

Professional Direct support for Microsoft Azure








Get the most out of your Azure subscription



To maximize your cloud investment, you need consistent and reliable cloud service. Such a high level of availability requires being able to access the right resources and experts at the right time.

Microsoft Professional Direct (ProDirect) helps you get more out of your Azure service with best practice guidance from a knowledgeable group of pooled account managers, escalation management, and access to monthly Ask the Expert webinars. A collaborative partnership with Microsoft experts helps you plan the best Azure strategies for your line-of-business applications. Training and educational resources enhance your understanding of Azure. And with early access to new features and releases, you can stay up-to-date with the latest innovations, helping you prepare your business for the future.

Key benefits

-  Unlimited 24x7 technical support¹
-  <1 hour maximum initial response time
-  Escalation management
-  Pooled support account management
-  Advisory services
-  Service reviews
-  Educational resources and events

Getting started

Start taking advantage of ProDirect support benefits today.

Contact your Microsoft representative, or to learn more about how ProDirect can add the most value to your organization, visit <http://aka.ms/azuresupport>

Elevated support

ProDirect gives you a faster initial response time for your Azure support requests and provides escalation management for high priority issues that helps improve the visibility of your support cases.

- Unlimited technical support available 24x7
- <1 hour maximum initial response time for high-severity support requests
- Escalation management support for priority issues

Support account management

ProDirect gives you a direct channel to a pooled group of support account managers in six languages:² English, Spanish, Japanese, German, French Canadian and Brazilian Portuguese. They serve as advocates for your business and will help you get the most out of your Azure service.

- **Service reviews** with an account manager to advise on best practices and to analyze past support incidents to ensure your solution is running at optimal health
- A **case wellness review** of your open support requests to ensure you receive the proper level of attention for your support cases
- **Advisory services** based on Azure best practice guidance and Azure Advisor consultations

Valuable resources and events

ProDirect offers quick access to content, virtual events, and experts that helps your IT staff enhance their skills, improve their productivity, and learn about the latest programs and releases.

- Ask the Expert **monthly webinars** go deep on Azure workloads and allow you to ask questions directly to Azure engineers
- **Feature briefings** keep you up-to-date on the latest Azure technology
- **On-demand training** videos that give you the flexibility to learn Azure at your own pace, on your schedule

¹ Technical support provided in nine languages: English, Spanish, French, German, Italian, Portuguese, Traditional Chinese, Korean and Japanese. 24x7 in English for severity A and B and in Japanese for severity A. For other languages and severities, support provided during local business hours.

² Pooled account managers available during business hours as follows: Monday through Friday in English, Spanish, Japanese, German, French Canadian and Brazilian Portuguese. Account managers for Spanish, French Canadian and Brazilian Portuguese languages are available for the Americas region.