



Microsoft support offerings for cloud services

A support experience designed to help you maximize your technology investment, Microsoft Unified Support provides a comprehensive mix of personalized, hands-on, and on-demand services to innovate, win, and grow in a digital-first world.

	Basic Support (Included in your Subscription)			Microsoft Professional Direct		Microsoft Unified Support
	Azure*	Dynamics 365	Office 365	Azure	Dynamics 365	All Microsoft products and services (cloud & on-premises)
Best For	Product-specific support for cloud service subscriptions			Businesses requiring reactive technical support and access to experts for advisory and escalation services		Enterprises requiring personalized reactive and proactive support for the entire organization to maximize business outcomes
Technical Support Helps you in the event of either system outages or configuration errors	24x7 online self-help	24x7 for Sev A cases	24x7 for critical	24x7 support for Sev A/B cases	24x7 support for Sev A cases	As-needed, 24x7 support for the entire organization for all Microsoft products***
Standard Response Times Minimize downtime with guaranteed response times		Business hours	Business hours	< 4 hours	< 4 hours	< 4 hours**
Critical Response Times Faster response times for critical business impact issues		<1 hour	<1 hour	< 1 hour, with priority routing	< 1 hour, with priority routing	Advanced Support < 1 hour Performance Support < 30 mins
Access to Microsoft-led Training Build internal cloud knowledge through online, on-demand learning content	Access to virtual on-demand training			Engineering-led web seminars	Engineering-led web seminars	As-needed access to on-demand learning content, including webcasts, workshops, and virtual labs
Advisory Support Remote advisory support to assist with configuration/setup and "how to" scenarios				Yes	Yes	As-needed Advisory Support calls with Microsoft support
Service Delivery Management Ensures your support needs are met and provides an escalation point when required; responsible for planning and delivering proactive services				Pooled	Pooled	Dedicated Technical Account Manager**
Access to Proactive Services Includes services to help plan, implement, maintain and optimize your systems/solutions as well as educate your teams				Delivered by ProDirect Delivery Manager	Delivered by ProDirect Delivery Manager	Microsoft-led services included in your agreement and access to strategic planning for a chosen cloud workload**
Access to On-demand Assessments Prevent risks and avoid downtime with anytime use of on-demand assessment tools and monitoring						Proactively manage your IT health with predictive analytics based on expert Microsoft analysis
Onsite Support The ability to deploy Microsoft support personnel onsite to deliver proactive services						Bring engineers onsite to move your technology initiatives forward**
Add-on Services Services to enhance and/or customize your support experience (available at additional cost)						Access to a catalog of Proactive Services and Enhanced Solutions designed to enrich your support experience**

Support Features

Licenses purchased through a CSP partner will not be included in your Unified Support agreement and will be supported only through your partner

*Azure Developer support plans are not available in Enterprise Agreements
**Available for select Unified Support offer levels

To learn more about Microsoft Unified Support click [here](#)