

PARTNER PROGRAMME

Turn M365 change management into recurring revenue

Microsoft 365 never stands still, and your clients can't keep up alone. Whether you manage end-user environments as an MSP or deliver Microsoft licensing as a CSP, ChangePilot's change assurance service fits your operating model and your clients' needs, whilst enabling predictable recurring revenue.

Tiered Partner Options

2,500+

New M365 Message Center items per year

70%

Time saved processing M365 change

80%

Increase in M365 security updates YoY

102%

Increase in Copilot-related updates YoY

The M365 change challenge is your competitive opportunity



Predictable recurring revenue

Convert one-off M365 consulting into predictable monthly recurring revenue — improving client retention and lifetime value.



Differentiate beyond price

Around **38%** of M365 Message Center items are high-impact. ChangePilot surfaces exactly those, giving you a change assurance service that's relevant, timely, and impossible for competitors to replicate.



Increase client retention

ChangePilot creates operational dependency. Clients who rely on it for M365 governance and compliance are far less likely to churn.



Support licence renewals

Help clients understand what their M365 investment delivers. Fewer renewals lost to 'we're not using it' with proven ROI and maturity evidence.

MSP

Managed Service Providers

Add M365 change management to your service catalogue as a proactive, high-value managed service.

- ✓ Manage all client tenants from a single multi-tenant partner portal — no more per-client manual monitoring
- ✓ Reduce reactive support tickets by surfacing impactful M365 changes before they affect end users
- ✓ White-label ChangePilot under your brand for seamless delivery within existing managed service contracts
- ✓ ITIL-aligned workflow out of the box — statuses, tags, auto-assignment, and escalation built in
- ✓ Service health alerts integrate with existing ITSM and ticketing systems to automate incident creation
- ✓ Upsell from Tier 1 awareness through to fully managed change operations as clients mature

CSP

Cloud Solutions Providers

Bundle ChangePilot with Microsoft licensing to deepen client stickiness and demonstrate licence ROI.

- ✓ Stand out in a commoditised, flat-rate market — value-add services clients can see and feel every month
- ✓ Strengthen renewal conversations by demonstrating M365 operational governance and compliance maturity
- ✓ Help clients reach Microsoft 365 Maturity Model Level 500 — a compelling proof point at renewal time
- ✓ Align client environments to ITIL and ISO standards — highly compelling for finance, legal, and healthcare
- ✓ Layer ChangePilot into Copilot rollouts and Teams deployments to drive measurable adoption and ROI
- ✓ Enterprise-validated — trusted by Maersk, University of Birmingham, HSKF, and many others across legal, finance, manufacturing, retail, defence, public sector

From partner sign-up to recurring revenue

1



Book a partner demo

Explore the commercial model, white-label options, and service tier pricing with the ChangePilot team.

2



Design your service wrap

Choose one or more tiers. Define your pricing, branding, and SOW inclusions with support from ChangePilot.

3



Onboard your first clients

Use the dedicated Partner Portal to connect client tenants. ChangePilot handles the change intelligence.

4

Grow and upsell

Start at Tier 1 and upsell to Tier 2 and 3 as clients mature. Scale MRR without scaling headcount.

Ready to add M365 change management to your practice?

ChangePilot is the missing layer in every Microsoft 365 managed service. Free to trial. Easy to sell. Genuinely transformative for your clients.

[Learn more](#)



PROVEN IN ENTERPRISE

HSF Kramer has achieved Level 500 of the Microsoft 365 Maturity Model — addressing the administrative overhead and significantly decreasing downstream service disruption.

Global Product Owner, Unified Communications
HSF Kramer