Vol. 2, No. 40, October 10, 2026

RYZE REPORT *The Operating Edge for Microsoft Partners*

© 2026 RYZE PARTNERS LLC

This Deadline Was Set in 2021.

This week's customer calls were scheduled in 2021. Microsoft set the Office 2021 deadline when the volume edition shipped that September: five years of support, no extended support. It falls on Tuesday, October 13. Partner Center repeated it to partners April 20 and September 15.



An end-of-support date is a sales trigger Microsoft publishes years ahead. A firm running a system turns it into a named customer list the month the date is known. A firm without one builds that list the week it lands.

The list has two halves. The first sits in your own subscription data. A customer whose seats are all Business Basic, Office 365 E1 or email-only plans holds no desktop Office license in those subscriptions. If its people work in desktop Word and Outlook, that license came from somewhere else, and that is the call. After Tuesday, the only one-time-purchase Office Microsoft still supports is the 2024 release. Office 2019 and 2016 lost support in October 2025.

The second half is prospects, and the qualifying question is the same: what year is on your Office? Anything older than 2024 is unsupported after Tuesday. No one-time version runs Copilot; Microsoft supports it only on the subscription apps.

> ***"Every end-of-support date is a customer list with the due date already filled in."***
>
> 
>
> Rob Fgan

Microsoft splits the upgrade at 300 users. Below it, Business Premium or Business Standard. For enterprise customers, meaning the customer's size, not the partner's, Microsoft 365 E3. Tuesday does not end the play.

RYZER Tips

- **An end-of-support date turns into pipeline** only when it becomes a named customer list the month it is known, not the week it lands.
- **One question, what year is on your Office,** opens the same conversation with a customer you bill and a prospect you have never met.

Book a FREE RYZE Strategy Session

💡 **An end-of-support date that never became a customer list leaves unsupported customers outside your pipeline. Book a RYZE strategy session and leave knowing which of your customers run Office Microsoft no longer supports, and which upgrade path each one gets.**

PATCH TUESDAY XTRA
10/20/26

Cloud Ascent in FY27:
Turn Microsoft Data Into Partner Opportunity

REGISTER

RYZER Pulse

The heartbeat of the partner community. Each week we surface real stories and questions from Microsoft partners—pulled from Patch Tuesday calls, field conversations, and direct feedback—to help you spot patterns, avoid pitfalls, and stay ahead.

"Support ends Tuesday. Isn't it too late to start?"
No. Microsoft says Office 2021 apps may keep running after October 13; what stops is security fixes, bug fixes and technical support, with no extension and no paid security updates. The call changes from a deadline to a customer already running unsupported software, so work the list after Tuesday too.

"What if the customer refuses to move to the cloud?"
Where regulation, connectivity or technical limits rule out the cloud, Microsoft names Office, Project and Visio LTSC 2024, supported until October 9, 2029. None of them run Copilot, which Microsoft supports only on the subscription apps. Record the reason and the 2029 date on the account, so the next conversation starts on schedule.



Microsoft News & Events

Multiparty Private Offers Expand to Hong Kong SAR
Microsoft Marketplace multiparty private offers are now available in Hong Kong, creating new channel-led growth opportunities for partners.

Explore What's New in PostgreSQL on Azure
New PostgreSQL capabilities announced at FabCon Europe create modernization and managed services opportunities for partners.

New Security Designation Workloads Announced
Microsoft introduced new workload paths aligned to Security designations, helping partners expand qualification opportunities.

What's New for Microsoft Partners: October 2026 Edition
Microsoft's monthly partner update highlights Ignite, AI opportunities, Marketplace investments, and CSP growth margin resources.

Patch Tuesday Xtra Preview

OPEN TO ALL MICROSOFT PARTNERS

Tuesday, October 20th - 1PM EST

SPECIAL PATCH TUESDAY XTRA

Cloud Ascent in FY27:
Turn Microsoft Data Into Partner Opportunit
Special Guest: Katie Fullmer, VP US Operations JTA

Turn Cloud Ascent data into action by identifying and prioritizing your best Copilot, Security, Azure, and Dynamics customer opportunities.

REGISTER

RYZER Feedback

We want to hear from you!

This week's question: *How many of your customers could you name, today, who run Office they bought once?*

Send your reply to ryzeup@ryze-partners.com. We'll feature a few partner perspectives in an upcoming issue of the RYZE Report.

Follow us on LinkedIn

Not a current subscriber? Subscribe here
Missed an issue? Access Archive Library

© 2026 RYZE PARTNERS LLC