6 Reasons Why Microsoft Unified Support

You need a support experience that affords you the peace of mind knowing your Microsoft products—and the people who use them—are supported, so you can focus on accelerating your business. No one does this better than Microsoft and here’s why…

1. UNMATCHED TECHNICAL EXPERTISE

With Microsoft, you get a single vendor, a direct link to product engineers, and more than 20 years of enterprise-relationship experience you can rely on.

"Unified Support gave us a fresh pair of eyes on our implementation. We identified areas to conform with Microsoft best practices. Even better, Microsoft engineers worked side by side with us, and we benefit from the knowledge transfer every day." - Stuart Hill, CIO, Dunlap and Kyle Tire Company

2. DEEP INVESTMENT IN RELATIONSHIPS

Our Technical Account Managers serve as a personal connection between you and our Microsoft global resources for all your support needs.

"Our TAM visits us once per month to help us unpack and understand all of the services that we paid for and have access to. I have a day job, so I would never have been able to analyze it at that level of detail by myself." - David Sin, Group President, Fullerton Health

3. A TRULY GLOBAL EXPERIENCE

Supporting customers in 100+ countries and 46+ languages, we can help you accelerate the power of your Microsoft technologies globally.

"In Microsoft, we have a partner aligned with us in vision and execution. Our partnership with Microsoft is critical in ensuring we can deliver affordable and accessible care for patients across Asia Pacific in a sustainable fashion." - James Nolin, Senior Director of IT Operations, Spirit Airlines

4. REAL-TIME TENANT ANALYTICS

Our engineers incorporate data collection, diagnostic checks, incident tracking, and root cause analysis into support to save you time.

"If something like our corporate intranet goes down, we're going to be losing a lot of productivity. Unified Support has helped facilitate the resolution of those events and kept us at ease with consistent updates on the status of tickets." - Anonymous, healthcare provider

5. TAILORED GUIDANCE FROM THE SOURCE

As-needed consults with Microsoft engineers and 500+ Managed IP services help you achieve the outcomes you need to succeed.

"Microsoft Services offers multiple experts to help us come up with the best solutions and practices. Having access to all that expertise is great, whether it's showing us how to code a bot or how to use Azure to optimize security." - Anonymous, healthcare provider

6. HIGHLY SPECIALIZED CAPABILITIES FOR PREMIUM SUPPORT

Microsoft offers over 20 technology-specific, in-depth support services to help you solve the most complex IT challenges.

"With Support for Mission Critical, we increased uptime and stability, decreased time spent on backups from 8 to 2 hours per day, and freed ourselves from IT burdens to focus on quality care." - Anonymous, healthcare provider


Learn more about Unified Support at aka.ms/unified-support.