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| |  |  |  | | --- | --- | --- | | |  | | --- | | **Enable and Support your Customers with these Microsoft Offers** | |  | | |
| |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | | ***In this document, you will find the following content for you to leverage:***   |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | [Key resources for you to leverage](#B1) |  | [Microsoft 365, Office 365 and Teams offers](#B2) |  | [Power Platform and Dynamics 365 offers](#B3) |  | [Windows Virtual Desktop & Windows Server offers](#B4) | | |
| |  | | --- | |  | | **Key Resources in Response to These Challenging Times** | | |  |  | | --- | --- | | |  | | --- | | * [Microsoft’s COVID-19 site here.](https://nam05.safelinks.protection.outlook.com/?url=https%3A%2F%2Fnews.microsoft.com%2Fcovid-19-response%2F&data=02%7C01%7CDeannaS%40synnex.com%7C84b4c2e0525e48c6352c08d7ec60aad4%7C972a0e27c3554fd792259266c8f332ac%7C0%7C0%7C637237772239815486&sdata=wpUVrmgcfJr2%2BNmUCgXGlIpf3YrKHWI5bPlPk0br%2B9E%3D&reserved=0) * [Join the tech forum for questions and conversations.](https://nam05.safelinks.protection.outlook.com/?url=https%3A%2F%2Faka.ms%2FRemoteWorkCommunity&data=02%7C01%7CDeannaS%40synnex.com%7C84b4c2e0525e48c6352c08d7ec60aad4%7C972a0e27c3554fd792259266c8f332ac%7C0%7C0%7C637237772239815486&sdata=C6iOkchIbnZnTdEepfO9Ime%2Fvd9Z55NJRnuk5JsMFro%3D&reserved=0) * [Microsoft blogs, news and resources for you to share on social media.](https://nam05.safelinks.protection.outlook.com/?url=https%3A%2F%2Fmicrosoft.sharepoint.com%2F&data=02%7C01%7CDeannaS%40synnex.com%7C84b4c2e0525e48c6352c08d7ec60aad4%7C972a0e27c3554fd792259266c8f332ac%7C0%7C0%7C637237772239825472&sdata=5R0%2Be%2BdOjfBFzzxk3ViPOUOqHncUEaIArbaSIjxDGcw%3D&reserved=0) * [Gavriella Schuster’s Blog: Responding to COVID-19 – Microsoft Partner Network Update](https://nam05.safelinks.protection.outlook.com/?url=https%3A%2F%2Fblogs.partner.microsoft.com%2Fmpn%2Fresponding-to-covid-19-microsoft-partner-network%2F&data=02%7C01%7CDeannaS%40synnex.com%7C84b4c2e0525e48c6352c08d7ec60aad4%7C972a0e27c3554fd792259266c8f332ac%7C0%7C0%7C637237772239825472&sdata=1snF%2Bjopj09iACzYHnMt9AQ5dQXmgfDF5FCPENoYX3g%3D&reserved=0) | | | |
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| **Enable and Support Remote Work with these**  **Microsoft 365, Office 365, and Teams Offers** |
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| |  |  |  |  | | --- | --- | --- | --- | | |  | | --- | | **Enable and support remote work for customers**   * **Available to all customers - Microsoft Teams Cloud Solution Provider (CSP) trial:** Partner-initiated trial available through Partner Center. This trial has a 1,000-seat limit.   [Read more](https://nam05.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.microsoft.com%2Fmicrosoft-365%2Fpartners%2Fnews%2Farticle%2Facquire-new-and-upsell-current-customers-with-new-microsoft-teams-trial&data=02%7C01%7CDeannaS%40synnex.com%7C84b4c2e0525e48c6352c08d7ec60aad4%7C972a0e27c3554fd792259266c8f332ac%7C0%7C0%7C637237772239835470&sdata=enbJUrdSAiYjDgV7UzghK3cjjxM5OZ3spud%2F8V6ec8w%3D&reserved=0).   * **Available to managed Microsoft customers - Office 365 E1 trial offer:** Customer requests passcode from Microsoft Account Manager. [Learn more about this offer.](https://nam05.safelinks.protection.outlook.com/?url=https%3A%2F%2Fdocs.microsoft.com%2Fen-us%2FMicrosoftTeams%2Fe1-trial-license&data=02%7C01%7CDeannaS%40synnex.com%7C84b4c2e0525e48c6352c08d7ec60aad4%7C972a0e27c3554fd792259266c8f332ac%7C0%7C0%7C637237772239835470&sdata=mU8m7Tvij9ZGAg2DS7W0XMGGaHRLqa7y%2B4H4GDNXLeI%3D&reserved=0) * **Available to customers with no Microsoft account manager and more than 1,000 seats - Office 365 trial offer:** Partner requests passcode from [Partner Center Support](https://nam05.safelinks.protection.outlook.com/?url=https%3A%2F%2Fpartner.microsoft.com%2Fdashboard%2Fsupport%2Fservicerequests%2Fcreate%3Fstage%3D2%26topicid%3Daa679372-d996-73df-e244-cb28bbbf28e8&data=02%7C01%7CDeannaS%40synnex.com%7C84b4c2e0525e48c6352c08d7ec60aad4%7C972a0e27c3554fd792259266c8f332ac%7C0%7C0%7C637237772239845459&sdata=MR74%2FjamPqegJ1ooGQy1%2BEqeEo2QRoxQxbSylnmNsrE%3D&reserved=0). Click *CSP*, then select *Cannot find an offer in the catalog*.[Learn more about the Office 365 trial here.](https://nam05.safelinks.protection.outlook.com/?url=https%3A%2F%2Fdocs.microsoft.com%2Fen-us%2FMicrosoftTeams%2Fe1-trial-license&data=02%7C01%7CDeannaS%40synnex.com%7C84b4c2e0525e48c6352c08d7ec60aad4%7C972a0e27c3554fd792259266c8f332ac%7C0%7C0%7C637237772239845459&sdata=ZGymV%2FsRpzkCfgM%2BJEvTT2dy3ORPkhZbNYULlSbTf%2BQ%3D&reserved=0) * **Available to end users:** [Microsoft Teams Free](https://nam05.safelinks.protection.outlook.com/?url=https%3A%2F%2Fsupport.microsoft.com%2Fen-us%2Foffice%2Fwelcome-to-microsoft-teams-free-6d79a648-6913-4696-9237-ed13de64ae3c%3Fui%3Den-us%26rs%3Den-us%26ad%3Dus&data=02%7C01%7CDeannaS%40synnex.com%7C84b4c2e0525e48c6352c08d7ec60aad4%7C972a0e27c3554fd792259266c8f332ac%7C0%7C0%7C637237772239845459&sdata=Anm8aQIpEj6heEVacPzl9ZmMcunoUPjW0%2B7n8v9Pfb4%3D&reserved=0) and [Teams Exploratory Experience.](https://nam05.safelinks.protection.outlook.com/?url=https%3A%2F%2Fdocs.microsoft.com%2Fen-us%2Fmicrosoftteams%2Fteams-exploratory&data=02%7C01%7CDeannaS%40synnex.com%7C84b4c2e0525e48c6352c08d7ec60aad4%7C972a0e27c3554fd792259266c8f332ac%7C0%7C0%7C637237772239855450&sdata=uPID6kT12AA2y8EfwWd0xV9CMZiNpp5itFICly09AQE%3D&reserved=0) Users can sign up directly. * To stay up to date on Teams offers, [click here.](https://nam05.safelinks.protection.outlook.com/ap/w-59584e83/?url=https%3A%2F%2Fmicrosoft.sharepoint.com%2F%3Aw%3A%2Fr%2Fteams%2FMicrosoftRemoteWork%2F_layouts%2F15%2FDoc.aspx%3Fsourcedoc%3D%257Bd3f41eb1-0981-49ad-9cd5-b2a0e24ec057%257D%26action%3Dview%26wdLOR%3Dc6C32A69C-AB57-4391-B18B-F20F83081BB9%26wdAccPdf%3D0%26wdparaid%3D1AB8E221&data=02%7C01%7CDeannaS%40synnex.com%7C84b4c2e0525e48c6352c08d7ec60aad4%7C972a0e27c3554fd792259266c8f332ac%7C0%7C0%7C637237772239855450&sdata=GPTo7LUSAOpFkS9WUpI9hXHZoMU9SrU0lyYwiyBEaBY%3D&reserved=0)   **Help customers with Teams ramp up quickly**   * [Use and share the Teams adoption toolkit.](https://nam05.safelinks.protection.outlook.com/?url=https%3A%2F%2Faka.ms%2FTeamsToolkit&data=02%7C01%7CDeannaS%40synnex.com%7C84b4c2e0525e48c6352c08d7ec60aad4%7C972a0e27c3554fd792259266c8f332ac%7C0%7C0%7C637237772239865448&sdata=AEaUfM%2Bf1vB9kc2JejhkmSZDONxH3lmi1up%2Bycxok%2BY%3D&reserved=0) * [Enable user training with Microsoft 365 learning pathways](https://nam05.safelinks.protection.outlook.com/?url=https%3A%2F%2Faka.ms%2FM365lpAnnounce&data=02%7C01%7CDeannaS%40synnex.com%7C84b4c2e0525e48c6352c08d7ec60aad4%7C972a0e27c3554fd792259266c8f332ac%7C0%7C0%7C637237772239865448&sdata=wiogEurK1Y%2BRaglvnJdgcmZIBPjtq2j0kmkTSkXVLQs%3D&reserved=0). * [Microsoft Teams customer success kit.](https://nam05.safelinks.protection.outlook.com/?url=https%3A%2F%2Faka.ms%2FTeamsCustomerSuccess&data=02%7C01%7CDeannaS%40synnex.com%7C84b4c2e0525e48c6352c08d7ec60aad4%7C972a0e27c3554fd792259266c8f332ac%7C0%7C0%7C637237772239875440&sdata=WF%2BC48%2BF2IMTU2jNOlb4Zf41et2%2B0jynBhQHtdWvTlE%3D&reserved=0) | |  | |  | | |

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| |  |  |  | | --- | --- | --- | |  |  |  | | **Help Customers Manage Critical Resources and Respond in Time of Crisis with Power Platform and Dynamics 365** |  |  | |  |  |  | | |  |  |  |  | | --- | --- | --- | --- | | |  | | --- | | **Power Platform emergency response solutions and six-month free offers**   * **Healthcare emergency resource tracking solution:** The solution has been converted into a template to enable any healthcare provider to implement. [Read more about the solution](https://nam05.safelinks.protection.outlook.com/?url=https%3A%2F%2Fpowerapps.microsoft.com%2Fen-us%2Fblog%2Femergency-response-solution-a-microsoft-power-platform-solution-for-healthcare-emergency-response%2F&data=02%7C01%7CDeannaS%40synnex.com%7C84b4c2e0525e48c6352c08d7ec60aad4%7C972a0e27c3554fd792259266c8f332ac%7C0%7C0%7C637237772239875440&sdata=kpHxObuZzVMY%2B2IZ4Ux2Fyijwl7LjTxgGUfIZMp040I%3D&reserved=0) and [share the full instructions for implementation](https://nam05.safelinks.protection.outlook.com/?url=https%3A%2F%2Fdocs.microsoft.com%2Fen-us%2Fpowerapps%2Fsample-apps%2Femergency-response%2Foverview&data=02%7C01%7CDeannaS%40synnex.com%7C84b4c2e0525e48c6352c08d7ec60aad4%7C972a0e27c3554fd792259266c8f332ac%7C0%7C0%7C637237772239875440&sdata=cnR9snJM5QFg0Df%2BtjAq08zuM0vi6SoawycXsrqPM5Q%3D&reserved=0) with your Healthcare customers. * **Crisis communications solution:** This low-code solution template combines Power Apps, Power Automate, Teams, and SharePoint to coordinate information sharing and team collaboration in response to evolving conditions. [Read more about the solution](https://nam05.safelinks.protection.outlook.com/?url=https%3A%2F%2Fpowerapps.microsoft.com%2Fen-us%2Fblog%2Fcrisis-communication-a-power-platform-template%2F&data=02%7C01%7CDeannaS%40synnex.com%7C84b4c2e0525e48c6352c08d7ec60aad4%7C972a0e27c3554fd792259266c8f332ac%7C0%7C0%7C637237772239885436&sdata=Z4yoBZspbRF3RJaI4iaSGey%2BP%2BiDx2GJAs5B1vOpWcU%3D&reserved=0) and [share instructions for implementation](https://nam05.safelinks.protection.outlook.com/?url=https%3A%2F%2Fdocs.microsoft.com%2Fen-us%2Fpowerapps%2Fmaker%2Fcanvas-apps%2Fsample-crisis-communication-app&data=02%7C01%7CDeannaS%40synnex.com%7C84b4c2e0525e48c6352c08d7ec60aad4%7C972a0e27c3554fd792259266c8f332ac%7C0%7C0%7C637237772239885436&sdata=6SVqk6dze2HVxjY6%2B0%2BMTV6f1hv8R9wqRW7H%2FxncMwA%3D&reserved=0) with your customers. * **Crisis Bot Template:** Help customers quickly build a bot using Power Virtual Agents to manage crisis response FAQ’s and get information out quickly in a chat interface that can be embedded in any website. [Build a FAQ Bot with this guidance](https://nam05.safelinks.protection.outlook.com/?url=https%3A%2F%2Fpowervirtualagents.microsoft.com%2Fen-us%2Fblog%2Fbuilding-a-crisis-faq-bot-using-power-virtual-agents%2F&data=02%7C01%7CDeannaS%40synnex.com%7C84b4c2e0525e48c6352c08d7ec60aad4%7C972a0e27c3554fd792259266c8f332ac%7C0%7C0%7C637237772239895436&sdata=Rwp7UjfnmgRIHjXHbN00wN1P0nIIw6YnVPTk3iDkVps%3D&reserved=0).   **New offers for Dynamics 365**   * **Dynamics 365 customer service available free of charge for up to six months:** To help support the increased demand on contact centers during the COVID-19 crisis, Dynamics 365 Customer Service (including Digital Messaging) is available free of charge for up to six months for customers implementing a Customer Service solution in response to this challenging time. [Read more](https://nam05.safelinks.protection.outlook.com/?url=https%3A%2F%2Fdynamics.microsoft.com%2Fen-us%2Fcustomer-service%2Foverview%2F&data=02%7C01%7CDeannaS%40synnex.com%7C84b4c2e0525e48c6352c08d7ec60aad4%7C972a0e27c3554fd792259266c8f332ac%7C0%7C0%7C637237772239895436&sdata=dws86%2B11K4Vr3EFHXZ6c6MlxQKQ9Z2YNTLs1aveAXoE%3D&reserved=0) and connect with your Microsoft representative for help. * **Dynamics 365 remote assist available free of charge for up to six months:** Available free of charge for up to six months for customers implementing a Remote Assist solution in response to COVID-19, either a Microsoft-provided template or custom implementation. [Read more](https://nam05.safelinks.protection.outlook.com/?url=https%3A%2F%2Fdynamics.microsoft.com%2Fen-us%2Fmixed-reality%2Fremote-assist%2F&data=02%7C01%7CDeannaS%40synnex.com%7C84b4c2e0525e48c6352c08d7ec60aad4%7C972a0e27c3554fd792259266c8f332ac%7C0%7C0%7C637237772239905425&sdata=7b5UX%2FCjnh7q%2BqWoNySljuYwn%2FLwq3pV4hVtxAzhccE%3D&reserved=0) and connect with your Microsoft representative for support. | |  | |  | | |  |  | |

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| |  | | --- | |  | | **Accelerate Deployments with Windows Virtual Desktop** | |  | | In certain scenarios and customer segments\*, Microsoft can invest to support Windows Virtual Desktop deployments at customers, including for WVD Native, WVD Citrix and WVD VMWare.  Investments can span elements like:   * Customer incentives, * Azure credits, * Access to ISV partner licenses (Nerdio, Liquidware, Lakeside) * Support helpdesk * Watch the [WVD Webinar (on-demand)](https://nam05.safelinks.protection.outlook.com/?url=https%3A%2F%2Finfo.microsoft.com%2Fww-registration-windows-virtual-desktop-virtual-event.html%3Focid%3DAID3008891_QSG_SCL_404301&data=02%7C01%7CDeannaS%40synnex.com%7C84b4c2e0525e48c6352c08d7ec60aad4%7C972a0e27c3554fd792259266c8f332ac%7C0%7C0%7C637237772239905425&sdata=W77vtTBVL7ilcqatXOEREOJmDSogbLDxXmBK%2FZkyiDE%3D&reserved=0) to learn more * Visit this link for more information [https://azure.microsoft.com/en-ca/services/virtual-desktop/](https://nam05.safelinks.protection.outlook.com/?url=https%3A%2F%2Fazure.microsoft.com%2Fen-ca%2Fservices%2Fvirtual-desktop%2F&data=02%7C01%7CDeannaS%40synnex.com%7C84b4c2e0525e48c6352c08d7ec60aad4%7C972a0e27c3554fd792259266c8f332ac%7C0%7C0%7C637237772239905425&sdata=NggKUX4WKFYfTZLy1etfvBD1i4hsx7R7SOlx%2FfkZu2E%3D&reserved=0) | |  | |
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**Connect with your Microsoft SYNNEX team today to discuss these offers and programs:** [**MicrosoftCSPCanada@synnex.com**](mailto:MicrosoftCSPCanada@synnex.com)

