

Centilytics Ensures Azure Expert MSP Audit Clearance for Veteran MSP

Read how Centilytics helped a billion-dollar veteran MSP ace the Azure Expert MSP Audit in one go.

At a Glance

Industry

Information Technology & Services

Location

Australia

Challenges

Lack of expertise needed to clear the Azure Expert MSP Audit.

Solution

Centilytics not only provided the MSP an intelligent Cloud Management Platform, but also ensured that the MSP aced the Azure Expert MSP Audit and got constant support before and after the audit clearance.

Results

Guaranteed clearance of Azure Expert MSP Audit with dedicated support during and after the audit process. Access to Partner enablement by Centilytics after clearing the Azure audit.

About

The MSP Partner is a leading Australian IT services and solutions provider with operations spread across Australia and Fiji. The service provider currently has over 1,000 employees, with revenue higher than AUD 1.5 billion in FY2020. It is also one of Microsoft's largest LSP (Licensing Solutions Provider) and a Tier-1 Cloud Solutions Provider. Its decades of experience in providing services naturally led it to eye the Microsoft Azure Expert MSP (Managed Services Provider) certification to expand its services.

The Need for Azure Expert MSP

Along with a massive fillip in business, the Azure Expert MSP certification would add another feather to MSP's cap. Azure Expert MSP certification comes with various advantages for MSPs including increased customer engagement, priority in Microsoft's referral engine, and increased sales and business. Our MSP Partner was eyeing this distinction badge for Microsoft partners and climb the OEM's referral engine.

Challenges

- As has been the case for many other MSPs, the road to achieving the Azure Expert certification was proving to be complex for the service provider.
- The major control point that needed to be addressed for the audit was 5.20 (Automated Cloud Management Platform [CMP]), which falls under Category 0 of the requirements and is the most complex aspect of the audit.
- Other than 5.20, the MSP also needed to clear other control points such as, 2.1, 5.21, 4.10, 5.12, 5.13, 5.16, 6.8, 7.5, and 7.6.
- Aware of its software development limits, the service provider could not build a CMP from scratch, rather it needed to purchase a qualified CMP.

How Centilytics Helped

- Before the MSP could go for the Audit, it needed to implement Centilytics' CMP for its customers, and ensure that services are delivered smoothly to their customers.
- Formal discussions between Centilytics and the service provider for the CMP started in February 2020. The discussions involved detailed scrutiny of the console by the MSP's lead architect of data center solutions.
- While already involved in the initial interactions, the solutions architect also oversaw Centilytics' solutions for control points 5.20, 2.1, 5.21, 4.10, 5.12, 5.13, 5.16, 6.8, 7.5, and 7.6.
- Centilytics' Partner Development Manager held rigorous discussions with the MSP to ensure that even the minutest aspects of Centilytics' CMP adoption are covered.
- The technical evaluation of Centilytics' CMP took over a month's time and was complete by the end of March 2020.
- Then Centilytics' team got together to lay out the roadmap of short-term and long-term support it would provide to the MSP, even after the Azure Expert Audit was complete.

CMP Adoption and Audit Clearance Phase

- The service provider and Centilytics carefully scrutinized the solution, and Centilytics' CMP was officially adopted on 15th April 2020.
- With the CMP delivered to the Partner, the next task for Centilytics was ensuring the Partner cleared the Azure Expert MSP Audit.
- The first challenge was the Audit's prerequisite of bringing at least 20 of the MSP's customers on board the new Centilytics CMP.
- The two teams addressed all the minute details involved with onboarding customers and onboarded 26 customers.
- Centilytics team conducted mock-Audits to ensure readiness for the actual Audit.
- Centilytics team also assumed the role of the MSP's CMP experts during pre-audit and incorporated the pre-Auditors' feedback.
- The two teams were in such perfect alignment that they often functioned as one single unit, which proved to be a boon during the Audit.

Post-Audit Support

- The enormous efforts put in by Centilytics and our MSP Partner paid off as the service provider cleared the Azure Expert MSP Audit in July 2020.
- Centilytics team also helped the service provider with their Go-To-Market (GTM) strategy, and listed out the tentative pricing models that they could use for their own customers with the white-labeled CMP.
- Even after the MSP audit was complete, Centilytics continues to support the MSP partner by incorporating new functionalities in their CMP for their existing as well as prospective customers.