

Unlock opportunities for growth with **PARTNER SERVICES AND SUPPORT PLANS**

Maximize your competitive advantage, drive success for your customers, and get more out of your relationship with Microsoft.



Resolve issues quickly

Prioritized problem resolution for you and your customers' most complex issues



Collaborate closely with Microsoft

A trusted account manager that is invested in your priorities



Expand your offers

Proactive and reactive services for you and your customers that enrich knowledge and skill

 **Partner services and support plans can help you maintain your competitive edge**

1.5x

More customers per partner across Azure, Office 365, and Dynamics 365, for partners with Advanced Support for Partners¹

GET STARTED TODAY

Visit aka.ms/partnersupport/compare to learn more

¹Microsoft internal aggregated data based on an average number of customers per partner 6 months before and after Advanced Support for Partners enrollments between December 2015 – January 2018. Individual partner results may vary. This information should not be interpreted as a binding agreement or commitment on the part of Microsoft. **MICROSOFT MAKES NO WARRANTIES, EXPRESS OR IMPLIED IN THIS MATERIAL.**
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Get comprehensive services and support **DESIGNED SPECIFICALLY FOR PARTNERS**

Compare available partner services and support plans to determine which option is best for you and your customers.



ADVANCED SUPPORT FOR PARTNERS

Cloud-focused partner support at an accessible price point for partners looking to grow their cloud business.

- Cloud-focused plan
- Prioritized tech support
- Cloud & Hybrid options
- Cloud enablement services (e.g. Cloud Consults)
- Pooled Services Account Manager

PREMIER SUPPORT FOR PARTNERS

Complete, end-to-end managed support for partners and their customers across cloud, hybrid and on-premises.

- Most comprehensive plan
- High priority tech support + Critical Situation Support
- Cloud, Hybrid & On-premises
- Include Microsoft IP into your offerings along with a catalog of 700+ services
- Designated Technical Account Manager



SEE WHAT PARTNERS ARE SAYING ABOUT PARTNER SERVICES AND SUPPORT PLANS

*"The Cloud Solution Provider Program and **Advanced Support for Partners** go hand in hand. They are two sides of the same coin. If*

you are a Cloud Solution Provider, you really need Advanced Support for Partners."

– Rik Dubbink
Partner & Chief Technology Officer
CRM Partners (Netherlands)

much more. It is actually a revenue-generating opportunity.”

*“Some partners might think **Premier Support for Partners** only means proactive and reactive support, when it can offer so*

– Phil Redmond
General Manager, Service Solutions
Data#3 (Australia)

AMPLIFY YOUR BUSINESS POTENTIAL

with Microsoft partner services and support plans

Compare robust plans that can help you build smarter, react faster, and support your customers better, no matter your stage of growth.

Advanced Support for Partners

Premier Support for Partners

[Learn more >](#)

[Learn more >](#)

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¹Available for an additional fee.

²Partners can enhance their offerings by collaborating with Microsoft to consume and deliver premier services to their customers utilizing

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| Best for | Partners who need elevated, cloud-focused support for growing their business | Partners who need complete, end-to-end managed support across the full Microsoft platform for growing their business and generating new business opportunities |
| Microsoft products & services supported | Cloud, reactive support options for hybrid, and on-premises ¹ | Cloud, hybrid, and on-premises |
| Support delivery | Remote to partner | Remote and on-site to partner or customers |
| Support coverage | To partner on behalf of your customers | To partner on behalf of your customers or with Microsoft directly to your customers ² |
| Case severity/initial response times | Minimal business impact (Sev C): <4 business hours ³ Moderate business impact (Sev B): <2 hours Critical business impact (Sev A): <1 hour | Minimal business impact (Sev C): <4 business hours ³ Moderate business impact (Sev B): <2 hours Critical business impact (Sev A): <1 hour + Critical situation support |
| Cloud enablement services | Cloud consults Cloud optimization reports | Extensive Premier catalog ² of proactive services focused on cloud, hybrid scenarios (Office 365, Azure, and Dynamics 365 workshops and webinars) |
| Proactive and advisory services | Cloud consults based on best practices | Premier advisory services: personalized time with Premier field engineer ² for deployment and migration Extensive Premier catalog ² of proactive services for you and your customers, focused on education, planning, implementation, optimization, and maintenance for cloud, hybrid, and on-premises |
| Training | Partner University | Workshop Library on-demand and wide variety of remote and on-site training services available for you and your customers ² |
| Account management | Pooled | Designated |
| Enhanced services¹ | Support Practice Accelerator, cloud consults | Designated support engineer, third-tier support, Azure Rapid Response, Premier Support for Developers, IT service management, Premier Mission Critical Support, Office 365 Engineering Direct |
| Pricing (USD) | Standard pricing at USD 16,500/year ⁴ | Configurable based on options; Local prices may vary |

the Premier Support for Partners Thru capability.

³For most countries, business hours are from 9:00 AM to 5:00 PM during week days (weekends and holidays excluded). For North America, business hours are 6:00 AM to 6:00 PM Pacific time, Monday through Friday excluding holidays. In Japan, business hours are from 9:00 AM to 5:30 PM weekdays. ⁴Price listed is in USD. Local prices may vary.