

Technical support for Microsoft Azure

Enterprises across all industries, sizes and geographies have been tapping into the power of the cloud. Gaining widespread use over the last few years, cloud computing has made it easier for businesses to get an edge in the digital age. More and more companies are recognizing the business advantages of cloud computing and leveraging it to run their organizations efficiently, better serve their customers and increase profit margins.

Azure is a public cloud computing platform—with solutions including Infrastructure as a Service (IaaS), Platform as a Service (PaaS), and Software as a Service (SaaS) that can be used for services such as analytics, virtual computing, storage, networking, and much more.



At its most basic, our technical support monitors and maintains your computer systems, provides the technical expertise needed to keep your systems running smoothly, and supplies the know how to tailor your system to your specific needs. That boosts efficiency and productivity.

Every day we are dealing with situations or problems specific to our customers' environment. We are always ready to provide you with a highly personalized assistance.

A move to the cloud does not eliminate the need for computer techs, but it does drastically lower the demand.

The key for Softline IT professionals is to anticipate this change and re-define their skillsets to fill the needs of a cloud-centric world.

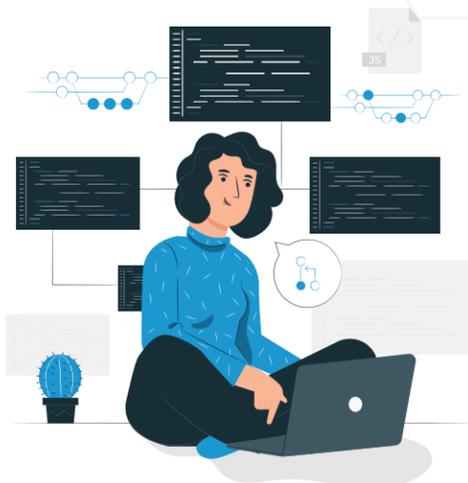
When combined with your internal technical support team, this hybrid approach can create a competitive advantage and help you survive and thrive long term. More importantly, it can help you drive business growth.

We live in a digital world

Where businesses are defined by their technological capabilities. Without the support and knowledge of a tech team, a business can be brought to a halt.

Put another way, technical support ensures your company's technology is enabling the company to stay productive and thus maximize their benefits—cost saving, improved productivity, improved product quality, customer satisfaction.

By providing Technical support we help businesses to compete. In other words, we generate a competitive edge by helping you execute critical business processes quickly and efficiently. It also helps you make crucial business decisions that can maximize profitability.



Standard Support

Advanced Support

Premium Support

For those who use Cloud based solution and need to be supported in a timely manner.

For those who use hybrid solution and need 24x7 response in case of severe business impact.

For the mature customers that needs customized service to meet strong business requirements.

Service level	Basic	Standard	Premium
On boarding & activation	✓	✓	✓
License & billing support	✓	✓	✓
Support time	8x5	24x7	24x7
Contact method	Phone, Email, ServiceDesk	Phone, Email, ServiceDesk	Phone, Email, ServiceDesk
Severity-based Response time Maximum time to start troubleshooting after receiving information	A: 2 hours B: 4 hours C: 8 hours	A: 2 hours B: 4 hours C: 8 hours	A: 1hours B: 2hours C: 4 hours
Corrective Support	Email consultations Remote connection	Email consultations Remote connection	Email consultations Remote connection On-site visits*
Managed escalation of incidents to the Microsoft Support Service	✓	✓	✓
Advisory support Consultations on installation, configuration, and basic administration questions	✓	✓	✓
Assistance in configurations			✓
The number of requests to resolve	Unlimited	Unlimited	Unlimited
Preventive support Scheduled Azure health-check to ensure that potential problems can be anticipated before it occurs Azure			1 time a year
Technology Update Training On-site, 1 time a year for IT operation team.			✓
Consumption & Support Service Reporting		quarterly	online dashboard
Project Manager		Shared	Shared
Covered components (see Appendix I)	Azure Compute Azure Databases Azure Storage	Azure Compute Azure Databases Azure Storage	Azure Compute Azure Databases Azure Storage

Why Softline Technical Support for Microsoft Azure?

If your company is looking for corrective or preventive maintenance, improvement opportunities, recommendations, and action items, this service is what your company needs.