

Premier Support for Partners

As cloud adoption accelerates, your customers must innovate even faster. The cloud brings new opportunities, but also greater complexity to them. To keep pace and stay competitive, your customers are looking to you to help transition them to the cloud. They need deep technical solutions, business help, and flexible support to keep them up and running. Their success hinges on your ability to deliver.

That's why we enhanced Premier Support for Partners - to make you successful in this journey with your customers.

YOUR BUSINESS ADVANTAGE ○

Premier Support for Partners (PSfP) offers flexible, managed support solutions that help differentiate your business by enabling you to expand capabilities, collaborate more strategically with Microsoft, and empower your customers to make the most out of their Microsoft investments. Wherever you are on your cloud journey, you can take advantage of complete managed solutions across the full Microsoft platform with access to Premier Support benefits and a variety of rich support services that you can offer directly to your customers.

Premier Support for Partners enables you to:

- Experience the fastest, prioritized response times for you and your customers
- Leverage a designated Technical Account Manager for strategic expertise and advocacy within Microsoft
- Develop new technical capabilities with digital and onsite training, labs, and workshops
- Attract new customers by embedding Premier Proactive Services into your offers
- Benefit from new cloud-enabled services that help you increase customer retention and identify areas for growth

HOW PREMIER SUPPORT FOR PARTNERS HELPS YOU DIFFERENTIATE YOUR BUSINESS

Enhance support for you and your customers	Accelerate your cloud business	Maximize revenue opportunities
<p>Differentiate your solutions with high-quality experiences that meet customers' diverse and complex needs</p> <ul style="list-style-type: none">• Maximize customer uptime• Receive and deliver personalized support• Boost technical readiness	<p>Gain the guidance, tools, and training you need to support customers' full solutions lifecycle</p> <ul style="list-style-type: none">• Stay nimble on your cloud journey• Keep cloud projects moving smoothly• Empower your support organization	<p>Drive stronger consumption and retention with customers and capitalize on growing demand for cloud solutions</p> <ul style="list-style-type: none">• Enhance the value of your offerings• Identify new opportunities• Make your biggest impact

OPTIMIZE YOUR OFFERINGS WITH NEW PSfP CLOUD-ENABLED SERVICES

- **Cloud Consults** enable you to deploy faster with confidence and streamline your customers' transition to the cloud by validating your plans with Microsoft technical experts.
- **Cloud Optimization Reports** help you increase customer retention and identify new growth opportunities in your customer base by using tailored, actionable cloud optimization analyses.
- **Proactive Communications** give you a holistic view of what's coming to help customers stay ahead of updates with minimal disruption and more effectively build your cloud practice.
- **Support Practice Accelerator** makes it easier for you to build and train an impactful, customer-centered support organization that keeps pace with the cloud.

“Premier Support for Partners is a cornerstone of the value we provide. It is a badge of honor we talk about a lot with our customers.”

Duncan McDonald
Product Manager
Navisite

What else you get with Premier Support for Partners

Comprehensive technical support that spans all Microsoft products

From the fastest, prioritized response times to 24x7 elevated break/fix support and access to onsite field engineers, Premier Support for Partners continues to offer the top problem resolution services to Microsoft partners.



Service Delivery Management that helps you support an optimal experience for customers

To help ensure continued access to strategic insights and opportunities within Microsoft, the program provides you with a designated Technical Account Manager who knows your business and champions your goals.



Proactive services that help you drive customers' projects and initiatives forward

Leverage training, guidance, and resources designed to grow your expertise in high-demand solution areas, help you identify risks, prevent issues, and improve your migration readiness.



“Our Technical Account Manager [through Premier Support for Partners] is the crucial glue that puts us in contact with the right people at Microsoft and the right solutions to address our needs. She understands our business, our goals, and how to best help us, whether we have an incident or we're trying to deliver new business value to our customers.”

GD Taylor
Manager Infrastructure
Spark New Zealand

CUSTOMIZE YOUR SUPPORT EXPERIENCE TO MEET YOUR UNIQUE NEEDS

Whether you need support that complements your evolving mix of technologies, delivers services to end customers on your behalf, or bridges gaps in your expertise to capture new opportunities, Premier Support for Partners is highly-customizable to your business needs and can be delivered locally or in multiple geographies.

For even more unique situations, you can customize your support with these advanced add-ons:

- Azure Rapid Response provides 15min response times for high-visibility, high-impact engagements
- Premier Support for Developers enables you to leverage development assistance from Microsoft
- Fast Start for Azure enlists expert support when you need to quickly deploy Azure workloads
- A Designated Support Engineer if you require on-site support

TAKE THE NEXT STEP

- Reach out to your Microsoft representative to determine if PSfP is right for you or
- [Share your contact information](#) and a PSfP expert will get back to you