

# Microsoft Azure Support

Get the most out of Azure with Azure Support

Our support approach is designed with you in mind. We offer a support experience for every stage of your cloud journey to help you achieve the outcomes you want, according to your needs.



## Your Azure Investment

Your trusted cloud service, with the tools you need to invent with purpose

## Basic Support

Access self-help resources, plus billing and subscription management support

## Reactive Support

Minimize workload disruption with help from Azure support engineers

## Proactive Support

Get regular reviews, educate your team on new technologies, and track strategic IT projects

## Outcomes to drive your business forward



### Get a response — fast

Get regular reviews, educate your team on new technologies, and track strategic IT projects.



### Talk to the experts

Our Azure support engineers are equipped with deep knowledge and proven best practices to solve issues.



### Build your knowledge

With Proactive Support on selected plans, get access to a pool of experts and customized recommendations.

## Customer story

South Africa-based food retailer The SPAR Group LTD. is streamlining operations and setting up services faster than ever with Microsoft Azure Support.

"**Azure ProDirect Support** is more than support for high-level technical issues. We learn about emerging technologies and services that help evolve our own solutions."

— Klesh Pillay, Cloud Solutions Specialist

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## 360° strategic support to help you achieve more



### Service review & Support API

Track progress with an action plan and use Support API to create and manage Azure support tickets programmatically.



### Ask the experts

Build new knowledge with expert webinars to help you transform your business.



### Advisory consultation

Get recommendations based on proven best practices to modernize your workloads.

## Pick the plan that fits your business needs

Scalable support for every business, direct from Azure support engineers, to help you maintain workflows, optimize IT processes, and drive digital transformation.

	<u>Azure Basic</u>	<u>Azure Developer<sup>1</sup></u>	<u>Azure Standard<sup>2</sup></u>	<u>Azure ProDirect Professional Direct</u>	<u>Microsoft Unified Support<sup>3</sup></u>
<b>Best for</b>	Included for all Azure customers	Trial or proof-of-concept	Production workloads	Business-critical workloads	Enterprise grade Comprehensive coverage across all Microsoft products (cloud and on-premises) <sup>4</sup> with help from designated account team
<b>Billing and subscription management</b>	✓	✓	✓	✓	✓
<b>Self-help resources</b>	✓	✓	✓	✓	✓
<b>Reactive support response time</b>	Not included	8 business hours	1 hour for business-critical cases	1 hour plus point-of-contact tracking for business-critical cases	15-minute critical response for Azure in severity 1. 1-hour for Azure and all other products in severity A. Severity B 4-hour and severity C 4-hour*
<b>Proactive support options</b>	Not included	Not included	Not included	Personalized technical guidance from a pool of Azure experts	Technical training, proactive engagements, and specialized services from product engineers
<b>Pricing</b>	Included for all Azure customers	\$29/month	\$100/month	\$1000/month	Based on percentage of licensing

## Take the next step

Identify your business and IT goals and evaluate your team's skillsets. Visit our [website](#) to learn more and select your plan or contact your local Microsoft sales representative or [Managed Service Partner](#), to help you determine which plan works for your team. Get the most out of your Azure investment – choose Azure Support today.

\*Response times are for Microsoft Unified Enterprise Support, a new Unified Support offering.

1. The Azure Developer support plan is not available through an Enterprise Agreement.
2. Customers who purchase Microsoft Azure services under Enterprise, the Microsoft Customer Agreement and/or Server Cloud Enrollment directly from a Microsoft representative will receive the Azure Standard support plan free of charge until their anniversary date. [See details here.](#)
3. Microsoft's competitive rates start at 6–12% — in many cases beating other software and cloud vendors. This new holistic approach supports an organization's full Microsoft ecosystem, to help customers power transformational outcomes across the business. During the annual support period, pricing will not change when new purchases are made under the included license agreements.
4. Contact your partner for support details of products licensed via the Cloud Solution Provider (CSP) program.

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