

# Cloud Solutions

## Microsoft + Arrow

**Arrow's award-winning Cloud Service Provider (CSP) program offers our partners the chance to build cloud services around trusted Microsoft technology. Whether your customers are SMBs or large enterprises, we can help you own the end-to-end customer relationship and quickly and easily move from licensed reseller to cloud leader.**



### Get the bill right the first time

Traditional billing from Microsoft is complex and hard to reconcile. Arrow provides you with a single aggregated invoice that you pay in arrears. This means more working capital for you each month.

### Close better deals faster

Arrow offers expert design, engineering and technical support to extend your capabilities. We can help you assess and architect better solutions for your customers and work with you on everything from migration to modernization.

### Scale your business

Regardless of where you are in your cloud journey, Arrow's team is here to help you grow a profitable and sustainable cloud services business.

From planning and education to actionable business intelligence and go-to-market support, Arrow is committed to your success.

### Expand your customer base

Arrow's long-standing relationship with Microsoft ensures we'll connect you with their strategic global programs. And our outcome-oriented approach to marketing drives lead generation that creates opportunities for you to grow.

Our Marketing Services team can also assist you with market intelligence and content for your own collateral.

### Maximize revenue

With Arrow, you can sell Microsoft CSP with minimal investment. You will still receive your full Microsoft rebate when working through us, plus you will also have access to our award-winning platform for free.

### Receive the support you need

We know unexpected questions arise. Our 24x7 support package ensures that you and your customers will get the answers you need when you need them.

Arrow's support for Microsoft CSP is able to resolve more than 95% of calls without needing to escalate the issue to Microsoft.

## ArrowSphere

ArrowSphere helps you manage, scale and differentiate your cloud business. Access to our award-winning cloud delivery and management platform is included for all our Microsoft partners.

The multi-tier platform provides end-to-end cloud lifecycle management across all your cloud products with features like streamlined quoting and ordering, automated provisioning, comprehensive billing integration, and world-class reporting and analytics.

### Benefit from access to financing

Have a big project? Arrow's Capital Solutions team can help you with financing if you need it.

### Grow your technical skills

Arrow offers education and authorized training to help you build the competencies and certifications that meet and exceed customer expectations.

### Deliver hybrid multicloud

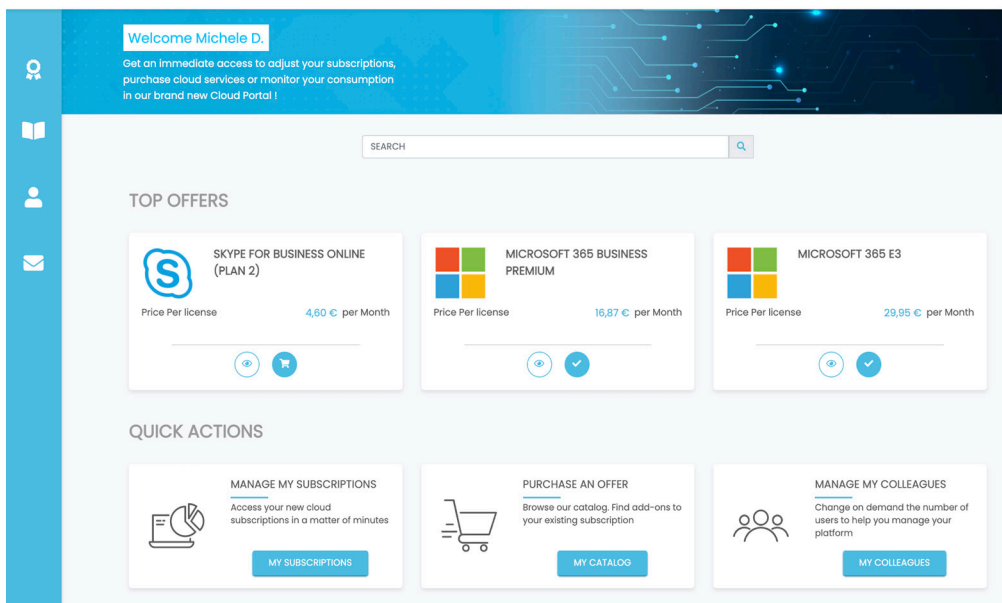
According to Gartner, more than 90% of organizations are operating in a hybrid environment and more than 80% are leveraging multicloud.

With Arrow, you have access to the five leading global hyperscalers, plus a broad ecosystem of other SaaS, PaaS, HaaS and cloud software vendors.

Regardless of what your customers need to succeed, we have the vendor relationships and business insights to help you deliver it.

### Provide better customer service

You can further elevate the service you provide to your customers by using our customizable, turnkey marketplace, MyCloud Portal. It provides your customers with a self-service experience that drives growth and improves customer satisfaction while reducing your workloads.



## MyCloud Portal

By using our MyCloud Portal, we're seeing a seat count gain of around 150 seats week over week with zero-touch. This platform is part of why our seat retention is more than 93%.

**Jeramey James**  
Director of Business  
Development at CompuNet



MyCloud Portal allows you to define what is available in your catalog, including the ability to set pricing and promotion rules by SKU and/or by customer. You can add your own solutions, services and IP, and then create tailored product bundles to maximize revenue.

The portal provides cloud governance, as well as detailed analytics in real-time, so both you and your customer can watch KPIs and make better decisions.

MyCloud Portal is one of the reasons why Arrow was awarded Microsoft's Indirect Partner of the Year award.