

Accelerate your success with Microsoft Unified

Shane Brown, EDU Unified Sales

A partnership for your transformation journey

The rapid pace of innovation gives us the ability to achieve things we never imagined. But new opportunities present new challenges.

Now, more than ever, it's not just the technologies that matter. It's the partnership behind them.



Do you have the right level of ongoing, preventative care to maintain resiliency?



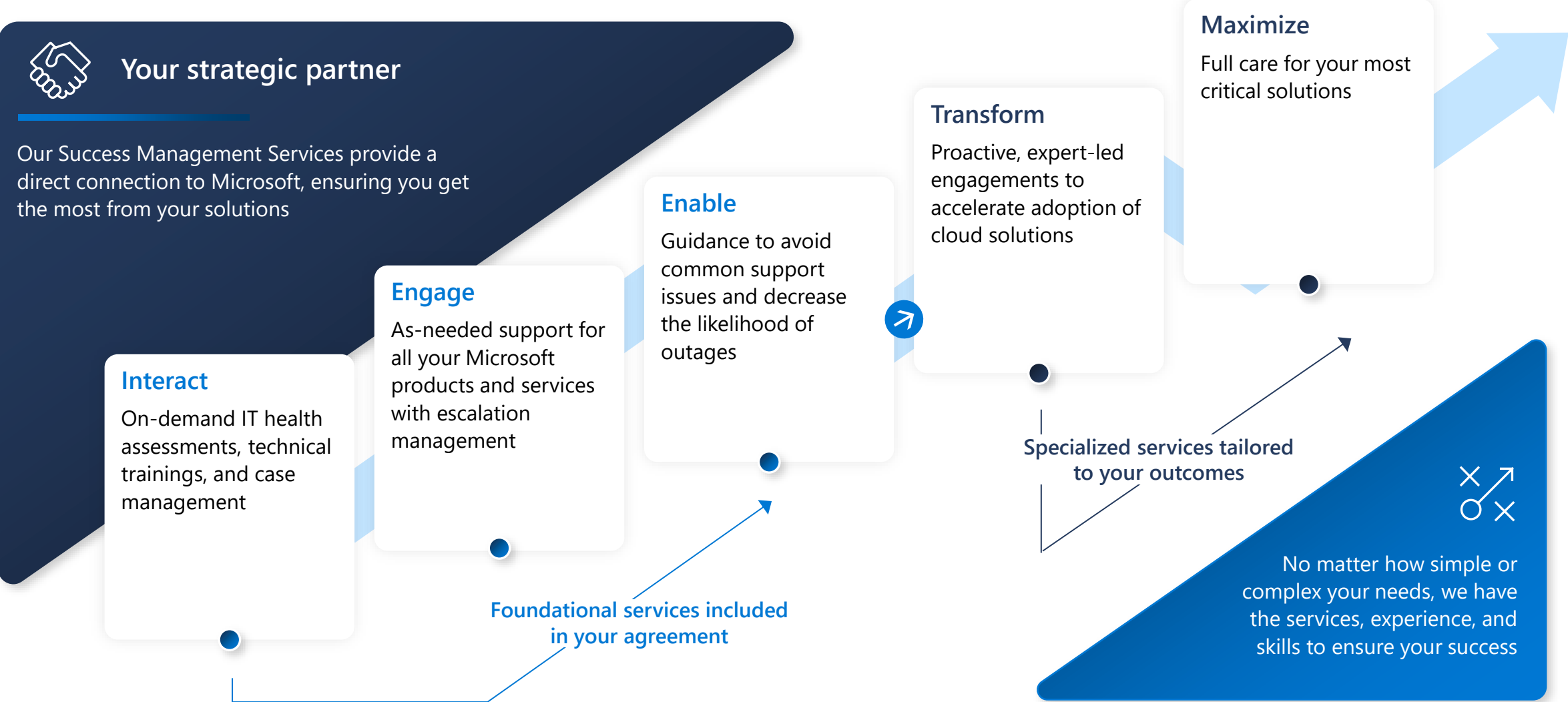
Can your IT environment withstand the increasing sophistication and volume of cyber attacks?



Do you have the right mix of people, process, and technology to harness the power of generative AI?

A connected, flexible experience

Tailor your Microsoft Unified journey through services that drive the outcomes you need most



Microsoft Unified | Features


Personalize your experience through a mix of foundational and specialized services

Foundational services	Success Management Services	<ul style="list-style-type: none"> • Provided digitally and/or by Customer Success Account Managers
	Advisory	<ul style="list-style-type: none"> • As-needed Advisory Phone Support (limited to six hours or less per incident)
	IT Health	<ul style="list-style-type: none"> • As-needed on-demand assessments with setup and configuration services
	Technical Training	<ul style="list-style-type: none"> • On-demand videos, hands-on labs, learning paths, and expert-led webcasts
	Technical (As-needed, 24/7)	<ul style="list-style-type: none"> • Expected response times: <ul style="list-style-type: none"> – Critical Sev 1: 15-minutes for Azure*/1-hour for all other products – 1-hour Sev A/2-hour Sev B/4-hour Sev C
	Escalation Management	<ul style="list-style-type: none"> • For Critical Business System Down issues, resource assigned after 15-minutes for Azure or 1-hour for all other products • For Critical Business System Degraded, resource assigned after 1-hour for all products
	Case Management/Tooling	<ul style="list-style-type: none"> • Services Hub portal for one-stop support management, recommendations, Microsoft Services catalog, and product updates
	Cloud Assistance	<ul style="list-style-type: none"> • Billing support provided by the Azure Support team (included in the free support)
	Third-Party	<ul style="list-style-type: none"> • Select third-party support with interoperability and configuration guidance and troubleshooting
Specialized services	Value Acceleration Services	<ul style="list-style-type: none"> • Expert-led engagements uniquely designed from Microsoft Intellectual Property to accelerate your cloud solution success
	Mission Critical Services	<ul style="list-style-type: none"> • Assigned technical team, equipped with advanced capabilities for your high priority events, products, and workloads


Read the full services description at <https://aka.ms/UnifiedServicesDescription>

*Does not apply to cases for Azure StorSimple, GitHub AE, Azure Communication Services or Billing & Subscription Management.


Foundational Support



Technical coordination & advocacy



Root cause analysis




On-Demand Assessments



Expedited escalation



On-Demand training



Incident Support



60-minute initial response for all other incidents of critical business impact



15-minute initial response for Sev A Azure incidents of critical business impact

Proactive Enablement



Technology assessments



Performance and security



Comprehensive delivery plan



Well-Architected Framework



Interaction with Designated Engineering SMEs



Security improvement assistance



Additional health checks



Regular check-ins



Tailored skilling



Expert advice



Governance & Best Practice



Contextualized advice



Proactive & Personalized services



As Needed Assessment Programs



Trend analysis



Remediation assistance



Proactive Credits

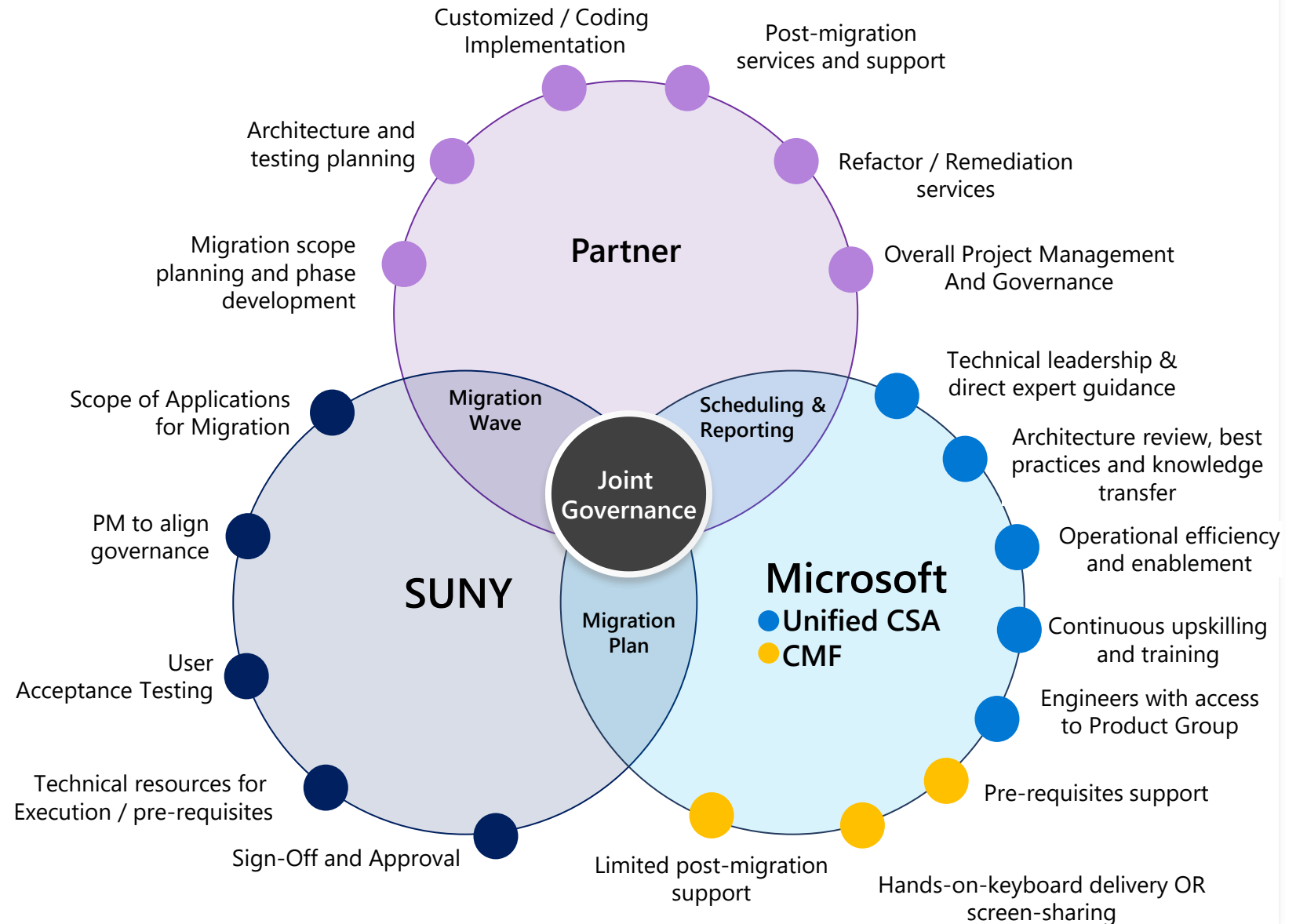


Value Acceleration Services



Enhanced Designated Engineering

Microsoft Unified +
Partner =
Joint Delivery of
EDU customer
outcomes



Taking the next step, together

- 1 Visit aka.ms/Microsoft-Unified to learn more
- 2 Share which services best match your business needs
- 3 Schedule a follow-up meeting to dive into more details

Thank you.

Appendix

Foundational services to meet your needs

Comprehensive, organization-wide services orchestrated by your Customer Success Account Manager



Having someone who knows our business, is able to connect us to the right people at the right time, dig deeper into each inquiry, and provide meaningful insights into what's happening at Microsoft while delivering consistent communication drives our confidence in Unified that much farther.

– Glen Willis, IT Manager,
Tolko Industries



Interact

Self-service tools and training to empower your team, maintain IT health, and manage your support requests

- IT Health Assessments
- Technical Trainings
- Case Management/Tooling



Engage

Drive resolution for your most critical incidents by connecting with the product engineers that build the solutions you rely on

- Technical Support
- Escalation Management



Enable

Get guidance and knowledge transfer to help you deploy and implement your Microsoft technologies

- Advisory Support

Specialized services tailored to your outcomes

Apply the flexible portion of your agreement or purchase these services as add-ons

Value Acceleration Services

Expert-led engagements for your cloud journey

Designated Engineering

Pre-packaged services that focus on a single workload delivered with expert advisory over the course of a few months

Enhanced Designed Engineering

Flexible, long-term engagements for your cloud solution success, delivered by designated, deep technical advisors

Mission Critical Services

Full care for your most critical solutions



Events

Preventative guidance and heightened incident response before, during, and following a critical event



Products

Microsoft-led engagement driven by a designated technical advocate for the solutions your business relies on most



Workloads

Our most advanced service focused on your business-critical solutions delivered by a designated team of experts

Enhanced Solutions | Available offerings

Relationship-driven, in-depth support experiences designed to solve your most complex IT challenges and ensure maximum uptime



Support for Mission Critical	Designated Engineering Portfolio	Azure Rapid Response*	Azure Event Management	Office 365 Engineering Direct	GitHub Engineering Direct	Developer Support
Full care for the most critical solutions, providing a designated team of experts with deep insight, customer knowledge, and technology expertise.	Solution and organization-specific expertise that empowers you to embrace cloud transformation and optimize your Microsoft solutions.	Respond and recover quickly and more effectively with the support of an engineering team of Azure experts familiar with your solution. <small>*Limited availability in certain geos</small>	Protect the most important moments with proactive guidance and elevated reactive from Azure engineering experts.	The exclusive insights and engineering support enterprises need to help get the most out of Office 365.	Specialized reactive and proactive support delivered by a team of GitHub experts, who provide post-incident advice and recommend best practices to reduce the risk of future incidents.	Enabling and empowering developers with best practices on cloud application development and release and providing expert insights and tools.