

# Get Microsoft's most comprehensive support program – Premier Support for Partners



Microsoft Premier Support for Partners offers complete, end-to-end managed support across the full Microsoft platform to meet your complex needs, expand your capabilities in the cloud, and collaborate more strategically with Microsoft.



## Get prioritized, technical support for you & your customers

From the fastest, prioritized response times for partners 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 you and all of your customers.



## Drive your customers' projects forward with proactive services

Leverage workshops and resources designed to grow your expertise, identify risks to prevent issues, and drive customer consumption.<sup>1</sup>



## Maximize customer satisfaction with service delivery backed by Microsoft

Get priority access to strategic insights and opportunities within Microsoft with a designated Technical Account Manager.

**14%** more customers across Azure, Office 365, and Dynamics 365, at 6 months after Advanced Support for Partners (ASfP) enrollment.<sup>2\*</sup>

## Microsoft Premier Support for Partners is right for your business if you...

Need the ability to open support tickets on behalf of your customers.

Need to offer high-quality technical support to your customers.

Want to enhance your portfolio of offers available to your customers.

Are looking to enrich knowledge and skill to your support team



Cloud. Hybrid. On-premises. All covered. [Sign-up today >](#)

<sup>1</sup>Available for an additional fee.

<sup>2</sup>Based upon average number customers per partner at 6 months prior to PSfP enrollment, for those partners enrolled between July 2017 – April 2019.

# Drive customer value with reliable support backed by Microsoft



## Enhance your technical support with Microsoft

Open tickets on behalf of your customers and benefit from prioritized response times.

## Embed Premier services in your offerings

Leverage Premier services like Risk Assessments to identify potential issues and generate new business opportunities.

## Expand your training offerings

Be more agile by leveraging a rich catalog of training developed and delivered by Microsoft to enhance your skillset and drive customer adoption.

## Optimize your offerings with cloud-enabled services

- **Cloud Consults** – Deploy faster with confidence and streamline your customers' transition to the cloud by validating your plans with Microsoft technical experts.
- **Cloud Optimization Reports** – Increase customer retention and identify new growth opportunities in your customer base by using tailored, actionable cloud optimization reports.

## Customize your support experience to meet your unique needs

Microsoft Premier Support for Partners is highly-customizable to your business needs and can be delivered locally or in multiple geographies. You can customize your support with several advanced add-ons<sup>1</sup>.



Designated  
Support  
Engineering



Risk  
Assessment  
Program



Workload  
Optimizations



Workshop  
Library  
On-demand



Azure Rapid  
Response



More  
add-ons  
available!

Microsoft Premier Support is an essential part of our differentiated value to our mutual customers. It has helped us maintain our high customers satisfaction rate and win more deals.”

– Hany Adeb, Director of Strategic Alliances at Navisite

**Navisite**<sup>®</sup>

[Read the story](#)

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<sup>1</sup>Available for an additional fee.

\*Certain countries may be excluded from PSfP support, and while most Premier services are available via PSfP there are some exceptions (e.g. PMC & APR). Partners must be involved in all Microsoft interactions with their customers. Partners must not represent any of the Microsoft services and capabilities as their own.

