



# TECHIN SUPPORT

Guaranteed experts for your Cloud Services

When demands within the cloud infrastructure occurs and the core business is facing challenges, you want to avoid having to struggle through multiple support levels before gaining access to expert competence and proper help.

## What is Techin Support?

Our support is staffed by a selected team of certified specialists. Our service consists of advice and technical support, such as questions about product selection, quality assurance of configurations or choice of software version. As Gold Partner we have access to Microsoft support 24x7 and can act as intermediary between customer and provider, with immediate escalation to Microsoft when needed.



## Why customers use Techin Support

- Premier support
- Direct access to Microsoft
- Risk reduction of longer disruptions
- Access to technical advice from experts in the field

### Comprehensive Microsoft-partner

- Improved risk management
- Proactive planning
- Stay up to date with Microsoft roadmap

### On demand support

- High availability
- Fast third line escalation
- Service desk staffed only with specialists

### Collaboration with Microsoft

- Predictable costs
- Fast access to Microsoft support
- Reliable and security compliant cloud services

**Optimize your Microsoft Cloud Solutions**

**Reduce costs while creating business value**

**99,5 % uptime in the cloud**

Together with Techin we've evolved and increased our service usage while continuously improving security and availability. Techin puts great focus on customer needs and delivers the solutions we need, when we need them.

- Håkon Sangro, Service Manager, NCC AB

# Techin support allows customers to trust their business critical cloud solutions and offers professional advice for future decisions



## Techin

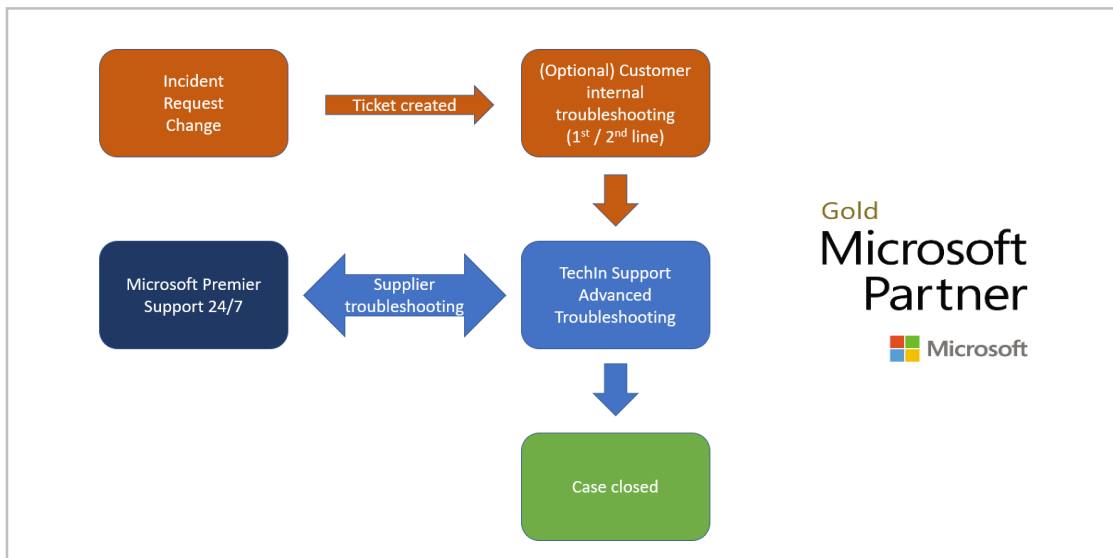
- Multiple Microsoft Gold Partner Competencies
- Management of 70 000 cloud user accounts
- Cloud Solutions Provider and Microsoft Indirect Reseller



## Techin Support + Microsoft Solution Provider

- Successfully delivered support to customers for several years
- Only senior consultants in our customer teams
- Approximately 70 000 end users connected to the service today
- Large customers in different industries
- Long term relationships without bureaucracy

## Support process



## Techin Support

### Our promise to you

We deliver quality support to customers who need a comprehensive service provider for Microsoft Cloud Solutions. We are a Microsoft Gold Partner with proven experience as Cloud Solution Provider.

### An offer to get you started

- Techin Support – when you want expert help right away
- On demand third line support for Microsofts Cloud Solutions
- Our main objective is to deliver a solution that creates value for the customer.
- Price is negotiable.

## Tangible Benefits / Desired Outcomes

- Reliable support with reduced Cloud Service downtime
- More efficient management of your IT infrastructure
- Lowered costs for third-line support

## Why Techin Solutions?

Techin is a knowledge-based consulting company that delivers IT services for Microsoft's Cloud Solutions. Together with our customers we find business cases, create plans and implement Cloud Services. After delivery we work continuously to provide the customer with service and support. All work is done on the basis of a validated design process based on Microsoft's best practice.