



Microsoft  
Partner Network

**2020 Partner of the  
Year Awards**





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2020 Microsoft Partner Network  
Partner of the Year  
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## Modern Workplace

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### Apps and Solutions for Microsoft Teams

Partner: Klaxoon  
Country: France

Klaxoon's solution offers a world-class collaboration experience inside of Teams by enhancing meetings, brainstorming, and remote training sessions. The premade templates and canvases are interactive, deeply well thought-out, and are helping our customers in their digital transformation journey. With Teams + Klaxoon customers can run interactive discussions and anonymous polls, keep track of KPIs by adding and commenting on print screens of performance graphs, as well as manage all action items. Microsoft has adopted Klaxoon for the delivery of its Envisioning Workshops, Business Applications Bootcamps, and other training sessions. Users can participate from mobile or desktop, post content, drawings, or pictures that are displayed instantly on the virtual whiteboard allowing the user to organize ideas, regardless of who started the Brainstorm. It's easy to sort information and add visual links with multiple display options, filters, tags, or dimensions, and sessions can be reopened any time.

### Calling and Meetings for Microsoft Teams

Partner: Continuant, Inc.  
Country: United States

Continuant has been a voice-communications managed service provider for more than 20 years and has a track record as an enterprise-level systems integrator. They have been successful through multiple partner-to-partner opportunities globally. Continuant has more than 4 million users supported through managed services contracts, many of which have migrated from legacy systems to O365 and Teams for Calling and Meetings, and Live Events, with an opportunity to migrate their remaining users. Continuant boasts a rich practice for Teams Calling and Meetings, and a comprehensive end-to-end managed service offering for Teams Meeting Rooms, including AV integration. In their customer example, Continuant migrated over 20,000 users across 157 global locations in 33 countries from their previous voice solution. Projected savings are more than \$18M over the first five years on their Microsoft solution. This includes \$300,000/month on their PBX and additional savings by eliminating their monthly virtual meeting bills.

### Modern Endpoint Management

Partner: Quadrasystems.net (India) Private Limited  
Country: India

Quadrasystems offers their customers a multitude of solutions including productivity, cloud solutions, and consulting services. Whether customers are operating in the cloud or in hybrid models, Quadra enables their customer on Microsoft 365 and Azure solutions that secure their IT assets, empower workforces with intelligent collaboration, and transform their IT landscape. The foundation of Quadra's Microsoft services are strengthened with employee experience and intelligent enterprise. Quadra has driven a Modern Endpoint Management experience for their customers by surrounding the core workloads of Azure Active Directory and Microsoft Endpoint Manager with a holistic solution that includes Analytics, Cloud App Security, Advanced Threat Protection, Information Protection, Office ProPlus, and Windows 10. To bring additional intelligence to this experience, Quadra has developed their own unique solution, Threat Doctor, which leverages the Microsoft Security Graph to ensure that their customers' distinctive endpoint landscapes are protected. This approach has allowed customers to improve productivity scores, reduce support requests, and accelerate deployment times for new Microsoft technologies.

## Modern Workplace for Firstline Workers

Partner: Accenture/Avanade

Country: United Kingdom

Over the past year, Accenture/Avanade has been working with the national health organizations to leverage Modern Workplace technology to innovate the way care teams stay connected. Accenture/Avanade responded quickly to the difficulty COVID-19 placed on healthcare professionals to stay connected more efficiently from a safe social distance. Their solutions included Nightingale Connect, a collaboration service, enabled by Teams, for one country's emergency temporary hospital system to coordinate its operations nationally, and Microsoft Bookings, which empowered doctors and patients to conduct virtual visits. The Teams solutions provided immediate impact giving healthcare workers ubiquitous access to a scalable and secure collaboration platform, central to the way both clinical and non-clinical teams communicate and collaborate on critical patient issues.

## Project and Portfolio Management

Partner: ProActive / Part of Fellowmind

Country: Denmark

Proactive A/S has proved a committed partner to Microsoft Project business. Their innovative approach to solution development leverages not only Microsoft Project, but the entire Microsoft platform, integrating emerging technologies like AI to help customers accelerate their key transformational initiatives. By incorporating the "Project Half Double" methodology, Proactive A/S allowed Microsoft Project customers to have a simplified project management model with a strong focus on impact creation, speed in execution, and strong leadership. Their PPM practice has not only delivered highly-valuable solutions to their customers, it also has resulted in leveraging additional Microsoft technologies to facilitate their PPM solutions. This year, Proactive A/S consistently demonstrated active engagement with Microsoft's marketing and selling activities in Western Europe. Now with the recently announced merger with Fellowmind, Proactive S/A is well positioned to increase their business coverage by leveraging Fellowmind's experience and resources across Europe.

## Security and Compliance

Partner: Threatscape

Country: Ireland

Threatscape is a regional SI based in Ireland and has fully adopted the Microsoft SCI technology stack for providing customer solutions, along with a 24X7 SOC service. The partner provided a strong customer story with a well-defined methodology resulting not only in deploying E5 SCI workloads but also a 24X7-managed SOC service that includes both cloud and end-point security. Impressively, Threatscape showcases how their methodology represents a repeatable solution that can be applied across multiple customer accounts.

## Teamwork

Partner: Rapid Circle

Country: Netherlands

Rapid Circle has helped more than 300,000 Teams users in the Netherlands take advantage of the Power Platform with innovative solutions focusing on managed services and continuous ACM practices. This year, in response to COVID-19, the partner created, shared, and deployed Power Apps to hospitals, universities, and elderly care organizations throughout country, and created dedicated helplines to support all customers. More specifically, they helped one hospital, with complete Office 365 migration and adoption pre COVID-19 and then, within one weekend, developed a repeatable solution on Teams designed to assess the suitability and availability of hospital beds, resulting in time and cost savings which benefited their customers. Similarly, Rapid Circle also developed a solution for a major mental health organization designed to create efficiencies including decreased time spent on administrative duties, increased time spent with patient while continuing to remotely provide telehealth appointments as needed.

# 2020 Microsoft Partner Network Partner of the Year Awards – Category Winners

## Business Applications

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### Dynamics 365 Business Central

Partner: NAB Solutions AB  
Country: Sweden

NAB Solution AB has embraced the cloud transformation area of their business with an incredible year-over-year (YoY) customer growth over 600 percent. With their Business Central technical expertise, NAB Solutions AB has been a tremendous ambassador and an important contributor in this community. They have built repeatable offerings around Business Central SaaS, which enable them to support their customers remotely with a fixed scope, fixed price, and a fixed time plan -- all within one week. NAB Solutions AB will continue adding multiple workloads to this high-volume methodology allowing them to respond to customer needs and grow their SMB impact. Eager to grow even faster, they are expanding their geographical impact leveraging a successful partner-to-partner model with Dynamics resellers and top Microsoft Indirect Providers.

### Proactive Customer Service

Partner: PowerObjects - An HCL Technologies Company  
Country: United States

Power Objects (HCL) had strong year with impressive growth in revenue, consistent positive customer feedback, and continued expansion of Microsoft Certified Professional coverage. Their solutions are comprehensive, and they are often the first to leverage new product capabilities like omnichannel, ensuring the best business outcomes for their customers. Additionally, Power Objects now operates in 14 countries and 31 states and their support center, among the largest outside Microsoft for Dynamics customers, continues to report excellent customer satisfaction scores.

### Connected Field Service

Partner: Accenture/Avanade  
Country: Germany

Accenture/Avanade continues to be a strong Dynamics partner. They deliver client services in 25 countries and have experience working with 700+ clients worldwide, including many of the top Fortune 500 companies. They have been collaborative, results-oriented, and laser-focused on successful customer outcomes. In fiscal year 2020 (FY20), Accenture/Avanade harnessed the power of Microsoft products including IOT, Field Service, Machine Learning, Power Platform, Remote Assist, and Guides to deliver seamless end-to-end Connected Field Service experiences. In addition to driving revenue and winning marquee deals, Accenture/Avanade's commitment to expanding their Microsoft Certified Professional coverage for Connected Field Service has also been impressive with 45 new individuals certified in the first ten months of FY20.

### Modernize Finance and Operations

Partner: HSO  
Country: Netherlands

HSO is dedicated to success with Dynamics 365. As an organization they are collaborative, results-oriented and focused on successful customer outcomes. In 2020 they were a great partner to their clients and successfully took many complex customers live with Dynamics 365 Finance & Operations. Their global coverage has expanded significantly, providing clients with services in more than 60 countries. They continue to develop and expand their MCP coverage of both existing and new Dynamics 365 workloads, and their sustained and accelerated Cloud growth has been particularly impressive.



## Intelligent Sales and Marketing

Partner: Hitachi Solutions

Country: United States

Hitachi's approach of offering a comprehensive Intelligent Sales and Marketing solution that combines Microsoft's Sales, Marketing, and Insights products saw them delivering a strong FY20. Their performance growth across revenue, seats, and customers was distinctly noticeable; as was the number of compete wins they delivered this year. Hitachi now serves clients in 19 countries, after adding Australia, New Zealand, France, and Germany to the list. With key wins, the growth in Hitachi's Microsoft Certified Professional coverage across both Sales and Marketing also differentiates them from their competition.

## PowerApps and Power Automate

Partner: Applied Information Sciences (AIS)

Country: United States

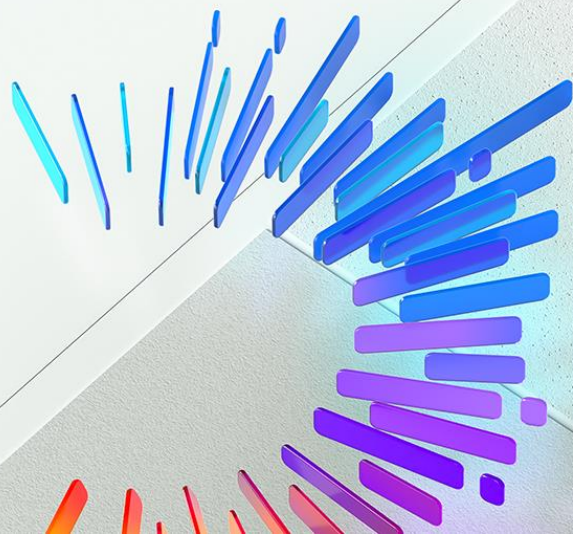
Applied Information Sciences has transformed their Azure and Modern Workplace practices by incorporating the full stack of Power Platform. They have taken a bifocal approach leveraging the potential of Power Platform for both code-first and low-code developers. By developing enterprise-grade solutions AIS focus their code-first developers to build highly complex business apps far greater than what their client could achieve, enabling the client to focus on low-code productivity apps which allowed them to achieve scale. AIS developed a Power Platform adoption framework atop which they built a portfolio of service offerings for Financial Services spanning from initial adoption and governance to scaling and development. These offerings have been implemented with customers in North America, including Fortune 100 insurer that was able to streamline their new product development processes by leveraging the power of Power Apps, Power BI, and the Common Data Service.

## Power BI

Partner: Slalom Consulting

Country: United States

Slalom Consulting has demonstrated broad experience designing and implementing digital solutions that support their customers' business strategies and help them reach their goals. They empower their customers across the globe to make sound business decisions by unleashing the power of data through self-serve capabilities. The case they nominated serves as evidence of their approach. With the power of Azure and Power BI, Slalom engaged with a well-known retailer to define and implement a journey to adopt a modern data-driven culture and to replace legacy in-store reporting with reliable self-serve analytic. The solution empowered store managers with real-time visibility of their store's data and uncovered opportunities to adopt more efficient business processes. Moreover, the solution they developed has the potential to be deployed in other brick and mortar retailers that need real-time insights to compete in this highly competitive industry.



# 2020 Microsoft Partner Network Partner of the Year Awards – Category Winners

## Azure

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### AI and Machine Learning

Partner: Accenture/Avanade  
Country: United States

Accenture/Avanade Microsoft Business Group empowers enterprises with Azure AI to transform businesses and customer experiences, while protecting public health. In the past few months, the global population has become keenly aware of the need for rapid medical testing. In the highlighted story, Microsoft and Accenture/Avanade worked with a global leader in water hygiene and energy technologies to address a major source of public health problems. By building Rapid Bio Intelligence, an instant water-testing solution powered by Azure AI, the water testing process was sped up from 15 days to five minutes and improved testing accuracy to 95 percent up from 80 percent. With this deep, strategic AI partnership, Microsoft and Accenture/Avanade provide more than 40 industry-aligned data science and AI accelerators, including a 70+ machine learning model repository created for a vast array of industries and use cases. The Accenture/Avanade global data and AI practice includes 400 AI practitioners and 300 cognitive services experts, including people with 5,000 Microsoft analytics and AI certifications.

### Application Innovation

Partner: Wipro Limited  
Country: Canada

Wipro team did a superlative job analyzing customer needs and uncovering pain points for one of the largest airports in America. Their solution is especially important in this current environment with a strategic focus offloading processes from people to AI, allowing essential workers to stay home safely without sacrificing customer experience. Wipro's solution is due to its modern architecture and perfect use of various Azure application services, extended by solutions of other key Microsoft partners. This leverage allows Wipro to reuse this solution for other airports across the globe, providing a best-in-class modern omnichannel customer experience. Wipro also showed that they know how to work together successfully with Microsoft sellers and other Microsoft partners under Co-Sell program in order to deliver best results for customers.

### Azure Influencer

Partner: ReadyMind Mexico SA de CV  
Country: Mexico

This solution showcased in-depth integration with Data, Microsoft AI, and Cognitive Services and featured a spark of serverless architecture. This allowed for a long-awaited integration to Web Channel (Web Page) and Facebook WorkPlace. This successful example of merging Data, AI, Machine Learning+ Power BI showed us a great story combined with business acumen and Microsoft technologies. In addition, ReadyMind proved themselves capable of completing complex projects on time while working and collaborating with key Microsoft stakeholders. ReadyMind expertise and deep knowledge of Cloud Native Architectures, Azure DevOps, and IA/Cognitive Services integrations within different channels was crucial to complete these processes with no downtime, from planning to implementation in a savings-isolated tests environment prior to production.



## Data Analytics

Partner: Informatica

Country: United States

The Microsoft and Informatica partnership enables customers to simplify modernization of analytics to the cloud, accelerate digital transformation, and drive intelligent decision-making. In the highlighted case study, their client selected Azure Synapse Analytics to migrate from their previous appliance. Azure Synapse will serve as the new cloud-based data warehouse and big data processing for this US-based business. The client was able to achieve faster time to market, more agility, and decreased operational costs. The combination of Informatica and Azure will quickly migrate all their data to the cloud, where, inside this new cloud platform there will be more agile and integrate more data sources than previously possible. This cloud-based solution provides the client with the ability to easily scale and meet new business needs in the future and provides high availability, eliminates on-premises maintenance tasks, and lowers licensing costs.

## Data Estate Modernization

Partner: Wipro Limited

Country: Switzerland

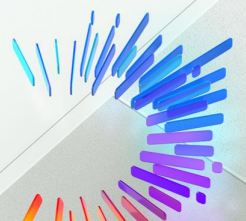
Wipro helped a large customer begin the process of moving 2,000+ on-premises databases to open-source databases on Azure using a repeatable/scalable solution. The customer's legacy data estate included costly on-premises databases, most of which were nearing end-of-life (or unsupported altogether). As part of their new cloud data estate, in addition to lowering TCO costs, the customer required high availability and disaster recovery, low-cost maintenance and monitoring, and high performance and scalability. Wipro's solution enabled migrations to Azure PostgreSQL and Azure MySQL. To prove this (via a POC), Wipro migrated the first 20 databases successfully and are now working to migrate the remaining 1,880. Microsoft technologies included Azure DB, Database Migration Assistant, DBAccess, Data Reconciliator, Azure Postgres, and Azure MySQL. Wipro's solution is providing cost savings of 70 percent compared with the on-premises environment.

## Datacenter Migration

Partner: Infosys

Country: United Kingdom

Infosys has played a key role in helping a customer in the oil and gas industry realize its cloud-first vision by transforming its Microsoft landscape. Infosys delivered end-to-end transformational capabilities on Azure, improved the way employees work, extended benefits of the cloud to critical business applications and seamlessly migrated business-critical workloads from the datacenter into Azure Cloud. A game-changing project was the creation of the Microsoft Azure Platform Services (MAPS) platform. Among other benefits, this customer is now able to provision its infrastructure in Azure in a short time. Infosys is replicating this model in different verticals such as retail, manufacturing, financial services, healthcare and utilities. Several programs are in progress to tap into the broader market potential and create value for customers. Infosys' cloud advisory solution helps CIOs on the transformation journey. It unlocks savings, aids innovation, enables business change through our design thinking studios, and enables transformation via Infosys proprietary tools and reusable assets.



## DevOps

Partner: Accenture/Avanade

Country: United States

Accenture/Avanade's DevOps expertise when combined with Accenture/Avanade business acumen and Microsoft technologies, brings great value to customer. Connecting various systems together across several clouds, while maintaining agility in application development with rich CI/CD capabilities, is a tremendous challenge that Accenture/Avanade is uniquely prepared to meet. Azure services, Azure DevOps, and GitHub, the set of technologies that was chosen for the project presented, perfectly illustrate Microsoft's approach to DevOps. Accenture/Avanade's project demonstrates that this approach can be successfully implemented in organizations of all sizes, including highly-regulated industries.

## Internet of Things

Partner: Mariner

Country: United States

This is a great showcase of how a relatively small company can create repeatable solutions that address customer pain points and make significant business impact. With Mariner's hard work and attention to detail, they identified the client's problem and employed Azure services to solve it. By demonstrating the ability to not only build a solution leveraging this technology, Mariner furthering its use case by solving for the existing equipment challenges versus the resolution of its model training data set. Mariner's solution demonstrates an opportunity to monetize and create new revenue streams while continuing to optimize existing solutions. They continue to be an example of how to successfully leverage cross-Azure workloads and services end-to-end. Mariner's solutions also reduce production time and free up resources allowing for greater customer operational efficiency. Mariner's exemplifies broad market potential for its repeatable solution use case within and across industries.

## Mixed Reality

Partner: Taqtile, Inc.

Country: United States

By adopting Taqtile Manifest, a knowledge capture/knowledge share solution based on spatial computing, Taqtile's client has been able to revolutionized its services, providing next-level training using the Azure Cloud, HoloLens, and Mixed Reality to a United States military divisions required to maintain equipment scattered across the Pacific. Over the past few months, Taqtile has incorporated cutting-edge technology into the client's daily practices , saving the client more than \$750,000 per annum in travel and per diem costs of its equipment.

## OSS on Azure

Partner: Architech Solutions Consulting Services, Inc.

Country: Canada

Architech Solutions Consulting Services engaged with a major service retailer to drive a modern and performant customer web experience. The client realized their existing server-based infrastructure used for their customer website was preventing them from providing the responsive experience required. To meet the needs of the customer, the Architech Solutions team designed an Azure-based solution that involved micro-services and a headless OSS-based CMS platform. Leveraging the latest version of the Java CMS and an Azure PostgreSQL database, combined with a Single Page Approach (Angular), allowed the solution to meet the performance and maintainability requirements. The team containerized the front and backend applications using Docker. By leveraging OSS technologies, the project has improved key metrics across both the development and customer experience, leading to a 54 percent reduction in page load times, as well as a 22 percent increase in conversion rates on the site.

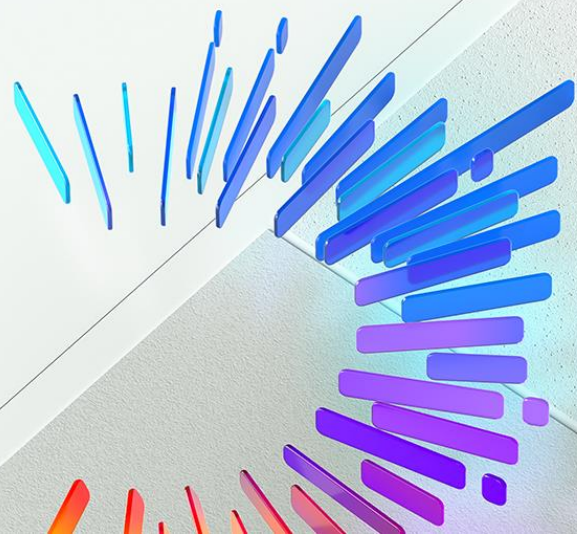
## SAP on Azure

Partner: Cognizant Technology Solutions

Country: Switzerland

Cognizant has drawn on their expertise to help their client design, build, and migrate SAP applications to Azure. Cognizant implemented several automations on top of SAP S/4HANA systems on Azure, including one-click SAP disaster recovery solutions designed to improve resiliency, reduce errors, and speed recovery time. Additionally Cognizant was able to provide a wider automation of its client's IT processes resulting in 95 percent of the client's infrastructure build becoming automated and 29 use cases implemented. By collaborating with SUSE to design innovative, future-proof -clustering architecture based on SUSE Linux Enterprise Extensions there was a zero-impact transition of SAP apps with innovative high-availability architecture. Finally, Cognizant implemented security solutions on Azure including Network Security Groups, Trend Micro Antivirus, and Qualys for Vulnerability Analysis and Detection, providing the client a robust enterprise-security upgrade.

With this solution, Cognizant has enabled their client to achieve higher efficiency, lower their operating cost by 30 percent, and fulfill its long-term growth strategy. Beyond this client, Cognizant has also helped several customers adopt SAP on Azure.



# 2020 Microsoft Partner Network Partner of the Year Awards – Category Winners

## Industry

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### Automotive

Partner: Blue Yonder  
Country: United States

Blue Yonder takes an innovative approach in helping automotive customers manage their supply-chain complexity. By combining the latest technologies like advanced AI, machine learning, and cloud solutions, Blue Yonder customers can automate complex supply-chain processes making them faster and easier. Blue Yonder's unique solutions, paired with Microsoft's Azure data intelligence platform, offer automotive customers a potent combination. With connected systems and improved data management capability at their fingertips, customers gain the visibility they need for more meaningful insights and near real-time business decisions.

### Education

Partner: Dugga Assessment  
Country: Sweden

"Dugga Assessment is a timely solution for education providing their remote assessment capability built on the strength of Azure, integrated into Teams and Immersive Reader, and exploring Azure machine learning to chart a future for assessment of student learning at scale. Dugga is growing on an international scale, and Microsoft is honored to support their work transforming education across the primary, secondary, and higher levels.

### Energy

Partner: EY  
Country: United States

EY was presented with the difficult challenge of trying to transform the large and complex companies supplying the critical energy resources that power the world. The EY Digital Energy Enablement Platform (DEEP) leverages Microsoft's Business Applications platform to help oil and gas companies streamline intricate processes significantly increasing efficiency, reducing environmental risks, and giving employees a safer, more productive environment. EY UtilityWave is a digital solution that brings the best of EY and Microsoft technologies together to help clients make the transition to the digital grid. The solution delivers the capabilities needed to tackle the biggest challenges of a decarbonized, decentralized, and digitized energy system in one business-centric platform that connects multiple legacy systems, new IoT devices, and diverse sources of data. The result includes broad visibility, unprecedented control, and endless opportunities to derive new insights and unlock real value from data.

### Financial Services

Partner: EY  
Country: United Kingdom

With its Financial Crimes Compliance platform, EY takes an innovative approach helping financial institutions facing both the industry's sustained regulatory requirements and the increased sophistication of criminals. Although financial institutions are seeking to cut operational costs, they are also looking to enhance efficiencies in financial crime processes, including transaction monitoring, list screening and KYC. EY has developed the next generation of a wide range of technology-based financial crime assets leveraging Microsoft Azure and advanced AI tools to help banks effectively protect themselves and their clients from financial crime. Therefore, EY is receiving the FSI Partner of the Year award for this innovative Financial Crimes Compliance platform.

## Government

Partner: Cognizant  
Country: United Kingdom

Cognizant continues to drive innovation for their government customers and help them optimize operations. Cognizant's horizontal capabilities across Digital Business, Digital Operations, and Digital Systems & Technology allow them to optimize a customer's existing infrastructure and reduce their TCO. Cognizant's expertise in delivering fast, accurate, and repeatable intelligent infrastructure solutions, as well as fuel innovation across an organization, establishes them as an industry leader.

## Healthcare

Partner: Accenture/Avanade  
Country: United States

Accenture/Avanade used capabilities across the Microsoft Cloud and helped customers in all healthcare verticals transform and drive impact. They enabled millions of caregivers to collaborate with Microsoft Teams, drove patient engagement with Microsoft Azure and Dynamics, helped ALS and COVID patients receive better care, and helped life sciences customers work more effectively. Accenture/Avanade had an amazing and holistic impact on the health industry.

## Manufacturing

Partner: PTC  
Country: United States

PTC and Microsoft's strategic alliance drives greater customer value, as demonstrated by joint success at many major corporations. PTC's deep industry expertise, out-of-the-box solutions, and access to digital representations of products accompanied by Microsoft's global infrastructure and scale delivers a full portfolio for digital transformation across the value chain. To highlight a recent example, one government approached a consortium of industry partners for assistance with rapid manufacturing of ventilators amidst the COVID-19 pandemic. PTC and Microsoft provided Vuforia Expert Capture on Azure and HoloLens2 to record the entire ventilator build process and create supporting material at no cost. The outcome successfully increased peak output of 50 units per week to 1,500 units per week. This initiative exemplifies the alignment of PTC and Microsoft's technology, corporate culture and values, and missions to drive innovation forward.

## Media and Communications

Partner: CSG  
Country: United States

For more than 35 years, CSG has been a trusted partner to some of the most well-known brands, providing solutions and services that help companies around the world monetize and digitally enable the customer experience. Operating across more than 120 countries worldwide, CSG manages billions of critical customer interactions annually. CSG simplifies the complexity of business transformation in the digital age. CSG is a leading provider of revenue management and digital monetization, payments, and customer engagement solutions which help their customers improve customer engagement and reduce churn, reduce operating expenses and run their businesses more efficiently, quickly launch new digital services and enter new markets, and compete and win in an ever-changing global marketplace.

## Retail

Partner: Blue Yonder  
Country: United States

73 of the top 100 retailers run on Blue Yonder's best-in-class, predictive supply-chain solutions. Blue Yonder's ecosystem of Azure solutions are successfully operating at the most recognizable retailers across the globe. Blue Yonder's outstanding partnership with Microsoft coupled with their capability yields outstanding outcomes for their customers.

# 2020 Microsoft Partner Network Partner of the Year Awards – Category Winners

## Other

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### Advisory Services

Partner: EY

Country: United States

EY considerable influence allows them to help hundreds of customers transform with the Microsoft cloud. They launched several game-changing sector solutions putting Azure, Dynamics 365, and Microsoft 365 at the center of solving some of industries' deepest-rooted issues, like EY Nexus for Insurance or EY DEEP (Digital Energy Enablement Platform). Other examples of industry innovation span blockchain for rights and royalties, secure a trusted supply chain for individualized cancer care, and IOT smart metering for public utilities. They also launched the EY Microsoft Technology Center with co-located engineering teams working side-by-side to rapidly design, develop, and deploy new innovations. EY also helped provide critical assistance to governments, companies, and communities battling the pandemic, like the EY Paycheck Protection Program Forgiveness solution, built on Power Platform.

### Alliance Global SI

Partner: Accenture/Avanade

Country: Global

In FY20, Accenture/Avanade accelerated its commitment and impact to be the premier Microsoft GSI partner. Accenture was the number one partner across all three clouds and is a showcase customer of Microsoft's technology, being the first to cross 500,000 Teams Users. Today, we have unmatched executive alignment across the both companies supported by a mature joint operating framework. Accenture/Avanade is often the first partner to engage and invest jointly in Microsoft's strategic initiatives. They are the aligned across most of the Microsoft strategic pursuits and big deals. There is strong industry alignment and execution with more than 50 joint solutions in market. Accenture/Avanade grew their Microsoft certifications six-fold YoY. The partnership moved with agility to establish a joint COVID-19 response team ensuring that we were well poised to respond.

### Alliance Global ISV

Partner: Adobe

Country: Global

Adobe is changing the world through digital experiences. Adobe's recognition as the 2020 Microsoft Global Alliance Partner of the Year underscores the depth and breadth of the partnership, now in its fourth year, and spans all three Adobe business units and all Microsoft cloud platforms. Together, Microsoft and Adobe provide secure, end-to-end digital customer experiences and Adobe is recognized as the industry leader by industry analysts in 26 categories. Customers, encompassing both B2B and B2C organizations, benefit from this alliance through innovations that empower brand engagement across mobile, web, and in-person experiences. The integrated solutions are personalized and trusted, and they anticipate user needs to drive increased market share for customers. To help thousands of joint customers achieve more, Microsoft and Adobe continue to invest in engineering, development, and marketing resources to further extend global leadership in Customer Experience Management (CXM) solutions across every major industry vertical.



## Customer Experience

Partner: Insight Enterprises

Country: United States

Insight has presented a unique ability to understand the new B2B buyer, meeting them where and how they like to engage. Their end-to-end approach ensured deep customer engagement in top touch points providing personalized experiences, broadened the footprint of Microsoft across their entire customer base, and increased profitability for Insight through better campaigns and new touch points. Mapping the top customer pain points and needs in all the stages of customer journey is where Insight excelled, paired with defining key metrics they wanted to improve that were directly connected with building high levels of trust and encourage long-term relationships across multiple products and services.

## Community Response

Partner: RedBit Development

Country: Canada

RedBit is a software consulting, design, and engineering company focusing on delivering solutions to help companies reach new audiences, drive revenue, and increase brand awareness. In 2020, when the COVID-19 pandemic started to impact the region, RedBit worked with Canada's largest food rescue charity, to expand their nationwide efforts as well as support a grant portal to distribute \$4.5M in federal funding to appropriate charities in need of relief. RedBit used a variety of Microsoft technologies to build a solution that enabled the organization to ramp up its web presence, providing food to those in need by increasing the number of distribution opportunities, extending service to those working remotely, and extending service nationwide all while reducing the amount of edible food ending up in landfills. RedBit recognized that this was a project that simply needed to be done and their teams worked around the clock to make a difference during this pandemic.

## Diversity and Inclusion Changemaker

Partner: Akari Solutions Ltd.

Country: United Kingdom

Akari Solutions creates solutions built on Microsoft Teams using the latest Microsoft AI and Machine Learning services to change how people work, communicate, and access the technology and tools they need. Akari virtual assistant (AVA) is a chatbot built to transform customers into inclusive organizations for anyone anywhere to use technology. AVA focuses on accessibility and inclusion, using skills and language modeling to aid organizations and the lives of users with hidden or situational disabilities, including AI capabilities such as text to voice. With information on demand, Akari is leveling the playing field to empower every person to actively participate in their community and workplace. Akari also delivered AVA to healthcare organizations during COVID-19 crisis and is committed to providing its solution gratis to individuals who need it most.

## Indirect Provider

Partner: Ingram Micro Inc.

Country: United States

Ingram Micro is Microsoft's largest and fastest-growing Indirect Cloud Solution Provider focused on making their partners' road to success with Microsoft simple and clear. Ingram Micro is providing Microsoft Cloud Solution Providers (CSPs) with comprehensive tools and services designed to streamline and deliver a success formula that helps partners optimize their business growth. They have reduced the complexity in understanding cloud solutions and how CSPs can address customer needs across Azure, Modern Workplace, and Dynamics 365. Ingram Micro's Accelerate programs are providing CSPs with comprehensive marketing and sales assistance, competency training, certification exam vouchers, and more, enabling partners to attract new customers and close more customer Microsoft cloud opportunities. Ingram Micro has also delivered programs specific to ISVs and partners with advanced technical capabilities, including multiple enablement tracks that CSPs can choose to gain competency across the entire Microsoft IT stack.

## Learning

Partner: Leading Learning Partners Association  
Country: Netherlands

The Leading Learning Partners Association (LLPA) developed innovative solutions to skill our customer and partners, responded and adapted quickly to the COVID-19 crisis, and delivered outstanding business results training tens of thousands of students on Azure this year. In a matter of days, more than 52 countries quickly mobilized from in-person classroom training to virtual and hybrid deliveries due to COVID. To support accelerated Azure skilling, they introduced a hybrid, virtual offering that is a combination of three to five weeks online study and one to two days (virtual) instructor-led workshops. They also extended their C3 event series with a new Global Cloud Skills Tour, which addresses the cloud skills gaps by ensuring all existing and future cloud customers have the technical skills needed to be successful. And finally, they donated 10 percent of their cumulated fees this year to the COVID-19 Solidarity Response fund.

## Partner for Social Impact

Partner: Barhead Solutions  
Country: Australia

Barhead partnered with a nonprofit organization committed to empowering and inspiring young people through recreation activities and community building. With COVID-19, the nonprofit had to close 90 percent of its operations and stand down thousands of critical workers. When the Australian Government launched the "Job Keeper" program to help COVID-affected organizations continue paying for staff wages, the organization needed to process more than 5,000 employee records in a short timeframe to obtain the much-needed funding securely and compliantly. Within two days, Barhead and the nonprofit partnered to build a PowerApp leveraging Microsoft Power Platform to process the employee records, thereby ensuring 5,000+ employees were paid during this global pandemic including cooks and catering assistants, housekeepers, and coaches.

## Global SI Digital Transformation

Partner: KPMG International  
Country: Global

KPMG has invested in a Microsoft First 360 strategy and is a highly capable and committed Data Transformation Partner. KPMG will use Microsoft Azure and Azure AI as the backbone of a common, global cloud-based platform to strengthen their range of digital offerings in a consistent, continuous, and global way. KPMG has been delivering above plan across all three clouds and is a showcase to customers of Microsoft technology, driving more than 230,000 Teams Users and is a Dynamics Inner Circle Partner. There is strong industry alignment in Government and Public Service, Healthcare, and Financial Services where KPMG has unique pedigree to deliver industry-leading solutions. KPMG and Microsoft share a common commitment to empower business transformation and inspire each other to innovate.

## Commercial Marketplace

Partner: Fortinet  
Country: United States

Fortinet exemplifies clear business leadership and success in Microsoft's commercial marketplace. Fortinet has multiple transactable, multi-cloud, Co-sell Ready solutions in the marketplace that helped drive nearly triple-digit growth in PAYG revenue alone for Fortinet year-over-year. Fortinet has been an active participant in Marketplace Rewards, strategically leveraging the benefits available alongside their own GTM investments to drive impressive results. Fortinet developed a highly-targeted marketing campaign for users to learn about their solutions and test specific use cases in the marketplace. This campaign drove more than 42,000 visitors and more than 2,700 conversions to their transactable listings and free trials. Fortinet showed expertise in understanding the digital buyer journey and how to effectively leverage their internal teams and resources to maximize their business via the commercial marketplace.

## Microsoft for Startups

Partner: Uncrowd

Country: United Kingdom

In a competitive market, every retailer needs to know when and why they are losing sales to a rival. Identifying and eliminating friction during the customer journey is key to maintaining a competitive edge. Uncrowd developed their Friction/Reward Indexing (FRi™) platform to help reduce churn and increase sales. Available now on the Azure Marketplace, FRi™ provides unparalleled insights into shopper preferences, behaviors, and likelihood to buy. It delivers actionable insights that enable companies to optimize budgets and reduce costs. Uncrowd joined the Microsoft for Startups program in 2019, leveraging Azure AI and Machine Learning to build out their platform and deliver a new generation of customer analytics for retailers.

## Solution Assessment

Partner: UnifyCloud

Country: United States

UnifyCloud has been a transformative Solution Assessment Partner for many years and one of Microsoft's top tool providers as well—scaling Solution Assessments through other Assessment and Migration Partners as well. This year, UnifyCloud went above and beyond by performing customer migrations, including helping drive a major deal that went from “Assessment to ACR in 10 weeks.” UnifyCloud has been a member of Microsoft’s Solution Assessment Partner Advisory Council (PAC) and a member of the Partner Steering Committee. Congratulations to UnifyCloud.

## Surface Hub

Partner: DataVision Deutschland GmbH

Country: Germany

DataVision, headquartered in Düsseldorf, has been one of the leading providers in the field of conference and presentation technology for many years. With seven locations in Germany, DataVision has made significant investments in Microsoft, including a highly specialized sales and technical team 100 percent focused on selling Surface Hub and driving adoption of Microsoft Teams. DataVision provides Surface Hub customers with all related services through its own people. From consulting to delivery and mounting services, from field service technicians to IT architecture. DataVision's extreme commitment to Surface Hub has resulted in their status as the number one Surface Hub partner in Europe, with the sale of more than 1,000 units since its launch in August 2019.

## Surface PC

Partner: CDW Logistics, Inc.

Country: United States

CDW Logistics, Inc. headquartered in Lincolnshire, Illinois, is a provider of technology products and services for business, government, and education. CDW is a leading Surface partner with an ability to drive wins at scale, as shown in their impressive FY20 results. Even as the largest worldwide Surface commercial reseller, CDW exceeded its Surface revenue targets in FY20, growing more than 35 percent over FY19. CDW sells the entire Surface Portfolio, as well as warranties and accessories and leverages their unique warehousing capabilities to ensure they can deliver on customers’ needs at any time. On top of their sales results, CDW invested heavily in a variety of marketing tactics in FY20 to maximize Surface reach and customer engagement.



# 2020 Microsoft Partner Network Partner of the Year Awards – Category Finalists

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# 2020 Microsoft Partner Network Partner of the Year Awards – Category Finalists

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## Modern Workplace

### Apps and Solutions for Microsoft Teams

Akari Solutions Ltd  
AskMeWhy  
ThoughtWire Corporation

### Calling and Meetings for Microsoft Teams

Communicativ  
Enabling Technologies  
Orange Business Services

### Modern Endpoint Management

Atos SE  
Content+Cloud  
DXC Technology

### Modern Workplace for Firstline Workers

Cognizant Technology Solutions  
Long View Systems  
SnapNet Limited

### Project and Portfolio Management

Projectum Aps  
Sensei Project Solutions  
Wicresoft

### Security and Compliance

Delphi Consulting  
Glück & Kanja Consulting AG  
ThirdSpace

### Teamwork

Akari Solutions  
Brasoftware Informatica Ltd  
RSM Product Sales LLC

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## Business Applications

### Dynamics 365 Business Central

ABC E Business  
Cooper Parry Group Ltd  
Wiise Software Pty Ltd

### Proactive Customer Service

Capgemini  
DXC Technology  
Hitachi Solutions

### Connected Field Service

Hitachi Solutions America, Ltd.  
HSO Nederland B. V.  
RSM Product Sales LLC

### Modernize Finance and Operations

Accenture/Avanade  
Alithya  
GWS Group Germany

### Intelligent Sales and Marketing

Arbela Technologies  
Avtex Solutions LLC  
SAGlobal, Inc

### PowerApps and Power Automate

Accenture/Avanade  
eLogic Group LLC  
Pragmatic Works Software Inc

### Power BI

Cognizant Technology Solutions  
Pragmatic Works  
Tallan

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## Azure

### AI and Machine Learning

Altius  
Axilion Smart Mobility  
Concurrency, Inc.

### Application Innovation

Motifworks, In  
OneBridge Solutions, Inc.  
Virtusa Corporation

### Azure Influencer

FCamara Consultoria e Formação  
Neudesic  
Slalom Consulting

# 2020 Microsoft Partner Network Partner of the Year Awards – Category Finalists

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## Azure (cont.)

### Data Analytics

Capgemini  
Catapult Systems  
Infosys Limited

### Data Estate Modernization

Cognizant Technology Solutions  
Tata Consultancy Services  
TimeXtender

### Datacenter Migration

Cognizant  
DXC Technology  
Intercept BV

### DevOps

Arinco  
Embee Software Pvt. Ltd.  
Larsen & Toubro Infotech Limited

### Internet of Things

Cognizant  
Iconics  
Tata Consultancy Services

### Mixed Reality

北京商询科技有限公司 (DataMesh)  
Trimble Inc.  
VGIS Inc.

### OSS on Azure

Cloudera, Inc.  
HashiCorp  
IFI Techsolutions

### SAP on Azure

Accenture/Avanade  
Infosys Limited

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## Industry

### Automotive

Ericsson Arastirma Gelistirme Ve Bilisim H A.S.  
Linker Networks  
Technosoft (SEA) Pte. Ltd.

### Education

Applied Cloud Systems (ACS) and NetApp (joint nomination)  
Business IT  
Haldor

### Energy

Envision Group  
Esri  
Seeq Corporation

### Financial Services

Finastra  
PowerObjects - An HCL Technologies Company  
UIPath

### Government

Accenture/Avanade  
Genetec Inc.  
KnowledgeLake, Inc.

### Healthcare

apoQlar GmbH  
Illuminance Solutions  
World Wide Technology (WWT)

### Manufacturing

AVEVA  
Blue Yonder  
Icertis Inc.

### Media and Communications

AdPushup Inc.  
Avid Technology, Inc.  
Teradici Corporation

### Retail

Accenture/Avanade  
Insight Enterprises  
DXC Technology

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# 2020 Microsoft Partner Network Partner of the Year Awards – Category Finalists

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## Other

### Advisory Services

KPMG LLP

### Alliance Global SI

Infosys

Tata Consultancy Services (TCS)

### Alliance Global ISV

HashiCorp

Icertis Inc.

Vmware, Inc.

### Customer Experience

CodeTwo

Content+Cloud

Quadrasystems.net (India) Private Limited

### Community Response

Applied Cloud Systems (ACS) and NetApp (joint nomination)

FiveP Australia

NTT DATA

### Diversity and Inclusion Changemaker

Big Brain

Concurrency, Inc.

RedMane Technology LLC

### Indirect Provider

Crayon Group

rHipe Limited

Tech Data Corporation

### Learning

CloudThat Technologies Pvt. Ltd.

Fast Lane

### Partner for Social Impact

Cyclotron Inc.

Protiviti

RedBit Development

### Global SI Digital Transformation

Cognizant

Infosys

### Commercial Marketplace

Barracuda Networks

Check Point HQ United States

Flashgrid Inc.

## Microsoft for Startups

Egress

ThroughPut, Inc.

Web3 Labs

## Solution Assessment

10th Magnitude

Insight Enterprises

## Surface Hub

Red Thread

AVI-SPL

## Surface PC

株式会社大塚商会 (Otsuka Corporation)

Bechtel Logistik & Service GmbH

Softcat Plc

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2020 Microsoft Partner Network  
Partner of the Year  
Awards – Country/Region Winners

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# 2020 Microsoft Partner Network Partner of the Year Award – Country/Region Winners

## Argentina



**Partner:** Pi Data Strategy & Consulting

PI Consulting is a key partner for data workloads. Originally coming from an LSP, PI has completed a great transformation of its business driving cloud data workloads in key enterprise and SMC customers. During COVID-19, their work with migrations was key to gain positioning with the government and remove competitors.

## Australia



**Partner:** Accenture/Avanade

Accenture/Avanade offer end-to-end capability with the ability to scale to any size project. When tasked with migrating approximately 50 government agencies across Australia to Azure, not only did they succeed in six months, but they created the world's first multi-tenanted SAP migration to Azure. The team was managing 40TB of data, more than 400 interfaces, 34 access methods, 49 nonproduction systems, and 42 production systems. The project delivered improved security and accelerated fulfilment times from eight to 12 weeks down to just one to two days. Accenture/Avanade's agility also ensured a major Brisbane hospital was able to save lives during the COVID-19 pandemic. Using Power Apps, Power Automate, and Azure API Management, the team produced an app in 10 days that helped doctors monitor the health and recovery of patients presenting with COVID-19 symptoms. Accenture/Avanade, together with Microsoft, have collaborated on 150+ joint deals involving some of Australia's biggest brands.

## Austria



**Partner:** Kapsch BusinessCom AG

Kapsch BusinessCom is one of the strongest CSP Direct partners with end-to-end delivery competencies across various technologies in Austria. The collaboration between Kapsch BusinessCom and Microsoft excelled in all areas, from SMB via corporate to enterprise, resulting in outstanding CSP revenue and a cloud mix of 80 percent. Azure is not just another growth area for Kapsch BusinessCom; instead, it is the next big initiative to which they have devoted their strategy and staff development. With this strategy, Kapsch BusinessCom aims to become the #1 trusted digitalization partner in Austria. To prove their strong capabilities, Kapsch BusinessCom built two COVID-19 respond solutions, based on Azure, SharePoint, and Office 365. One supports the tracking and coordination of the production for protective facemasks (10,000 pieces/day). The other facilitates a major research project that collects information on Diabetes Mellitus risk patients, suffering from COVID-19.

## Bahamas



**Partner:** Maureen Data Systems (MDS)

MDS has proved once again their ability to digitally transform very traditional companies and government entities in the Bahamas. They removed all blockers that prevented cloud adoption and seamlessly landed the security, communication, and collaboration solutions with the most important corporate customers in the country. In total, 1,000 seats of Microsoft 365 were deployed across the national cable company, a large insurance firm, one of the country's main banks, and a government entity.

## Bahrain



**Partner:** INSOMEA Computer Solutions (PUNICS)

INSOMEA's objective is to facilitate its customers' cloud journey by delivering successful customer outcomes through Microsoft Cloud Services. In one of INSOMEA's winning solutions, they worked very closely with a customer's SOC team to pilot Azure Sentinel. Starting from an Azure Sentinel Workshop to assess the current situation and challenges and propose a roadmap for Azure sentinel deployment including automation via advanced playbooks and comprehensive dashboards. Among INSOMEA's objectives is to drive consumption of Azure in the region. Enabling Azure Sentinel impacted the customer's business positively and became the only used SOC solution since the second quarter of FY20. The company is now able to improve the efficiency of incident-handling activities, which in turn unburdens SecOps from IT tasks and saves time and resources for incident handlers while focusing on security. From now on, their management can gain complete visibility over security posture in seconds through Azure Portal.

## Bangladesh



**Partner:** Corporate Projukti Limited

With a corporate motto of "Better together with Microsoft", Corporate Projukti Limited became the first partner who dedicated their efforts to a partnership with Microsoft. With significant YoY growth, they have been awarded as a top reseller every year since 2013. With strict government guidelines dictating data storage in the Cloud, Corporate Projukti recognized an opportunity to support small and mid-sized companies who don't have budget to support building a private cloud and storage. Projukti built SyZure allowing customers an opportunity to access affordable storage.

## Belgium



**Partner:** DexMach

From 'a team of experts' to 'an expert team' summarizes DexMach's transformation. They packaged the expertise of their consultants into IP powering their cloud-managed service, enabling high-quality cloud experiences via reliable automated services. With just 22 employees, their capability was confirmed as Azure Expert MSP and two 'Advanced Specialization' credentials after three flawless audits. Their unique approach is trusted by local and international customers, including in highly regulated industries. Multiple ISV's teamed up with DexMach to scale their apps via cloud native services and major global partners leverage DexMach to bring and manage their customers in the cloud. During the COVID-19 crisis, their approach and solutions proved incredibly useful helping one customer deploy 2,000 remote workplaces via WVD in four days and ensuring the Belgian COVID-19 citizen testing taskforce of the federal government scaling from a few tests per day to 40,000 per day.

## Bolivia



**Partner:** VU Security

VU Security, regional solution partner, is Microsoft's main partner with IP co-sell solutions offerings. For two years it has been developing the financial sector and now is working on governments projects, which is a major focus in the country. The case presented, onboarding for the distribution of special bonds in help of COVID-19 pandemic, is a project of high impact, not only because of the impact of preserving the citizens' security, but also because of its scalability, benefiting nearly 4 million people. The solution is 100 percent developed on Azure, including cognitive services for facial recognition, AI, big data, and BI. This project shows the importance of technology applications as tools for the citizen care, aligned to Microsoft's objectives as a company - high impact on each organization, country, and people.

## Brazil



**Partner:** Solo Network

Solo Network has successfully planned and executed a bold joint business plan in this fiscal year expediting its cloud transformation journey. The company has increased its geographic coverage opening new offices in seven different cities and increased the blueprint 55 percent (90 to 140). Additionally, Solo Network has developed new offers (security, remote working, Office 365 adoption), certified new employees and increased their investments in marketing by 25 percent. As a result, all-up revenue increased 84 percent YoY, cloud mix increased from 25.5 percent to 54.7 percent, ACR achieved \$2 million (420 percent growth), CSP revenue increased 323 percent, and Microsoft 365 revenue achieved \$3.65 million. Solo Network has played a significant role recognized across all solution areas.

**Partner:** Tech One Solutions Sdn. Bhd.

## Brunei



Tech one Solutions Sdn. Bhd.'s partnership with Microsoft has spanned more than a decade across various countries and organizations. The strength and breadth of the partnership has enabled Tech One to grow into a leading solutions integrator, and the only regional end-to-end ECM solutions provider and Microsoft go-to-partner in South and Southeast Asia. This partnership continues to deliver innovative solutions built on Microsoft technologies and inspires, motivates, and empowers organizations through digital transformation.

## Bulgaria



**Partner:** Telelink Business Services

With 20 years experience, more than 100 Microsoft certificates, 13 Microsoft competencies, more than 500 commercial and government clients, residing in eight countries, Telelink Business Services is proving their continued excellence. Their commitment to Microsoft is shown with Gold Cloud Platform and Gold Cloud Productivity competency, strong ACR with YoY growth of 249 percent and Teams active usage growth to 4,000 in commercial, and 200,000 in the education sector. With the bold aspirations to expand in the region and deliver their services and expertise outside of the headquarters, Telelink Business Services productized their offerings, which can be easily scaled to many customers. The education sector is of special attention for Telelink, where they took part in the project with MoE and Microsoft to build a unified statewide e-learning system and enable remote learning. This was a key project for TBS, both- from commercial and social standpoint, with key accomplishment of growing from 76 to more than 190,000 active users in four weeks.

## Canada



**Partner:** Softchoice LP

Softchoice has a strong practice of driving multi-cloud adoption of Microsoft Solutions with their customers, along with a keen focus on solving customer pain points and driving strong customer outcomes. Their success stems from their programmatic approach to drive cloud adoption, which has resulted in exceptional growth with Microsoft. Canada's first accredited Microsoft Azure Expert MSP has continued their commitment to accelerating tech intensity with their continued focus on skilling and certifications in this past year, further enabling their success. During the recent COVID-19 pandemic they displayed considerable agility as they embraced a new working model to support their customers, team, and community during these challenging times.

## Cayman Islands



**Partner:** SALT Technology Group

SALT is the only company, not only in the Cayman Islands, but in the Caribbean, to offer and deploy hybrid multi-tenant Azure Stack environments. Their solution proved to be a deal breaker to move companies to the cloud in environments with high resistance to get transformed.

## Chile



**Partner:** Solunegocios S.A.

Solunegocios is a holding of five companies dedicated to developing and providing technological services with high operational impact. CheckBot, an IP co-sell solution, is a unique solution of digital verification of documents that competes in the world of RPA and infrastructure. CheckBot brings together the most innovative software components with human intelligence to improve the quality, stability, and scalability of the services and was recently implemented at Banco Estado (\$1 million service contract for one year) and Isapre Banmédica. Solunegocios has around 800 professionals and technicians including a management team with extensive experience that allows them to undertake large-scale projects. They offer integral and exclusive solutions at the highest level, focused on the needs of the market. Their vision is to be one of the largest Chilean consulting companies, which focuses on the excellence of its products and services. It's ACR YTD is over \$550,000 with a YoY growth rate of 233 percent.

## China



**Partner:** Digital China Limited

Digital China Limited has been a leading system integrator and solutions provider in the Chinese IT market, in cooperation with Microsoft China for more than 35 years, including Cloud, Surface, and Managed Services. With consistent investment and development on cloud business, Digital China demonstrated a strong performance and growth rate in fiscal year 2020. Digital China established a cloud business group to deeply integrate the company's advantageous resources and consistently developed themselves as a Customer Cloud service provider as well as digital transformation experts. In 2020 Digital China started a joint operation service model (SaaS Hosting) to help the top SaaS solutions worldwide to land in the China cloud.

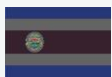
## Colombia



**Partner:** Controles Empresariales SAS

Controles Empresariales (COEM) is the largest LSP in Colombia. Its sustained growth in revenue has made COEM the number one Partner in ACR, 188 percent YoY, and the number one partner in billed revenue, with 25 percent share, 20 percent YoY. Hand-in-hand with Microsoft's own journey, COEM has undergone an amazing and swift transformation: It has gone from being a transactional partner to becoming a value-added reseller, building a competitive and consistent strategy with Microsoft Cloud solutions and offerings, driving customer satisfaction and impact. COEM invests heavily on its tech-intensity and its training, achieving more than 100 certifications. One of their largest client's is a great reference of effective engagement and teamwork with Microsoft. Not only does the solution brought by the partner represent important time savings in the exploration process and a better oil reserve management for the country, but it is the largest transformational deal in Colombia and has strongly positioned Microsoft Cloud in the oil and gas industry.

## Costa Rica



**Partner:** ITCO Corporation

ITCO CORP successfully demonstrated to one of the largest law firms in Central America the benefits of migrating to Microsoft Azure platform. This was complete case win against a competitor, the firm saw the growth in capacity that Microsoft Azure solutions gave and the improvements in the performance of their systems provisioned in the Microsoft Azure cloud.

## Croatia



**Partner:** Span Plc.

Span Plc. is a leading Croatian company providing professional services designing and developing information systems and technical user support for clients. They help companies achieve digital business transformation by applying innovative, secure, and reliable technological solutions tailored to the user's needs. Span responded to the COVID-19 pandemic quickly delivering citizens fast and approved recommendations regarding COVID-19 through virtual web chat assistant, one of the first digital assistants based on AI, available 24/7 for Croatian citizens. Furthermore, in order to help employees stay productive and protected while working remotely, Span created and provided a series of free #stayathome webinars that will allow all participants to protect their business and resources while maintaining efficiency from the safety of their own home.



## Curaçao



**Partner:** Inova Solutions

Inova Solutions N.V. supported a dance school in Willemstad to recreate their business model amid the health crisis. Using Microsoft's Modern Workplace stack, they helped the school to continue to work, recreating a remote teaching model for dancing classes. It has also opened new markets for them that can now connect online to receive these kind of lessons. Of course, this solution has been replicated in other schools in Curaçao.

## Cyprus



**Partner:** Chrison Co. Ltd

Chrison is one of our most strategic and dependable partners that adjusts their strategy, in accordance with the corresponding Microsoft's guidelines and focus priorities. Chrison maintains the highest influence in the local market in relation to Modern Workplace area. This year it expanded their suite of intellectual property by creating unique products, based on Microsoft Cloud technologies. One of those products is FxCA, which is a Forex Brokerage-specific solution aiming to encompass and simplify technological needs for brokers. It is predominantly based on Microsoft Azure, Microsoft Azure Stack, and Microsoft 365 Cloud technologies, and it is further complemented by selected third-party components. Since FxCA is predominantly based on Microsoft Cloud technologies, by nature it continuously evolves and advances to serve new and changing sets of needs. It also utilizes the latest technologies, such as Microsoft Azure Stack, to be fully compliant and secure solution for our customers. Chrison has so far implemented FxCA in various sizes, for 15 Forex Brokerages, locally and abroad.

## Czech Republic



**Partner:** DataSentic

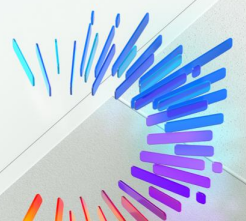
DataSentic is a young, yet progressive partner with data analytics and AI expertise. The partner has exemplified their tremendous qualities showing continuous innovation and proactive customer approach. With own IP solutions and services built upon Azure platform with dynamic cloud consumption, DataSentic has managed to provide big data analytical skills and services to customer across most of the segments. Specifically their presence in enterprise commercial and SMC is outstanding not only in Czech Republic but also in Slovakia, Slovenia, and others. Long-term goals and partner's strategy means driving customer satisfaction and disruptive motion with new AI-driven data analytics, and adoption of new technologies and modern ways of efficient data analytics and presentation. The partner has invested into Microsoft-related competencies and skills to strengthen market position. On top of that, DataSentic has played a key role during COVID-19 outbreak with their participation on national quarantine application and data analysis.

## Denmark



**Partner:** Venzo A/S

Venzo has invested significantly in new business areas and it has been exciting to follow their transformation into a modern Microsoft partner. Venzo has been very successful in their digital transformation, and has especially demonstrated a strong skillset within security, machine learning, and the Power Platform. Furthermore, Microsoft acknowledges a deal of great success driving and supporting digital transformation and innovative projects with customers across all industries and segments. Venzo is skilled in understanding the vision of the customer and they focus on clarifying the customer's business needs before applying Microsoft technology. Venzo is continuously building new competencies across Microsoft clouds to be able to offer innovative customer solutions, and Venzo has excelled in becoming a modern powerhouse of digital transformation.



## Dominican Republic



**Partner:** GBM Dominicana, SA

GBM Dominicana has led the complete transformation of one of the main retail stores in the Dominican Republic. They have optimized their client's operations not only by executing substantial lift and shift but also by improving their client's data models. GBM Dominicana drove a 202 percent ACR growth in the country this year, being this customer one of the drivers of their success. With a continued commitment to growing shared values, principles, and strategies, GBM has intensified the push for the adoption of cloud solutions in strategic accounts both in the Enterprise segments and the Corporate and SMB segments.

## Ecuador



**Partner:** Business IT

Business IT is one of the most relevant cloud partners in South America. With a commitment to consistent innovation, generating value solutions for customers, and working collaboratively with Microsoft teams to maximize the impact in the market. Business IT has a strong technical and sales team and consistently leads large cloud projects in Office 365, Azure, and Power Platform. Business IT reacted quickly during COVID sanitary crisis and managed to implement teams in support for the academic community of a large university in 10 days. It allowed the university to start the academic semester with a fully virtual platform. More than 5,500 courses and 80,000 virtual classes were delivered in less than two months integrating technologies like Office 365, Teams, Forms, School Data Sync, Planner, Power BI, and Power Automate.

## Egypt



**Partner:** Global Brands Group

Global Brands has been one of the most successful partners to Microsoft Egypt for more than ten years. Global Brands started their transformational journey in 2018 and has pivoted to become the fastest-growing consumers of Azure, growing 100 percent YoY with the highest ACA achievements. Also, Global Brands is a fast track-ready partner with the largest Teams active usage in Egypt. With their support, a ministries in Egypt developed a solution based on Microsoft technology managing more than 750 orphanages homes across the country. Global Brands assisted with proving accurate reporting, data analytics, and mining through Power BI tightening management, avoiding orphans from running away from their homes and to eliminating illegal organs trading. Global Brands delivers excellent quality across all segments driving Microsoft strategy and selling their solutions coupled with cloud offerings and supported by a dedicated Microsoft team of more than 35 employees.

## El Salvador



**Partner:** GBM de El Salvador

GBM is a corporate leader in technological solutions operating regionally across Central America. GBM El Salvador has been successful in a key fundamental metric, ACR, and has been able to grow 442 points above the ACR market growth. One of their largest clients, a regional bank is an excellent example of GBM's success, growing at a rate of more than 400 percent per month of Azure consumption YoY. In addition, during the COVID-19 situation GBM has been strategically working with many government institutions implementing Teams for Business and providing continuity during an unprecedented time.

## Estonia



**Partner:** Primend OÜ

Primend was born in the era of the Cloud, with an embedded formula for success, recognizing that in order to succeed, they needed to be bold enough to do things differently and sell products they believe in. By partnering with Microsoft, Primend supports and executes Microsoft's Cloud-first approach. Driven by collective, customer-centered motivation and leadership with deep technical knowledge and ever-expanding self-learning, Primend has successfully secured some of the most complex projects in Estonia.

## Finland



**Partner:** Nordcloud

Nordcloud is a leading partner in Cloud implementation, application development and managed services. Nordcloud's dedication to Azure, enabling cloud transformation for customers, has generated a great deal of success for this important partnership. During the past 12 months, collaboration between Microsoft and Nordcloud has grown exponentially, especially in Co-Sell ready solutions. Nordcloud's commitment to innovation has also led to the development of a new, Azure-based service which fully supports Microsoft's Cloud strategy.

## France



**Partner:** Accenture/Avanade

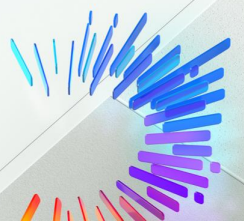
With the recent launch of Accenture/Avanade Microsoft Business Group in France, they have been able to up-level partnership engagement. By drawing on all available services in the Accenture/Avanade portfolios, the partnership has been able to build relationships from strategy to delivery. This year Accenture/Avanade have signed significant projects resulting in a complete digital transformation for one client and supporting another with a critical Office 365 project during the Covid-19 crisis. Accenture/Avanade were strongly involved in 'tech intensity' with a target to certify 250 people. They invested in AI school and business apps school to support professional reinsertion.

## Georgia



**Partner:** SMART Business

SMART Business was born in the era of the Cloud, with an embedded formula for success, recognizing that in order to succeed, they needed to be bold enough to do things differently and sell products they believe in. By partnering with Microsoft, SMART Business supports and executes Microsoft's Cloud-first approach. Driven by collective, customer-centered motivation and leadership with deep technical knowledge and ever-expanding self-learning, SMART Business has successfully secured some of the most complex projects in Georgia.



## Germany



**Partner:** Telekom Deutschland GmbH

Telekom Deutschland is shaping the future with a true partner commitment. As the world's leading integrated telecommunications company, they have set their focus on intensifying their partnership with Microsoft. In doing so, they quickly became the number one CSP in Germany for Modern Workplace and Azure and have set a new goal to be number one across all Microsoft Clouds. Telekom Deutschland is contributing 20 percent of the region's CSP revenue and is growing at a higher rate than the remaining German CSP market. With their customer portfolio reaching from SMBs and startups to large enterprises, Telekom is reaching for the "cloud," whether through their Customer Interaction Center, which launched an initiative to support schools and customers in need during the COVID-19 crisis, through the seamless combination of Teams and Telekom communications appliances, or through their all-embracing Microsoft portfolio, including the entire Surface stack.

## Ghana



**Partner:** Cloudware

Cloudware supports Microsoft on several accounts with true impact, leading customer face time in the field in alignment with Microsoft's Cloud strategy. Cloudware delivers workshops and support on Azure consumption by deploying customer Azure environments, which, in turn, leads to ACAs. With Cloudware's engagement, a Cloud-reluctant customer was transformed to a full-cloud customer, resulting in an MCA and IP Co-sell win. Cloudware drives the WVD remote worker offer, clearly defines their scope of work, and then seamlessly delivers, all while ensuring all clients have the critical support they need.

## Greece



**Partner:** Office Line SA

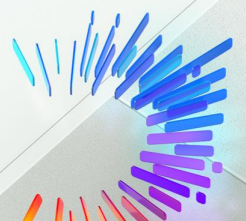
Office Line is an internationally recognized leading Cloud solutions provider and digital transformation partner, fully aligned with Microsoft focus priorities and with exponential growth in both Azure Consumed Revenue as well as billed Cloud Revenue. Office Line is the first partner to exceed and maintain the threshold of 1 million ACR TTM. This year Office Line demonstrates an outstanding customer success story during COVID-19. Their customer had transitioned from a future business goal to an urgent business continuity need for critical organizations, including the support of essential regional services. Office Line's immediate response ensured the creation of a productive and modern remote work model and accelerated the processes of digital transformation by utilizing Azure-enabled Windows Virtual Desktop environments. This was a project of great importance for the customer's business continuity, bearing a strong social footprint, thus ensuring the uninterrupted service to the citizens, in a very crucial period for the Greek society.

## Guatemala



**Partner:** GBM Guatemala

GBM Guatemala has been supporting strategic customers with great success, resulting in a triple-digit growth in key metrics including ACR, 185 percent YoY growth, and 465 percent YoY growth in Cloud-billed revenue. GBM has developed a very close relationship with key customers in the banking system, allowing them to co-create and implement high-impact projects for the entire banking community.



## Honduras



**Partner:** Sega Honduras S.A

With Sega Honduras leading the charge, a major regional bank became the first Azure Customer Add (ACA) for Microsoft in Honduras. Sega Honduras implemented their Remote Operations solution, a deal that will net the partnership and \$300,000 annually. Sega Honduras was strategic in supporting an important customer that needed to move an important division to remote status as a result of the Covid crisis. Their efforts allowed this division's work to continue and ensure the jobs of more than 40 employees were not negatively impacted.

## Hong Kong SAR



**Partner:** HKBN Enterprise Solutions Limited

The partnership of Microsoft and HKBN Enterprise Solutions (HKBNES) consistently takes full advantage of the board customers base, in which now everyone in two active enterprises in Hong Kong are HKBNES's customers. This effort further promotes modern workplace solutions with various Microsoft products instead of just one single product and explores the possibilities of canned business solutions for SMEs with more innovative and flexible offerings. HKBNES's quick response to COVID-19 addressed 60 percent of the 10-staff SME.

## Hungary



**Partner:** S&T Consulting Hungary Kft.

S&T's mission is to understand its customers' business and provide them IT solutions with low investment and high flexibility that can be used to underpin their business innovation and growth. Working strategically with Microsoft S&T identifies customer's problems and demands and employs Microsoft solutions. Over the past seven years S&T has evolved from merely offering Azure IaaS solutions to our customers to today, where they are a multi-Cloud, Fasttrack and LSP partner with competencies and solutions in workloads such as Modern Workplace, Adoption and Change.

## Iceland



**Partner:** Origo hf

Origo is a leading Nordic IT service company and one of Microsoft's top partners in Iceland with more than 50 years of experience in developing and operating IT systems. Origo has demonstrated an inspiring Cloud vision and has established a record of leading-edge Cloud knowledge and solutions. Origo has invested extensively in developing their competencies and business to provide the best service to their customers. Combined with their ambitious Cloud vision, increased development on Azure, and strong results created based on Microsoft 364, Origo is truly the market leader in driving digital transformation in the Icelandic market.

## India



**Partner:** G7 CR Technologies India PVT Ltd

G7 CR's vision of creating value for customers is aligned to Microsoft's vision and has stood the test of time. G7CR realizes that to sustain growth momentum in a technology industry that's ever so dynamic, it needs to keep abreast of the latest technologies and have keen business acumen to identify right use cases for applicability of products and services. During COVID-19, together with Microsoft, they launched a campaign to enable WVD implementation at zero cost. The zero-cost proposition is specifically crafted to consider organizations' business interests amid these tough times for humanity.

## Indonesia



**Partner:** PT Mitra Integrasi Informatika

Mitra Integrasi Informatika (MII) is one of the largest SI companies in Indonesia. They continue to drive digital transformation with Microsoft and empower their customers to reap the benefits of digital business faster and with greater business impact. MII has built bigger capacity and capability with Microsoft by doubling their resources on technical, solution practice, and service. MII contributed 30 percent of Microsoft Indonesia cloud in FY20 and will continue to grow. They are ready to embrace the upcoming years with newly recharged spirit, and together Microsoft and MII empower all customers to achieve more.

## Ireland



**Partner:** Ergo

In FY20, Ergo has been keenly focused on helping customers accelerate their digital transformation, alter their business processes, and move to the cloud with innovative leading-edge technologies. Ergo have led the way with a world-class adoption and change management practice with numerous successful large-scale global adoption examples. This, in conjunction with their cross-solution investments in practice-building, their drive to obtain Azure Migration specializations (AMP), investing in their Power Platform capabilities, building numerous co-sell ready solutions, and proactively engaging from a co-sell perspective with the customer teams locally in Microsoft have really shone through this year. Last, but not least, tech intensity is one of Ergo's key people investment pillars and capitalizing on their team's capabilities and specializations is part of their DNA. Ergo is truly empowering people and organizations to achieve more.

## Israel



**Partner:** Sela

Sela is the first Azure Expert MSP in the Middle East and Asia and the largest Azure partner in Israel. Sela is obsessed with digital transformation and guiding customers through their journey to the Cloud. During this year, they developed an Intelligent Digital Transformation Solution Suite: Smart Digital Archiving. This solution is designed to archive information with integrative Azure Cognitive Services, providing data democratization for end users; DC Migration-in-a-Box: an award-winning solution for automating the DC migration process, minimizing the overall time and cost of migration; and unique template for ERP migrations. Using Sela's DC Migration-in-a-Box template and adjusting it to HEC Hanna Enterprise Cloud enabled them to automate the migration from HEC to Azure in very complex scenarios. Sela has built a unique knowledge hub, which includes top-notch cloud and infrastructure architects. They are one of the top influencers in the Israeli developer community and contribute tremendously to Azure education.

## Italy



**Partner:** Cluster Reply

Cluster Reply has experienced impressive growth by successfully delivering compelling solutions in the Italian market. They have embraced Microsoft cloud and worked on some of the most complete digital transformation projects in the enterprise and corporate segments, in key industries like Manufacturing, Finance, Retail and Healthcare. During FY20, Cluster Reply has been one of the main contributors of influenced revenues for our three Clouds, leveraging strong investments made in strategic areas like Azure, IoT, Power Apps, Dynamics, Teams, AI and cybersecurity, building robust competencies like Azure MPS Expert, Azure IoT Elite, Power BI and Power Apps Partner Programs, and mixed reality to gain market-delivering innovative solutions.

## Jamaica



**Partner:** Maureen Data Systems, Inc.

Maureen Data Systems has once again proven their ability to digitally transform very traditional companies in Jamaica. MDS strategically removed any and all blockers preventing cloud adoption and implemented of seven deployments of the Azure Migrate Solution within the corporate account space. Maureen Data System also complements their offerings with third-party solutions scoring several wins in the Co-Sell space and adding new customers to the platform.

## Japan



**Partner:** SoftBank group

SoftBank group (Softbank Corp, SB C&S Corp, SB Technology Corp.) obtained Azure Expert MSP and Azure Networking MSP and drove customer digital transformation with their solutions providing comprehensive cloud-related network and security services. SB C&S invested in CSP market development and provided original partner support program including indirect CSP provider. They launched CSP drive project and contributed enormously to CSP market expansion. SB Technology Corp. accelerated customer cloud consumption with several Azure platform solutions as a pure-play company focused on Azure. They were also the first company to deliver shareholder financial results announcements using Microsoft Teams as Microsoft Teams user, bringing up a digital transformation scenario to the Japanese market.



## Jordan



**Partner:** Optimiza Jordan

Optimiza Jordan has shown exemplary performance by helping customers in Jordan adopt a digital transformation strategy along with supporting them by providing the technical expertise for a seamless and hassle-free transition to the Cloud and embracing digitization across commercial and government customers. Optimiza has worked closely with a leading large corporation with businesses that span several industries, resolving IT infrastructure complexity by moving data to the Cloud to provide the group with IT efficiency, business agility, and cost savings. Optimiza provides strong system integration by combining expertise on both Azure and Citrix for world-class virtualization for applications and desktops. Remarkable efforts were portrayed by Optimiza, supporting customers adopting a shift to a remote work strategy, whereby Optimiza has deployed, enabled, and supported users in adoption and change management for more than 16,000 seats across multiple industries (Distribution, Retail, Education, Health, Government, Insurance and Banking).

## Kenya



**Partner:** Cloud Productivity Solutions

Cloud Productivity Solutions are a born-in-the-Cloud partner focusing on modern workplace and won the Global Teamwork Partner of the Year last fiscal year for their phenomenal work on Teams. In FY20, Cloud Productivity Solutions continued with the drive they had last year of transforming customers not only on Teams but also in security and by building specific bundles for teams that push consumption and help customers lower costs. Cloud Productivity Solutions then made an expansion this year that saw them open an office in Uganda that is fully resourced and driving great customers initiatives on the ground.

## Korea



**Partner:** Metanet Tplatform

Metanet Tplatform has achieved significant growth in cloud business (+800 percent YoY) in FY20. Metanet Tplatform has taken back Wavve from AWS, contracting \$25M over five years. This service, which streams content to a major media platform in the US with AKS, CDN, and AI services, will be expanded to Southern Asian in near future. Another big win was the migration of another client's datacenter to Azure with \$2M contract amount over two years. The customer has chosen MTP as a cloud service provider to transform their entire +IT service including SAP into Azure. This success has paved the way for MTP to become a Cloud Solution Integrator and will be a good case for Microsoft to expand its business in the media market and solidify partner's cloud service business model. There is no doubt that MTP will succeed with Microsoft continuously, as accelerating their capability and capacity growth.

## Kyrgyzstan



**Partner:** Albars

Albars is continuing to lead one of the biggest digital transformation projects in the market together with their customer, Centerra Gold. Albars is successfully supporting the customer to improve their collaboration and communication together with Modern Workplace applications resulting in company-wide Microsoft Teams deployment. Also, Albars is making it easier for the customer's IT department to manage all the devices together with the help of Microsoft Intune and improved security with the help of other Advanced Threat Protection functionalities. This is a result of a strong collaboration between Albars, Microsoft, and the customer, which will continue with a commitment to best-of-class service, support, and resources.

## Latvia



**Partner:** Elva Baltic

ELVA is a great example of a successful business applications-oriented partner that managed to build on top of their core business by adding additional areas such as Modern Workplace, Infrastructure and Data & AI workloads to their services portfolio. This strong commitment and aligned strategy toward Microsoft helped ELVA showcase significant growth performance among all Microsoft cloud products, which resulted in number of great digital transformation projects together with their customers. Moreover, ELVA has been doing great work in the marketing field by performing various marketing activities, which allowed them not only to reach more customer with their offerings but also drive general awareness and demand for Microsoft products.



## Lebanon



**Partner:** Comprehensive Computing Innovations

Comprehensive Computing Innovations (CCI) have shown exemplary performance by helping their customers in Lebanon adopt a digital transformation strategy along with supporting them through adoption, providing the technical expertise for a seamless and hassle-free transition to the Cloud. Remarkable efforts were portrayed by CCI, supporting the customer's shift to a remote work strategy, where CCI has deployed, enabled, and supported users in adoption and change management for more than 22,000 seats across multiple industries (Distribution, Retail, Education, Health, Government, Insurance and Banking). In addition to Teams, CCI supported customers with their datacenter modernization and ease of accessibility to systems and tools needed remotely by enabling Windows Virtual Desktop for several customers coupled with Azure Sentinel for the best security posture in the environment. CCI has created their own Managed Services Offering FastConnect that allows users to access their corporate and company systems instantly.

## Luxembourg



**Partner:** Devoteam S.A.

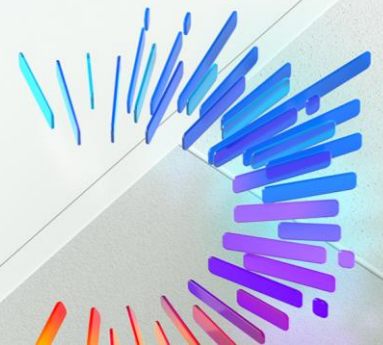
With 130 people in Luxembourg, Devoteam has been delivering business and digital consulting for the past 20 years. They do this by combining technology with human values, bringing the benefits of new technologies to all the client's employees. These efforts were recognized by a "Talent and Competence Management" award. Devoteam's power is powered by four engines: technical consultants working at the client's premises, Cloud Product Specialists serving customers in a unique "Creative Tech Studio" model, Management Consulting translating business needs to IT solutions, and a Training Center that has been recognized for their AI Academy with the "Most Innovative ICT Training Program" award. With this, Devoteam contributes to Luxembourg's image as a humane and digital place, actively driving the digital transformation of Luxembourg's major economic actors, in a strong and close partnership with Microsoft.

## Malaysia



**Partner:** Enfrasys Consulting

As one of the leading System Integrator partners in Malaysia, Enfrasys Consulting has shown strong performance in FY20 with 170 percent YoY growth in their Azure consumed revenue business. They continue to transform themselves by expanding their portfolio in three Microsoft Cloud Pillars—Microsoft 365, Azure, and Dynamics 365—and build up their skilled resources achieving 13 Gold competencies. Their focus on a customer-centric approach contributed to their success with several key clients where they demonstrated their expertise with the latest Microsoft technologies, which include Azure CycleCloud, Terraform with Azure, and Azure Arc. During the COVID-19 outbreak, Enfrasys Consulting has stepped up to help clients in various segments with a Business Continuity plan, utilizing Teams and Windows Virtual Desktop. Their dedication to clients was appreciated, resulting in testimonials commending them for their cooperative spirit, attention to detail, and impressive knowledge.



## Malta



**Partner:** ICT Ltd.

ICT has demonstrated the biggest transformation in Malta with a focus on Azure transformation. A key change for ICT during this year has been the change of their service offerings to better suit what customers need in terms of Microsoft services. ICT focused on creating services for customers that alleviate the pain of moving to complex services by working to guarantee critical business outcomes. During this year, they continued operating the Azure Stack project for the government of Malta, a flagship Azure Stack for government project in CEE. ICT also has completed a Microsoft Identity Manager deployment with an outstanding impact for the customer, whose more than 30,000 public sector employees will have their identities managed and protected.

## Mauritius



**Partner:** MC3 Cloud

In FY20, MC3 group formed a new organization, MC3 Cloud, managing the Cloud business of MC3 Group in MCC with its own technical, sales, telesales, and marketing teams. MC3 Cloud grew their CSP business by 121 percent and their cloud business by 84.5 percent, against a 22.8 percent benchmark. In Azure, MC3 has increased YoY by 227 percent, against a benchmark of 52 percent. This impressive performance can be attributed to the aggressive Azure plan MC3 drafted; MC3 has hired new resources both sales and presales to cover Azure, and they have invested in technical expertise and certifications. MC3 also landed the first P2Ps in the region with local ISVs and has invested in building a channel ecosystem that is solutions-oriented, rather than licensing with differentiated offering, to clearly answer the local customers' needs. The response of MC3 to COVID-19 has clearly showed their agility and expertise. MC3 landed two new partnerships and offerings working remotely and security. They have landed other bundles with ISVs (P2P) to address the remote work needs of their customers, and they are successfully navigating their own digital transformation by digitizing all their plans so they can keep momentum and adapt to the impact of COVID-19.

## Mexico



**Partner:** Datavision Digital

Datavision, a Mexican LSP with 100 percent growth YoY, including the three Microsoft Clouds. Datavision has transformed their entire business, becoming a cloud-oriented partner. For Datavision, digital transformation and Innovation is its DNA, attributes that allowed them to nimbly support their customers critically COVID-19. These efforts included supporting ten new customers who needed to move their workforces to remote home offices; launching 30 free webinars on Teams demonstrating how to have a secure home office experience with Microsoft 365 and training approximately 2,500 people on the adoption of Teams and cybersecurity using Microsoft 365. Datavision has achieved 45 percent YoY Azure growth and developed three proprietary solutions—Azure Governance, Azure SMART Consumption, and Azure Managed Services and achieved 165 percent YoY growth in Office 365 active usage and 720 percent adoption growth for Teams (+50,000 active).

## Morocco



**Partner:** Exakis Nelite

Exakis Nelite is offering a Microsoft professional services portfolio and Cloud offers that are unique in Morocco. They are providing end-to-end solutions to both medium and large customers. More than just providing cost reduction, customers are impressed by the new and fully integrated cloud solutions Nelite provides. Additionally, Nelite did a great job this year with its efforts related to IP Co-Sell and cloud transformation in multiple accounts. They enabled customers to adopt and follow products' evolutions in the Cloud and application innovations, Data and IA based on Power Platform and Azure services. Nelite consistently demonstrated the added value of Microsoft cloud solutions from security to power platform.

## Myanmar



**Partner:** BIM Advanced Technology Services Co., Ltd

BIM Advanced Technology Services believes in supporting Myanmar's businesses with their challenges by providing innovative digital solutions. Microsoft and BIM are fully aligned when it comes to mutually solving customers' problems as well. BIM's client, a major banking institution, like many other banks in Myanmar, was close to suffering from a major cybersecurity breach resulting from the lack of visibility and understanding of different activities performed by nearly 300 branches, 6,000 banking staffs and over 100 on-premises staff. BIM ATS team was brought into analyze and assess the current situation, gather business and functional requirements, perform risk assessment and deploy Microsoft's Office 365 in Hybrid Configuration, migrate to Azure Active Directory and all remaining users to Office 365, as well as deploy the integrated enterprise security solutions including Microsoft Sentinel and Azure Security Center, Microsoft Azure Monitor, Microsoft Intune, Microsoft ATP, and Office 365 DLP and E-Discovery – providing high availability email and communication platform, scalable cloud resources while stopping the malicious actors in their tracks. Today, the client is very confident about its cybersecurity defenses, saving more than \$1,000,000 million, and is expanding.

## Namibia



**Partner:** Salt Essential IT

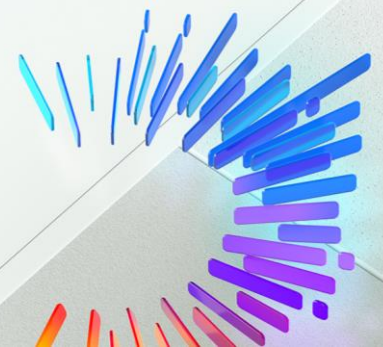
Salt is a born-in-the cloud partner doing a phenomenal job transforming our customers. Led by a former Microsoft employee and a direct CSP, Salt has been at the forefront of driving a modern workplace story infused with their own solutions and bundles. During the COVID-19 pandemic, Salt has been helping customers, governments, and schools transition to Teams and offering their security bundle. They also have built an online store where customers can buy directly, supporting customers when and where they are working and living.

## Nepal



**Partner:** Thakral One Nepal Pvt. Ltd.

Thakral One Nepal Pvt. Ltd. is Licensing Solution Provider and Cloud Solution provider covering Nepal and Bhutan territory. Thakral's partnership with Microsoft allows them to bridge the gap of expertise and knowledge required to create business with expert technical and sales resources. Likewise, Microsoft has extensively supported Thakral to create more business.



## Netherlands



**Partner:** Intercept BV

Intercept has been a tremendous partner for Microsoft for many years, truly leading the way for many customers and ISVs making Microsoft Azure work for them and bringing value. Intercept was among the first to become an Azure Expert MSP and are also participating in many preliminary programs. Intercept is always willing to help customers, other partners, and Microsoft with their knowledge and support. While a relatively small company, Intercept's focus on Azure and helping ISVs migrate to Azure, makes a huge impact to the ISV ecosystem and the Azure business. This year they are growing at more than 120 percent YTD YoY, servicing 111 customers with Azure Managed Services. Moving forward, Intercept will expand this focus internationally scaling out the ISV Motion and building on this success.

## New Zealand



**Partner:** Enlighten Designs Ltd

A creative technical agency, Enlighten Designs' mission is to enable client value to deliver digitally transformative experiences for a wide range of customers from small businesses to enterprise clients. Enlighten is particularly proud their work has helped families in need, saved small businesses, enabled offshore expansion to new markets, and protected the oceans and sea life. As seekers of transformation for their clients using the Microsoft Cloud Platforms, they have spent the past year continuing to build their Sitecore on Azure expertise and solutions and consolidating and refining Enlighten Designs' position as industry leaders in Power BI, Power Apps, and Power Automate. They are building a reputation as experts in the latest Microsoft cognitive services and AI to effect long-lasting, positive change for business, people, and the environment.

## Nicaragua



**Partner:** GBM Nicaragua, S.A.

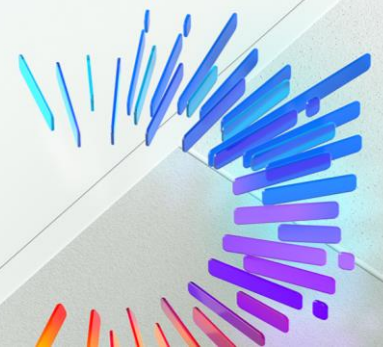
Since 2004, GBM de Nicaragua S.A. has maintained a relationship with Microsoft providing customers with licensing solutions and implementation services. GBM Nicaragua is an LSP that offers solutions for Enterprise Agreement, MPSA and CSP contracts, and solutions in the field of Open and Open Value. Their client, a regional hospital, with the support of GBM, implemented a hybrid contingency model (IaaS + ASR) in the cloud as part of their disaster recovery plan. The savings obtained from this deployment were 40 percent, compared to having a secondary data center with similar characteristics in on-premise infrastructure. And during the COVID-19 pandemic, it has been a great support for the customer and for the entire country.

## Nigeria



**Partner:** Wragby Business Solutions & Technologies Limited

Wragby Business Solutions & Technologies Limited, with its diversified and inclusive team, is a Cloud-focused Microsoft Partner in close alignment with Microsoft's vision of digital transformational projects across customer segments. It's a customer-centric company that identifies opportunities to help customers in different industries derive value from their investment with Microsoft with its industry IPs and extensions built on Microsoft Cloud Platforms to meet customers' specific needs. Wragby is one of the top partners driving Azure- consumed revenue and Teams active usage across Middle East and Africa. Wragby leads Nigeria with 274 percent YoY growth in CSP revenue and a cloud mix of 88.35 percent. The partner works closely with the Microsoft sales team to drive transformational deals across every segment, identifying the Co-Sell ready partners Microsoft looks to build and sell with.



## Oman



**Partner:** International Information Technology Co. LLC

International Information Technology Co. LLC (IITC) specializes in supporting customers across all industry sectors with complex IT needs. They pride themselves in being trusted technical advisors to many enterprises in the region and for providing best in-class IT systems integration solutions. To support a client's exponential growth with simpler management, IITC offered its datacenter modernization carrier with a templated method to legacy infrastructure modernization. This ensured excessive availability of the client's IT infrastructure, consolidated and virtualized all their Intel-based server workloads, designed a scalable infrastructure on Azure, and re-hosted all the client's applications on Azure. This involved automating frequent, time-consuming, and ordinary management tasks, including spinning or shutting down of V-machines during off-hours. Through Azure, the client gained high availability, on-demand scalability, and zero downtime during deployments, allowing its IT workforce to spend less time on maintenance and management. This is just one of many of IITC's success solutions for its cherished clients.

## Pakistan



**Partner:** EZY Technologies, Pvt., Ltd.

Pakistan has the highest number of CSP direct partners in the region by far, so EZY Technologies faces fierce competition on pricing, credit, and eroded margins. Despite that, EZY has shown tremendous resilience and focus on training and transforming their partners so they can have the right added value, be competitive and address the customer's needs. This enabled EZY to deliver a strong YoY growth of 151 percent on CSP and cloud business of more than 116 percent (versus a market average/country benchmark of 5.6 percent).

## Panama



**Partner:** GBM Panama

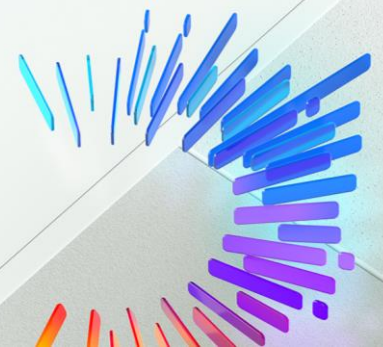
GBM Panama has shown a great performance this year with a strong growth YoY (93 percent) in the CSP business, including a 92 percent growth on Microsoft 365 CSP revenue and 108 percent on Azure CSP revenue. Positioning security products bundled with Microsoft 365 has been key to their growth strategy. Boasting many successful cases, one offering that has become a unique business value for GBM is the SAP on Azure offering. This win represents the most important case, with more than \$750,000 on an IP Co-Sell deal, including more than a quarter of a million dollars in Azure-estimated consumption revenue.

## Paraguay



**Partner:** Grupo OLAM

Since 1994, Grupo OLAM has been presenting itself to the market as an option to use and leverage technology in the company, serving as pioneers in the provision and subsequent implementation of Microsoft technologies. Today, they are dedicated to accompanying customers in their digital transformation journey. Grupo OLAM closes FY20 with 690 percent pure ACR growth and 285 percent Cloud-billed growth, becoming a strategic partner for the country's growth. In its winning case, the customer managed to position the Azure platform due to its agility, redundancy, availability, transparency, and security. The site deployed by this agency saw its use increase 800 percent during the COVID-19 pandemic, and it became a key resource for financial industry and business continuity.





## Peru



**Partner:** G&S Gestión y Sistemas

G&S Gestión y Sistemas is well-known for its innovation is the name of the game and its efforts to position data and AI as mainstream in the Peruvian market. G&S has campaigned and evangelized customers presenting the Cloud as the most innovative way to expand their business, citing speed, Conquer New Horizons, a conversational platform, as well as the concepts and uses of video analytics. G&S is the most relevant Azure partner in South America with nine IP co-sell solutions and over \$4.8 million in ACR.

## Philippines



**Partner:** Infosys Limited

Infosys is a global leader in next-generation digital services and consulting. Infosys' expertise in managing systems, as well as working with global enterprises, has allowed them to guide customers through their digital journey. This was clear and evident as Infosys partnered closely with Microsoft to drive transformation in one of the largest conglomerates in the Philippines. Despite the complexity of the requirement—from an SAP on Azure opportunities to a larger scope that included non-SAP workloads—Infosys was a consistent SI partner for the duration of the sales cycle. With deep workshop and technical sessions, Infosys was able to make the value differentiation of Azure real to the customer. This proved to show Infosys' capability in infrastructure, apps, and operations, all of which were key to realizing the customer's vision of being the leading digital conglomerate in the Philippines.

## Poland



**Partner:** Predica

Predica and Microsoft have been strategic partners since Predica's founding 11 years ago. An early adopter to the Cloud, Predica recognized Microsoft was (and is) the right technology partner for their customers and their environments. This partnership is not just about technology; it is about complementing one another's vision, a common approach to problems, and partnership. Working together with Microsoft teams to identify the right solutions for their clients' changing needs Predica capitalizes on its work, returning continuous growth can be measured on many levels: in FY19 Predica doubled the ACR result, and FY20 is tracking at a rate of more than 110 percent YoY; Predica has a skilled, and experienced team of experts. Furthermore, they invest in growth and building further competences to better address current market needs and stay ready for upcoming technology changes; Predica is proactive to customer needs and market changes, continuing to develop services and build new innovative ones to implement cutting-edge projects in all industries across Europe; Predica operates cross-Cloud by driving Azure, Modern Workplace, and Power Platform through project implementation and investing in the market and building customers' competencies; and most importantly, Predica never gives up showing more and more innovative approaches, commitment, and proactiveness in partnership with Microsoft.

## Portugal



**Partner:** Unipartner IT Services, S.A.

After Unipartner's strategic decision to commit to a Microsoft partnership and experiencing several years of growth, this award recognizes their remarkable performance in FY20. Solid double-digit growth across all main business indicators and a stunning 736 percent YoY growth in Teams active usage shows that more and more customers recognize the added value of buying, deploying, using, and consuming Microsoft technology with Unipartner as a trusted advisor. In this year's improved Co-Sell execution, Unipartner accepted every challenge posed, from joint demand generation and GTM initiatives to required alignment with sales teams. Unipartner has captured the value of enablement, investing heavily in certification, having certified more than 40 percent of their technical resources with the new role-based certifications just in FY20, and 14 competencies covering all solution areas, while also starting two advanced specializations.

## Puerto Rico



**Partner:** Integration Technologies

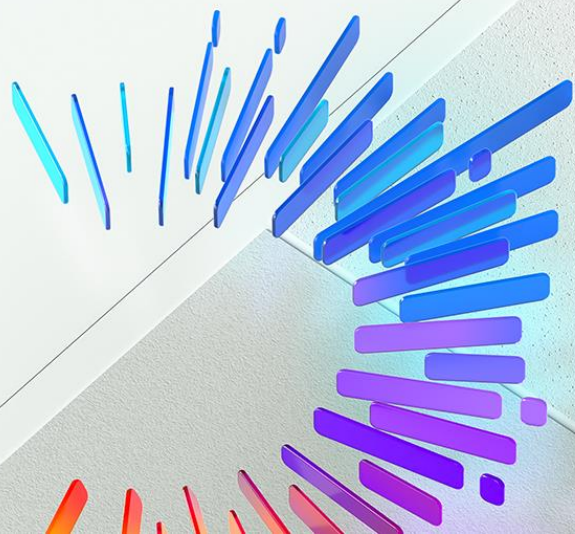
Integration Technologies (Intech) stepped in during the Covid-19 crisis to enable its customer's employees to work remotely, effectively, ensuring uninterrupted services to the 400,000 beneficiaries of the company. The solution is based on WVD, highly scalable on Azure, quicker to implement, and much more effective compared to traditional VDI solutions. This is just one of the many implementations Integration Technologies has done to enable business continuity, for both commercial and government customers in the Caribbean.

## Qatar



**Partner:** Cloud4C Services

The last fiscal year was remarkable for Microsoft in Qatar as we announced Azure's 55th region would be based there. From the first day, Cloud4C showed high level of commitment to help customers with their digital transformation journey, capitalizing on their advanced technical experience. Cloud4C Services demonstrated high levels of dedication, agility, tenacity, and customer-centricity. In FY20 Cloud4C succeeded in migrating critical customer workloads to the Cloud with a phased, secure approach that did not result any disruption to customer operations.





## Romania



**Partner:** Orange Romania SA

Orange Romania has been the leader of the telecommunication market in Romania for more than 15 years, with more than 10 million customers and €1 billion revenues in 2019. In FY20, they demonstrated vision, initiative, significant investment, strong business development, and people skills, resulting in a significant increase in Microsoft licenses base and revenue. Orange Romania made a significant impact in activating new CSP customers and accelerating Microsoft cloud activations during COVID-19 period by showing great success identifying, understanding, and capitalizing on new opportunities in the context of remote work. As future actions to develop the partnership with Microsoft, Orange will focus on new business generation by opening a new sales channel via Orange Shop—with CSP offers to be added and upgraded automatically in the Microsoft cloud.

## Russia



**Partner:** Aggregation

Aggregation is the unique ISV Microsoft partner that can be called a role model. Since 2016, Aggregation invested in their primary Azure product solution, digital object management platform, a decentralized blockchain-based solution to manage IP rights and relationships between vastly different types of participants. In FY20, Aggregation, in partnership with Microsoft and Intel, released a new service that utilizes distributed databases, blockchain, and secure technologies. This solution is the first of its kind on the global market, with proven public customer cases in Russia and other countries. Aggregation became the champion among Russian ISVs/SIs by number of wins, expecting ACR YoY growth of more than 120 percent. Aggregation is working with corporate engineering teams developing blockchain, Azure confidential computing, and ML services to pioneer them with enterprise customers in Russia and globally. This is a great example of diverse innovation and digital transformation approach.

## Saudi Arabia



**Partner:** Ejada Systems, Ltd.

One of Ejada Systems, Ltd.'s key differentiators in the field is their demonstrated strong partnership with Microsoft across the three Clouds by building capabilities and involving themselves in strategic engagements. In the past year, Ejada continued with their Mobile First Cloud First strategy and helped drive cloud transformation within a major national airline carrier, utilizing Azure services. They also prioritized Dynamics 365 CE over a competitor within their strong customer base of FSI and PS influencing \$2.3 million revenue within a leading bank while also securing a new customer add within public sector replacing the competitor. And with the outbreak of COVID-19, Ejada moved fast to develop a platform to manage the COVID-19 case initiation, sampling, testing, and monitoring treatments, based on Microsoft technology and hosted on Azure.

## Serbia



**Partner:** Comtrade System Integration d.o.o.

Comtrade System Integration is the biggest LSP partner in Serbia approaching the market with digital transformation strategy and giving licenses value by educating customers, providing additional consulting and managed services, and offering IP solutions. It is a Cloud-transformed company that has built Cloud-oriented practices and is capable of handling complex projects across various industries. Their customer's management ask was "Zero on-premises infrastructure," and Comtrade SI accepted the challenge. In less than 6 months, Comtrade SI, with the team in Serbia, won one of the biggest cross-tenant migrations to Office 365 for 1,000 users located in 17 locations on three continents, as well as datacenter modernization by moving resources from on-premises to Azure. They achieved the main goals of the project: to create an agile and modern IT environment capable of supporting expansion and to migrate existing data.

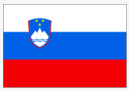
## Singapore



Partner: AvePoint

A Microsoft partner since 2001, AvePoint has been involved in some of the largest and most complex SharePoint, Microsoft 365, and modern workplace implementations, driven by the demand for workplace transformation as organizations seek to maximize productivity gains and minimize compliance risks from digital transformation. Today, more than 16,000 companies and 6 million SharePoint and Microsoft 365 users worldwide trust AvePoint software and services for their data migration, management, and protection needs in the Cloud, on-premises, and hybrid environments. This includes more than 150 Singapore organizations across critical sectors such as finance, retail, education, and government. AvePoint is also known for its digital transformation solutions, including data protection, Groups and Teams governance, learning management, document management, and case management systems. These are all built on top of and integrated with Microsoft technologies, enabling organizations to realize additional value from their Microsoft investments.

## Slovenia



Partner: Špica International

Špica International has been listed as one of the Representative Vendors in the [Market Guide for Workforce Management Applications August 2019 published by Gartner](#), the world's leading global research and advisory company. With their Time&Space solutions at hand, the process is fast and smooth. Špica International moved their solutions to Azure and worked with Microsoft Apps & Infra CSA to redesign their apps to secure IP co-sell status. They started Geo Expansion plan starting with Adriatic and Balkan initial activities (digital event for four countries) and have proceeded with existing solutions to cover Baltic countries and later in FY21 the following regions: Middle East, the United States, Italy, and Austria. All up, Špica International boasts 30 years of its Best Together partnership with Microsoft availability in 30 countries in 15 languages, 3,000 satisfied customers/accounts, and one million users checking in and out in real time daily.

## South Africa



Partner: BUI

Since 2000, BUI has been pushing the envelope by driving innovation across Microsoft's technology set and Clouds. In 2019, BUI launched their Cyber Security Operations Center, the first of its kind in Africa. The Cyber SoC specializes in the management of Cloud-born SIEM, and their consultants bring expert-level cybersecurity architecture knowledge and guidance to their customers. The Cyber SoC provides a proactive, 24/7 managed security service backed up by powerful AI-based Azure Sentinel technology, with dedicated skills focusing on real-time analysis of security alerts. BUI stands out as one of the most innovative Microsoft Cloud Platform partners in the ecosystem, partnering with Microsoft and other partners in joint co-selling and solution delivery with customers across all segments. They lead the way by pushing the boundaries of innovation and delivery and have become a strategic partner for Microsoft in South Africa while growing across global markets.

## Spain



Partner: Everis

Everis, with its ability to grow, innovate, and enable their teams on Microsoft's platforms at high speeds, has been consistently demonstrating extraordinary focus on digital transformation and customer obsession. Everis delivers high-level service on all Microsoft platforms while developing multiple assets to simplify and shorten go-live time in complex projects. In one of the most socially-challenging times anyone has been through, the Everis team has demonstrated strong empathy and responsibility, working to innovate and deliver solutions that make a real impact on healthcare and education sectors in these uncertain times. They have created a portal to help teachers and students leverage remote learning through the solidary platform Todos desde Casa. Everis' ability to grow, innovate, and enable their teams on Microsoft's platforms at high speeds makes Everis the 2020 Partner of the Year for Spain.

## Sri Lanka



**Partner:** H-One (Private) Limited

H-One (Private) Limited is a complete digital solutions and strategies provider with a focus on delivering innovative digital transformation solutions for businesses in the region. Their clients range from medium scale businesses to large conglomerates. With solutions including Cloud-based services, security and mobility, H-One specialize in driving agility through cloud solutions and creating a modern workplace through technology and they have developed their own product suite, Res.Q, which has elevated the standards for quality and efficiency especially in the apparel industry. The strength of H-One's deeply-rooted relationship with Microsoft has made it possible to deliver trendsetting solutions to their clients.

## Sweden



**Partner:** Sigma

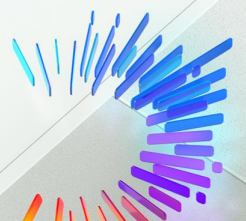
Sigma is focused on delivering customers success and value, built on Microsoft's Cloud platforms and realized through digital transformations. They are highly skilled across all the Microsoft Cloud platforms and quick to apply new advances in technology to solve customer problems. Their specific focus on AI and IoT adds an extra dimension to the solutions they bring to their customers.

## Switzerland



**Partner:** Swisscom Schweiz AG

Swisscom Schweiz AG, Switzerland's national telecom provider, supports companies of all sizes across industries on their journey to the cloud, combining traditional telecommunications services with in-depth knowledge of Microsoft Azure. In close collaboration with Swisscom, their client, one of the world's leading inspection, testing, and certification company—fundamentally transformed its monitoring of grain silos from analyzing static snaps to continuous video monitoring on Microsoft Azure IoT Hub. The solution empowers the client to provide 24/7 data-driven monitoring, as well as predictive analytics and maintenance to prevent contamination, leading to increased quality and minimal loss of grain with a significant reduction of onsite inspection times and operating costs. The solution is built to scale: As an IoT digital service pioneer, Swisscom will use the standardized blueprint not only for future IoT-enabled digital services for this client, but also for 26 other cases, with many more to follow in this IoT partnership.



## Taiwan



**Partner:** Cloudriches Digital Technology Co., Ltd. 雲馥數位股份有限公司

Cloudriches Digital Technology Company Ltd. holds the spirit of Customer First, with profession, dedication, and quality of services for its customers. Cloudriches grows with their customers, creating and maintaining a bond of trust, which has become the key to their success. Cloudriches focusing on advanced deployment across all 360 degrees of a customer's life circle, which is how they attained the first Azure Expert MSP certification in Taiwan. Cloudriches offers build up solution with targeted market strategy for selected industries and will continue to drive business momentum with Microsoft and the partner ecosystem to serve customers around the world on Azure.

## Thailand



**Partner:** VST ECS (Thailand) Co., Ltd.

VST ECS has undergone a significant digital transformation to become a Cloud Solution Provider (CSP) with outstanding achievements in terms of revenue contribution and market reach. And as a Tier 2 CSP, VST ECS has proactively recruited and enabled resellers along their digital transformation journey. They boast the highest number of cloud partner reach and customer reach in FY20. VST ECS has shown great alignment with Microsoft to transform and support the partner channel. They invest in dedicated resources, such as subject matter experts for Microsoft Cloud solutions, and have enabled their Azure capability and capacity. They also recruit ISVs and successfully help ISVs to migrate from on-premises to the Cloud through their ISV recruitment framework. As a result, ACR growth is 173 percent YoY. Such outstanding achievements and strong commitment have contributed to an exceptional year of VST ECS's performance with all record YOY growth.

## Tunisia



**Partner:** Cloudshift

Cloudshift is a born-in-the-Cloud partner and a true Microsoft player. Cloudshift, through its continuous engagement with government of Tunisia and strategic accounts in the country, has a great impact in this market. They are helping customers in their digital transformation journey by providing them advanced solutions and services to benefit from the value of the Cloud while transforming and innovating in their sector. In a tough public sector context with the challenge-related resistance to change, security, and data sovereignty, Cloudshift's team contributed in building the digital workplace for the government of Tunisia.

## Turkey



**Partner:** KoçSistem Bilgi ve İletişim Hizmetleri A.Ş.

Founded more than 70 years, KoçSistem is truly one of the pioneers of digital transformation in Turkey. While offering a range of products and services in IoT, big data and analytics, security, corporate cloud, corporate mobility, business solutions, digital workforce, and RPA, KoçSistem benefits from the strategic partnership with Microsoft Azure, strengthening their position as a system integrator providing managed services. Twenty years of experience operating three data centers enables KoçSistem to ensure excellence in public Cloud management with an outstanding investment focus in research and development. Recently having initiated the application for Azure Expert MSP program KoçSistem is on track to have more than 50 Microsoft Certified Azure Architects and Engineers by the end of the year. KoçDigital also contributes to the success of KoçSistem's extensive portfolio of management and consultancy services on Azure, which is highlighted by the 340 percent growth in their Azure Consumption Revenue in FY20.

## Uganda



**Partner:** Cloud Productivity Solutions Limited

Cloud Productivity Solutions are a born-in-the-Cloud partner focusing on modern workplace. They won the Global Teamwork partner of the year last fiscal year for the phenomenal work they did on Teams. And in FY20, they continued with that same drive to transform customers, not only on Teams but through security and by building specific bundles for teams that push consumption and help customers lower costs. Cloud Productivity Solutions expanded this year, opening a fully-resourced office in Uganda that is driving important customer initiatives on the ground.

## Ukraine



**Partner:** CLOUD SERVICES LLC

CLOUD SERVICES, formerly known as SYNTEGRA, is a fully Cloud-oriented managed services provider that specializes in Cloud assessments, migrations, modernization, data, and analytics. CLOUD SERVICES cover the full cycle of Cloud adoption stages, starting with setting long-term business goals, and provides consultancy for migration and modernization of resources through Cloud technologies. CLOUD SERVICES is the first partner in Central and Eastern Europe who applied for the ambitious Azure Expert MSP program and successfully passed all pre-requisites, as well as the external audit provided by ISSI. In FY20, CLOUD SERVICES actively participated in various demand generation activities with Microsoft and became the trusted cloud partner for numerous customers from Ukraine, the Middle East, Asia, and Central and Eastern European countries.

## United Arab Emirates



**Partner:** Alpha Data LLC

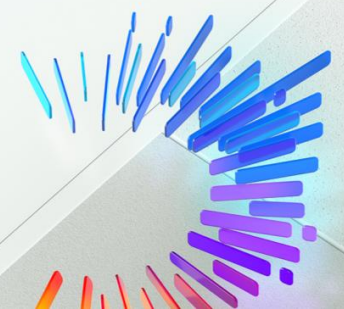
Alpha Data demonstrated leadership and the ability to transform from a traditional LSP to a highly impactful Microsoft Cloud Systems Integrator. They expanded across solution verticals including IoT, big data, mobility, and cybersecurity and transcended to a Co-Sell mindset, leading digital transformation wins in strategic accounts in private and public sector. Some of their most impactful wins include an intelligent workspace project at a leading oil and gas customer with next-gen remote access solutions to enhance security and leveraging Citrix Mobility Solution hosted on Azure. Another success story with UAE's largest telecommunications company entails Azure API management (Network as a Service) that bridged the telco's on-premises solutions to the newly launched digital marketplace. During COVID-19, remote working campaigns for Teams and WVD led to notable wins in FSI, ranging to more than 5,000 seats of enabled Teams. Alpha Data's impact across segments—and Alpha Data being a locally grown UAE SI—is a source of pride for Microsoft UAE.

## United Kingdom



**Partner:** Cloudreach

Cloudreach is a leading Azure Expert MSP, combining exceptional technological depth with transformation capabilities to help customers end-to-end. They set out ambitious targets in FY20, doubling United Kingdom Azure wins and delivery capacity, driving over 400 percent growth in Azure consumed revenue. They've fully embraced a tech intensity mindset with significant investment in technical resources and active participation in the Azure tech community, growing their dedicated Microsoft technical resource 65 percent over the past year and increasing their gold competencies from five to 13. Cloudreach is passionate about promoting tech jobs for people with different backgrounds to cultivate a more diverse talent pool. In fact, 73 percent of their fast-track recruitment program in 2019 was female. Their commitment to a more diverse and inclusive workforce has seen Cloudreach make significant headway in hiring a diverse workforce, supporting fair development and promotion, and working within the industry to encourage more equal representation.



## United States



**Partner:** Insight Enterprises

Insight has been transforming business through the simplification and integration of emerging technologies like IoT, AI, and machine learning, and has become one of Microsoft's leading global solution providers. They are highly committed to Microsoft, having aligned their business to Microsoft solution areas and invested to align to its segment sales motions. Recognized as the Azure Security Deployment Partner of the year at RSA, Insight has demonstrated performance and growth on all three Clouds. Their commitment to a complete lifecycle approach with customers has accelerated their business, delivering more than 50 service offerings to drive adoption. Insight's strong performance resulted in more than 330 percent growth for Teams (more than 770,000 seats) and 89 percent growth on Azure to 1.2 billion. Leveraging Surface as a pull-through for over 225 joint account planning sessions led to Insight being first in channel growth. Voted #70 on the Best Workplaces for Diversity list (a jump from #90 in 2019) and recognized for their strong female leadership inclusion, Insight stands behind a demonstrated commitment to diversity and inclusion through technical and thought leadership.

## Uruguay



**Partner:** Arnaldo C. Castro S.A.

Arnaldo C. Castro S.A. is one of the most relevant partners in Uruguay. With 80 years of history and evolution, they are now a key partner in the Cloud business. Transforming customers across all industries and maintaining continuous transformation in their processes, their teams, their solutions are the core priorities. In one client case, Arnaldo C. Castro deployed a solution using video analytics, Azure machine learning, Power BI, and Power Platform. This project is for departmental governmental agency seeking better city oversight and compliance with local traffic laws. This project will be a key success story for the use of Azure in relationship to government.

## Venezuela



**Partner:** Consein CA

Consein has created YOSI, an Azure-based solution that allows customers to provide a virtual assistant, giving help, round-the-clock support, and immediate response to users outside the organization. One of the largest banking institutions in Venezuela, required innovation in their external customer service. By implementing Azure cloud technology and artificial intelligence, the client was able to immediately respond to their customers and empower the relationship between customers and their brand.

## Vietnam



**Partner:** Tech Data Advanced Solutions (Vietnam) Company Limited

Tech Data Advanced Solutions (Vietnam) continued to deliver an excellent commitment to becoming the leading Microsoft Indirect Cloud Service Producer (CSP2T) in Vietnam this year. Vietnam is recognized as a potential Cloud market, but most of the resellers are transactional partners who lacked experience and capacity on Cloud solutions. Tech Data bridged that gap by conducting enablement activities to train their resellers on both sales and technical aspects, as well as provide consultancy and technical support for them to win the customers and gain credit from the channel. The solutions ranged from simple Office 365 to more complex ones such as EMS, Server Migration, and SAP on Azure. The result was cloud growth 102 percent YoY, reach 41 percent YoY, MP 110 percent YoY, and successful EPM achievements of all metrics. Tech Data collaborated with top resellers to support them with Go-To-Market activities over the course of the COVID-19 crisis with webinar and digital. Finally, Tech Data has a great platform, StreamOne Cloud Marketplace (SCM), which assists resellers with managing Microsoft license purchases, including quotes and billing, as well as oversees customer subscriptions.