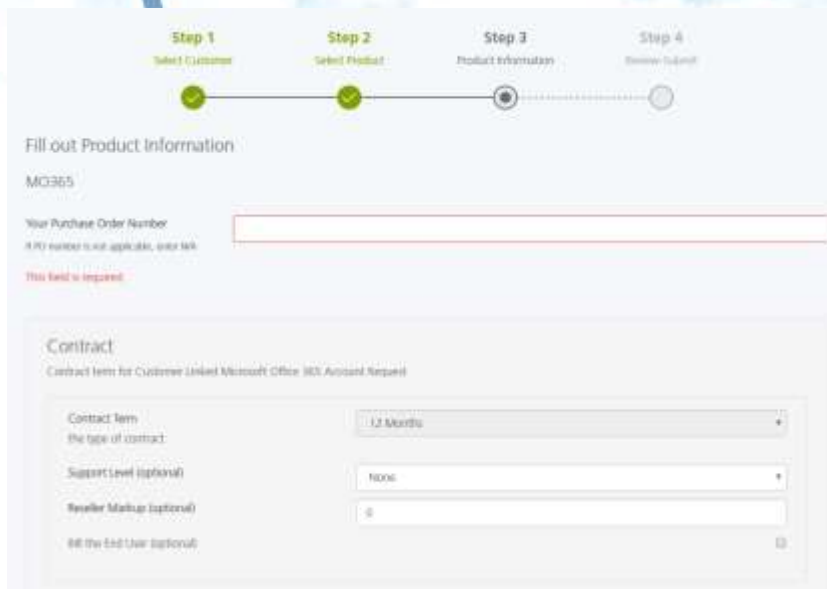


Select



Select the product

Creating an order/Quote



Step 1 Select Customer Step 2 Select Product Step 3 Product Information Step 4 Review/Submit

Fill out Product Information

MC365

Your Purchase Order Number
A PO number is not applicable, enter N/A.
This field is required.

Contract
Contract term for Customer Linked Microsoft Office 365 Annual Support

Contract term
the type of contract 12 Months

Support Level (optional)
None

Reseller Markup (optional)
0

Bill the End User (optional)
Yes



Office 365 Enterprise E3

Include Office 365 Enterprise E3? (optional)
Yes

Licenses (optional)
1

Reseller Markup (optional)
0

- From here you input your customers PO# to reference back to in the future
 - Contract terms on O356 are 12 months and Azure is month to month
 - Support L1/L2 is included in each O365/Azure seat
 - Advanced and Premium services are at an additional cost (see services scope)
 - Margin can be set to all products on order from here or managed by product in the ordering fields
-
- After selecting yes on the product, licenses/seat amounts can be added
 - If you chose to add margin by product this can be done in the product field

Creating an order/Quote

Configuration Service for Exchange Online (optional)

Configuration Service for Office365 (optional)

Migration Service for Google Apps to Office365 (optional)

Total: USD 17.44

Attachments

Please upload any and all applicable documents (POs, BOMs, provisioning documents, etc.) that will help with order processing. You can submit multiple attachments at once. The maximum file size accepted is 10MB. File types accepted are: pdf, doc, docx, csv, xls, xlsx, txt, jpg, png, bmp.

Attachments

[Add File](#)

[Back](#) [Save as draft](#) [Next](#)

- Once all product field you are ordering have been done you find the total monthly \$ price at the bottom of the page
- There are 3 optional services we can provide shown above the total:
 1. Configuration Service for Exchange Online (optional)
 2. Configuration Service for Office365 (optional)
 3. Migration Service for Google Apps to Office365 (optional)
- You can also attach your customers PO to the order for future reference

Creating an order/Quote

Your PO Number: PO123456

Customer Blue Box ZA Company

ID Number		Address	Olipu-Umuobu Road
Country	ZA	Zip Code	1234
State and City	DC, No city available	Phone Number	2348039034801

Product Configuration

Contract

Contract Term	12 Months
Support Level	None

Expand

MO365

	Unit Price	Subtotal	Total
Office 365 Enterprise E3	USD 17.80	USD 17.44 at 10%	USD 17.44
Discount -2.0% (included)	USD 0.00	USD 0.00 at 10%	USD 0.00
Reseller Markup 0.0% (included)	USD 0.00	USD 0.00 at 10%	USD 0.00

Total Contract Value

USD 17.44

- Once you have completed the order you will see a full breakdown of the order in the next step:
 1. Customer details and PO number
 2. Product price by unit
 3. Price for total seats
 4. Margin added
 5. Total
- Once you have submitted the order you will see 3 progresses in the progress bar
 1. Submitted/Processing/Complete
 - Once the order is in processing this would mean that a mail has been sent to the relevant Product manager at Westcon to approve



Steps to follow after order has been approved



BlueSky Order Confirmation 3150

Dear TESDT-DEMO,

Your order has been processed. Below are your order details. Administrator credentials are provided for you to begin managing the subscriptions on behalf of your customers.

If you have questions please contact at blueskysupport.za@westcon.com or at +27 (11) 848-9000 .

Thank you for your business!
Your Westcon-Comstor Team

- Once the order has been approved you will receive a order confirmation email with all the customers details and subscription details you ordered

Administrator Account for Subscription Management







End-user Email Example:	TESDT-DEMO@redaeduardo.onmicrosoft.com
Password:	7calgbvyqkieXIL.


- On the confirmation you will find the user link and password for you to assign the license to the end user







Subscriptions O360/Azure

- [View/Manage/Suspend/Ticket](#)
- You can view all Subscriptions by product/customer.
- You can suspend when active
- You can ticket from each subscription
- You can scale up and down seats (new order process applies once done)

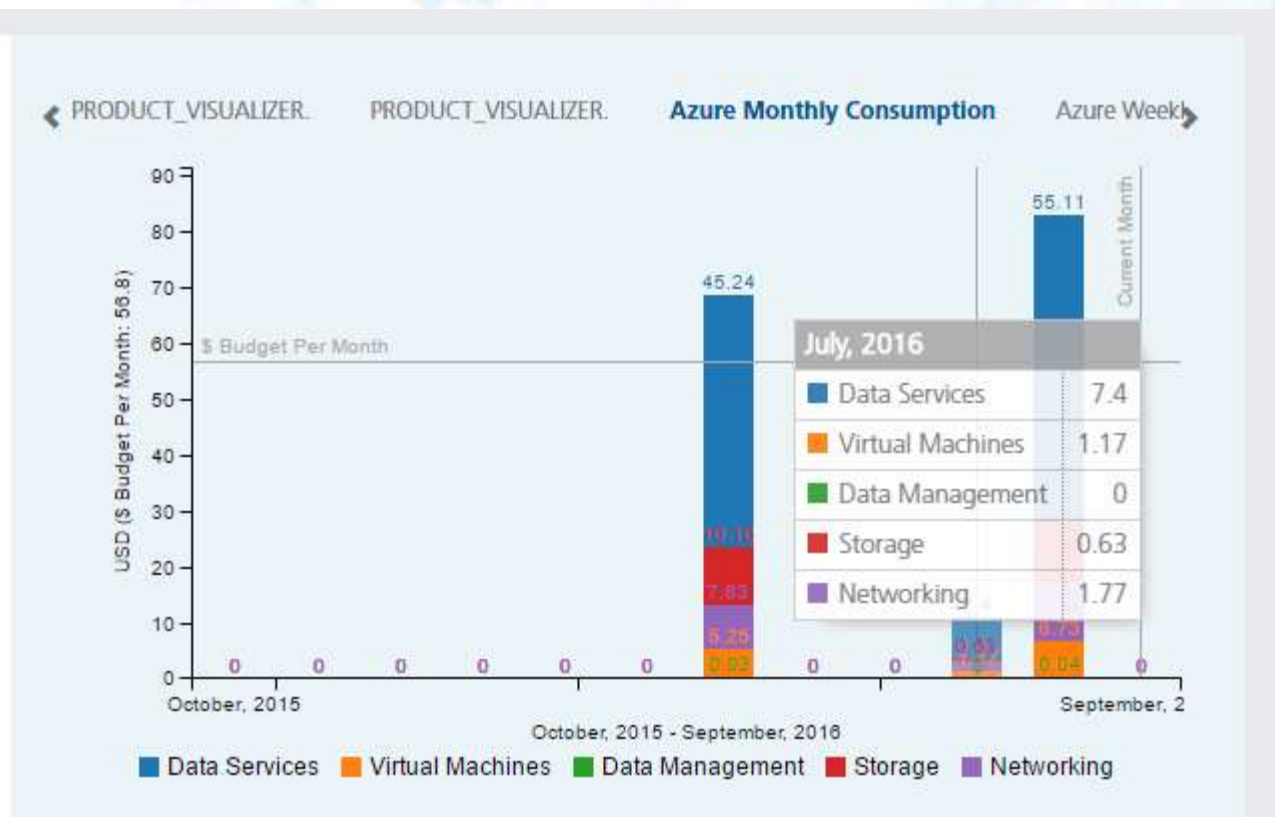
MO365 SU-132676	 Starting Date 8/8/2016 8:00:00 AM	Contract Will Expire In 11 Months 4 Days	 Suspend  View details  Ticket  Change
Customer Demo Customer 1	 End Date 8/7/2017 8:00:00 AM		

9 Subscriptions 

AZURE SU-132470	 Starting Date 7/22/2016 7:00:00 AM	Contract Expired 12 Days	 View details  Ticket
Customer Marketing Shop	 End Date 8/21/2016 7:00:00 AM		

Subscriptions Azure usage tracking

- [View/Manage/Suspend/Ticket](#)
- When selecting to View a Azure subscription, you will find a rich daily usage in detail
- An alert will be sent at 60%, 80% and 90% of originally ordered subscription amount



Billing

- View/Track history/By Month
- You can view your monthly subscriptions by month with total values
- You can expand and view detail into product and the value per customer on each product

Billing

Revenue Cost



Filters and Sorting			Expand
July 2016 (31 days)			Total Amount
2 Customer			USD 6,325.90
July 2016 (31 days)			Total Amount
2 Customer			USD 6,325.90
Marketing Shop			USD 6,079.62
AZURE (SU-133470)			USD 615.36
Server: mst-azbtp-esthj	Azure Storage Service - Exchange Server		USD 86.24
Server: mst-azbtp-esthj	Support Advance level		USD 554.18
VirtualMachine: pms_p-vmwvms	VirtualMachine: p-vmwvms		USD 75.52
Windows_Server: sql	Windows_SERVER_APL		
MO365 (SU-132457)			USD 5,458.26
Office365Business:	Office 365 Business		USD 2,253.22
Office365proplus	Office 365 ProPlus		USD 3,205.04
Blue Box ZA Company			USD 252.38

Customer

- View/Create/Maintain/Track
- You can view your full customer base.
- View full customer detail, revenue, top products, margin, subscriptions active/expiring and Tickets

The screenshot displays the 'Customers' management interface. At the top, there are icons for 'Buy now', 'Add customer', and 'List customers'. Below this is a 'Filter by' section with an 'Expand' button. A search bar labeled 'Search for a Customer' is present. The main area shows a list of 5 customers. A sidebar on the left provides a summary of the customer list.

Customer Name	Account Manager	Status	Action
TEST-DEMO	testDemo var	Active	View more
marioza testza	testDemo var	Active	View more
Demo Customer 1	None	Active	View more
Marketing Shop	testDemo var	Active	View more



Creating a Customer profile

- Important steps to do before creating a customer Profile!

Domain/Tenant ID Fields

The end-customer does not exist within MSPC prior to Bluesky:

Enter the domain name and skip the tenant Id since it is optional. The system will tell if the domain is a valid one or not because the API checks the domain name availability within MSPC. No tenet ID required

The end-customer is already a MS customer and has a tenant ID:

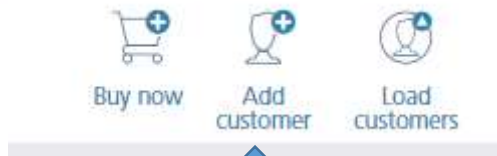
Associate the end user and yourself to Westcon Comstek as your partner of record for CSP. This needs to be done before loading an existing MS customer to BlueSky or the end users or subscriptions will not be linked correctly -

<https://portal.office.com/partner/partnersignup.aspx?type=ResellerRelationship&id=05d4e3e4-ed1e-4384-9a24-5106965bb5d3&csp=1&msppid=0>

Complete the domain name. If the API domain names validation return a message that it is not available the enter a dummy domain name because the API will check the tenant ID first.

Complete the tenant ID field so the system does not create a new instance of that end-customer within MSPC.

Creating a Customer profile



Click Add Customer

Link customer account manager

Creating a Customer profile

Step 2 - Company Information

Company Name*

External ID (optional)

This id is for your reference. This is not a system id and is not for tracking purposes.

Language*

English (United States) ▼

Country

South Africa ▼

Street Address*

- Complete full Customer Details
- There is a field for you to insert your customer number for the end user



Creating a Customer profile

The screenshot displays a four-step process for creating a customer profile. Step 1 (Reseller Information) and Step 2 (Company Information) are completed, indicated by green checkmarks. Step 3 (Microsoft Custom Properties) is the current step, indicated by a grey circle with a dot. Step 4 (Data Confirmation) is indicated by an empty circle. Below the progress bar, the 'Microsoft Custom Properties' section is shown. It contains two input fields: 'Domain' and 'Tenant Id (optional)'. The 'Domain' field has a red border and a red message below it stating 'This field is required.' The 'Tenant Id (optional)' field has a grey border. The background of the slide features a blue sky with white clouds and a blue and white checkered pattern in the top left corner.

Step 1
Reseller Information

Step 2
Company Information

Step 3
Microsoft Custom Properties

Step 4
Data Confirmation

Microsoft Custom Properties

Microsoft Custom Properties

Domain
Enter a Unique Domain Name. Do not add any .com or any extension to the Domain Name. For example only enter 'uniquename'.
This field is required.

Tenant Id (optional)
If left blank the new user will be added to the Microsoft Partner Center

- Please refer to the important note in slide 1 of Creating a customer for these fields in step 3

Creating a Customer profile

Company

General Details

Tax Id

This field is required. Value must match the provided pattern.

Company name

(for fiscal purposes)

This field is required. Value must match the provided pattern.

Website (optional)

Main Contact

First name

This field is required. Value must match the provided pattern.

Last name

This field is required. Value must match the provided pattern.

Email Address

This field is required.

Phone number

This field is required. Value must match the provided pattern.

- Please refer to the important note in slide 1 of Creating a customer for these fields in step 3

- Main contacts details in full



Creating a Customer profile

Company

General Details:

Tax Id
This field is required. Value must match the provided pattern.

Company name
(for fiscal purposes)
This field is required.

Website (optional)

Organisation

Do You have a state tax code? (optional) Yes

State Tax Code
This field is required.

ICMS Contributor Yes

Able to receive commissions? Yes

Municipal Tax Code
This field is required. Value must be numeric without special characters.

Segment (optional) Industry

Type (optional) Distribution

Simple Nacional (optional) Yes

Sector (optional) Private

- Tax ID would be VAT #

- Select no on state Tax # (this is for USA only)
- Complete fields as you deem correct

Creating a Customer profile

Company

General Details:

Tax Id
This field is required. Value must match the provided pattern.

Company name
(for fiscal purposes)
This field is required.

Website (optional)

Organisation

Do You have a state tax code? (optional) Yes

State Tax Code
This field is required.

ICMS Contributor Yes

Able to receive commissions? Yes

Municipal Tax Code
This field is required. Value must be numeric without special characters.

Segment (optional) Industry

Type (optional) Distribution

Simple Nacional (optional) Yes

Sector (optional) Private

- Tax ID would be VAT #

- Select no on state Tax # (this is for USA only)
- Complete fields as you deem correct
- Replete Tax # in Municipal Tax code field



Creating a Customer profile

Contact responsible for Nfe

Name

This field is required. Value must match the provided pattern.

Phone (optional)

Email

This field is required.

- Main Member can be repeated in NFE section but an alternative contact like accounts can be placed her

- Once complete you can review before saving
- Once saved the customer will appear in your customer list

Products

- View/Manage/track
- Here you can view performance by product and top customers in that product with rich analytics seen in the Dashboard

MO365

Summary Orders Subscriptions Customers Training Tickets

Best Customers

Marketing Shop	Orders	1
	Total Bill	USD 38,248.00
	Monthly Recurring Revenue	USD 0.00
	Average Margin	0.00%
Blue Box ZA Company	Orders	1
	Total Bill	USD 1,256.00
	Monthly Recurring Revenue	USD 0.00
	Average Margin	9.40%

[View all customers](#)

Recent Orders

TEST-DEMO	Completed
	3150
Demo Customer 1	In Progress
	2978
Blue Box ZA Company	Cancelled
	2455

[view all orders](#)

Subscriptions to Expire

2 Products

	AZURE	Active	
	2 Active Subscriptions	2 Customers	View more
	MO365	Active	
	7 Active Subscriptions	4 Customers	View more

Help

- Online readme first Guide to assist you in your BlueSky Journey

Help

Navigation icons: back, forward, search, and page indicator. Page: 1 / 12

Cloud

Transforming Your Digital Business

Read Me First: A Guide to Getting Started With BlueSky

As part of your onboarding to the BlueSky platform, we will create an initial administrator user account ("admin account/admin user") so you may log into the reseller's portal. This admin account will enable you to have access to screens to setup and maintain all the login IDs that you need for your organization's use.

We do not support login capabilities for your end user customers at this point and do not recommend that you use this capability to create user accounts for them since the reseller's portal is designed to support the ordering and monitoring of the business you are transacting with Westcon-Comstor and has been designed for the user experience of a reseller. For instance, all your end user accounts with BlueSky orders are visible through the portal.

This guide walks through the main items that need to be in place so you can begin to place orders on behalf of your customers in BlueSky.

Tickets

- View/Manage
- You can view past tickets raised and follow up on status.
- Category Requester, status and product fields are built into the filter to make it easy to find

Tickets



Filter by

Filter by

Category

Select

Status

Select

Requester

Select all requesters

Product

Select

Apply filters

Clear filters

Sort by

Select Criteria

Create date desc

Woo hoo! You don't have any tickets!

Create a new ticket

Keep track of your customer's support requests.

Create a ticket

What's moving next



WestconGroup Southern Africa

Comstor	Data Center Comstor	Unified Communications and Collaboration	Mobility Solutions	Security Solutions	Cloud Solutions
 Smartnet	 simplivity 	 COMMUNITY SOLUTIONS 	 	 FIREMON 	 skykick
Services Solutions	Backup Stock				

Thank you



Cloud