

WHAT IS MICROSOFT DIRECT CSP (CLOUD SOLUTION PROVIDER)?

The Microsoft Direct Cloud Solution Provider (CSP) program is designed for partners who have the operational capability and infrastructure to sell Microsoft cloud services directly to customers and manage the entire customer lifecycle — from provisioning and billing to ongoing support and value-added services.

This program empowers organizations like FCN, Inc. to provide a seamless, single-source experience for customers purchasing Microsoft commercial and government cloud subscriptions, software, and services.

KEY FEATURES OF MICROSOFT DIRECT CSP

- **Direct Relationship with Microsoft:** Direct CSP partners purchase cloud services and licenses directly from Microsoft, enabling more control over pricing, billing, and customer relationships without relying on a third-party distributor.
- **Full Customer Lifecycle Management:** Partners handle every aspect of the customer experience — including onboarding, license provisioning, billing, renewals, and technical support — ensuring end-to-end accountability and improved customer satisfaction.
- **Access to Full Microsoft Cloud Portfolio:** Includes Microsoft 365, Azure, Dynamics 365, Power Platform, and other subscription-based cloud offerings — across both Commercial and Government Community Cloud environments.
- **Monthly or Annual Subscription Flexibility:** Customers can choose between monthly and annual subscription terms to better align with budget cycles and operational needs.
- **Integration with Microsoft Partner Center and APIs:** CSP partners utilize Partner Center and API integrations to automate provisioning, billing, and support processes, reducing administrative overhead and improving efficiency.
- **Eligibility and Compliance Requirements:** Direct CSP partners must meet Microsoft's infrastructure and support standards — including 24/7 customer support capability, billing systems, and at least one Microsoft support plan (Advanced Support for Partners or Premier Support for Partners).

BENEFITS TO CUSTOMERS

- **Single Point of Contact:** Simplified purchasing and support through one trusted partner.
- **Customized Solutions:** Partners can bundle Microsoft licenses with managed services, support, or migration projects.
- **Flexible Billing:** Predictable monthly billing and consumption-based pricing options.
- **Scalability:** Easily add, remove, or modify services as business needs change.
- **Expert Guidance:** Access to Microsoft-certified experts for licensing optimization and cloud transformation.

IDEAL USE CASES

- Businesses seeking a direct, one-partner experience for Microsoft licensing and support.
- Government or commercial customers requiring consolidated cloud procurement and management.
- Organizations migrating from Open, EA, or NCE models to modern subscription-based licensing.
- Partners expanding into Managed Service Provider (MSP) or Cloud Reseller models.

WHY CHOOSE FCN, INC. AS YOUR DIRECT CSP PARTNER

FCN, Inc. is a Microsoft Direct Cloud Solution Provider (CSP) specializing in delivering scalable, secure, and fully managed cloud solutions for both commercial and government customers.

Our **Cloud Practice** provides end-to-end services, including cloud design, migration, subscription management, cybersecurity integration, and continuous managed support, ensuring optimized performance across Microsoft 365, Azure, Dynamics 365, and Power Platform.

As a **Direct CSP**, FCN maintains a unique dual capability to serve both **commercial enterprises** and **government organizations** under the highest compliance and service standards.

We simplify cloud adoption by combining flexible subscription management, expert technical support, and tailored professional services that align with each customer's mission and modernization goals.

SUMMARY

Microsoft's **Direct CSP Program** empowers partners like FCN, Inc. to deliver a seamless, single-source experience for acquiring and managing Microsoft cloud services.

Through the Direct CSP model, customers gain **flexibility, cost transparency, and comprehensive lifecycle management** — from licensing and billing to ongoing optimization and support. By partnering with **FCN, Inc.**, organizations can confidently modernize their IT infrastructure with a trusted partner that blends **operational expertise, technical depth, and proven experience** across the Microsoft cloud ecosystem.

Contact us at cloud@fcnit.com for more information.