****

**Statement of work**

<Partner should modify as appropriate for the engagement agreed upon between partner and customer. Any deliverables described in this form are for illustrative purposes only.>

Date: <insert today’s date>

**Project Name: Business-class email solution**

|  |  |
| --- | --- |
| <Company> | <Partner> |
| Company Name: | Company Name: |
| Contact: | Contact: |
| Address: | Address: |
| Phone number: | Phone number: |
| Email: | Email: |

|  |  |
| --- | --- |
| SOW Effective Date: |  |
| SOW Expiration Date: |  |

##### Summary

<Partner tailored introduction to recap the customer discovery conversation.>

<Customer Name> is seeking an email solution that <solves a specific pain-point>, replacing the <free/on-premises> email they currently employ.

<Partner Name> will provide <Customer Name> with a monthly subscription to business-class email, providing cloud-based email and calendaring as a single solution. Business-class email offers <Customer Name> with a single solution packed with features that make it easy to be professional, productive, and fiscally prudent.

<Partner Name> will further provide <Customer Name> with a 1-year free trial of Microsoft Teams, a collaborative tool for their organization.

##### Project goals and objectives

<Partner Name> will:

<Set up OR migrate Customer Name> to business-class email to help them stay:

* + Organized no matter the volume of their inbox.
	+ Connected from any location.
	+ Secure from external threats.

Help activate a 1-year free trial of Teams to empower people and teams to discuss, innovate, and share ideas using the power of Office 365.

##### Project scope

Under this Statement of work, <Partner Name> will provide the following product and services

1. Business-class email monthly subscription for <XX> seats

<Configuration or migration assistance>

1. Configuration assistance to get you started on business-class email. During our <half/full day> engagement we’ll provide an initial consultation, configuration of security settings, and the resources you need to keep going.
2. Complete migration assistance to get you up and running on business-class email. During our <1-2 week> engagement we’ll work with you to migrate your existing email, set up parameters for archiving and security settings, and more, including: <as applicable>
* Evaluate existing directory and email systems

Remediate any issues found

Configure business-class email

Set up custom domains in your cloud-based email solution

Configure Directory Synchronization <optional, if customer has AD>

Plan end user adoption

Deploy end user client <if they’re going to use Outlook>

Initial cut over (mail flow and end user workflow)

Migrate existing data

Decommission legacy system(s)

Provide training and handoff to your IT lead

1. Bonus Teams Trial offer designed to get your company started on a 1-year free trial of Teams—this offer includes a 1-day engagement for deployment and training.

Teams integrates Exchange Foundation, Flow for Office 365 Plan 1, Microsoft Planner, Microsoft Teams (Teams1, Teams IW), Office Online, PowerApps for Office 365 Plan 1, SharePoint Online Plan 1, Sway and Yammer Enterprise.

<partner specific services>

1. Meet with key stakeholders to review best practices
2. Provide resources and recommendations to instill best practices
3. Deliver tools to drive user adoption to ensure customer success
4. Provide follow-up to evaluate user adoption and review implementation
5. Provide on-going customer support

 (Note: If needed, add details to the above list to better clarify what you will provide to your customer)

<partner specific contingencies, if any>

##### Timelines

Supplier must complete and deliver all Services to Microsoft on or before <insert details>. The milestone delivery schedule for the Services, if applicable, shall be as follows:

| Milestone # | Description of Services to be completed by supplier and delivered to Microsoft | Due on or before |
| --- | --- | --- |
| 1 | <insert details> | <insert details> |
| 2 |  |  |
| 3 |  |  |
| 4 |  |  |

##### Payment

Fees

##### Payment terms:

##### Thank you!

Thank you for the opportunity. We look forward to working with you.

##### Agreed and accepted

|  |  |
| --- | --- |
| <Partner Name>\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Print Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Title\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date | <Company Name>\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Title\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_­Date |