Microsoft SAM Managed Service Program
Partner accreditation checklist

The Microsoft SAM Managed Service Program can only be offered through Accredited Providers that meet initial eligibility criteria, pass a rigorous assessment based on industry standards (ISO 19770) and Microsoft SAM Optimization Model (SOM), and who agree and commit to the program terms. This document provides an overview of the accreditation process and a checklist that can help you keep track of all of the necessary steps.

Overview

Any Microsoft partner can apply for the program. However, all partners must meet the initial eligibility criteria before going through the assessment that is conducted by a third party Independent Evaluator, which is either EY or PwC. The results of the assessment will be reviewed by Microsoft to determine your approval status. If approved, Accredited Providers must then adhere to a minimum set of required services and deliverables for the program and go through a reassessment annually to maintain accreditation.

Initial eligibility

Some examples of the initial eligibility criteria include, but are not limited to, having an active Microsoft Partner Network (MPN) membership in good standing, having two employees who have passed a set of required exams, and a minimum number of existing SAM or managed service customers. To qualify for the program, partners must verify that they meet both the global and local eligibility criteria, which must also be confirmed by your Microsoft SAM Engagement Manager (SAM EM)/Lead before proceeding through the assessment process.

Assessment process

The assessment should take no more than six weeks and includes an analysis of your processes and sub-processes within the ISO-19770 and SOM framework. The assessment is conducted to inform a final assessment of your qualifications for review and approval by Microsoft.

More detail on the initial eligibility criteria and the assessment process are located in the Program Guide:  https://aka.ms/sammanagedserviceprogramguide.
Accreditation process checklist

Use this checklist to ensure you understand and can complete all steps of the process.

☐ Fully review the Agreement and Program Guide to be sure you can meet all of the Program requirements before beginning the assessment process. Note: Upon advancement, you are agreeing to the program terms.

☐ Contact your local SAM EM/Lead to confirm your interest in the program and discuss the initial global and local criteria detailed in the Program Guide. Plan to provide your SAM EM/Lead with any necessary information and documentation to support your eligibility.

☐ Evaluate EY and PwC, and select the right Independent Evaluator for you.

☐ Pay your assessment fee to Microsoft. Once you have met the initial eligibility criteria in each of the markets you wish to become accredited, your SAM EM/Lead will provide instructions on how you can pay the assessment fee(s) to Microsoft.

☐ Upon receipt of the payment, your SAM EM/Lead will notify your chosen Independent Evaluator and introduce you so the assessment may commence.

With a high level of cooperation between all parties, the assessment process should take no longer than 6 weeks total, assuming the timeline milestones and requirements, noted below, are met.

Receive your final assessment results and status, provided by your Microsoft SAM EM/Lead. If approved, the next steps will be provided. If not approved, your SAM EM/Lead will communicate any recommendations for improvements and next steps.