

# 6 Reasons Why Microsoft Unified Support



You need a support experience that affords you the peace of mind knowing your Microsoft products—and the people who use them—are supported, so you can focus on accelerating your business. No one does this better than Microsoft and here's why...

## 1 UNMATCHED TECHNICAL EXPERTISE

With Microsoft, you get a single vendor, a direct link to product engineers, and more than **20 years of enterprise-relationship experience** you can rely on.



## 2 DEEP INVESTMENT IN RELATIONSHIPS

Our Customer Success Account Managers serve as **a personal connection** between you and our Microsoft global resources for all your support needs.



*“ Unified Support gave us a fresh pair of eyes on our implementation...We identified areas to conform with Microsoft best practices. Even better, Microsoft engineers worked side by side with us, and we benefit from the knowledge transfer every day.*

Stuart Hill, CIO, Dunlap and Kyle Tire Company

*“ Our TAM visits us once per month to help us unpack and understand all of the services that we paid for and have access to. I have a day job, so I would never have been able to analyze it at that level of detail by myself.<sup>1</sup>*

Chief information officer, financial services

## 3 A TRULY GLOBAL EXPERIENCE

Supporting customers in **100+ countries** and **46+ languages**, we can help you accelerate the power of your Microsoft technologies globally.



## 4 REAL-TIME TENANT ANALYTICS

Our engineers incorporate **data collection**, diagnostic checks, incident tracking, and **root cause analysis** into support to save you time.



*“ In Microsoft, we have a partner aligned with us in vision and execution. Our partnership with Microsoft is critical in ensuring we can deliver affordable and accessible care for patients across Asia Pacific in a sustainable fashion.*

David Sin, Group President, Fullerton Health

*“ If something like our corporate intranet goes down, we're going to be losing a lot of productivity. Unified Support has helped facilitate the resolution of those events and kept us at ease with consistent updates on the status of tickets.<sup>1</sup>*

Vice President of Enterprise Solutions, Restaurant

## 5 TAILORED GUIDANCE FROM THE SOURCE

**As-needed consults** with Microsoft engineers and **500+ Managed IP services** help you achieve the outcomes you need to succeed.



## 6 HIGHLY SPECIALIZED CAPABILITIES FOR PREMIUM SUPPORT

Microsoft offers over **20 technology-specific, in-depth support services** to help you solve the most complex IT challenges.



*“ Microsoft Services offers multiple experts to help us come up with the best solutions and practices. Having access to all that expertise is great, whether it's showing us how to code a bot or how to use Azure to optimize security.*

James Nolin, Senior Director of IT Operations, Spirit Airlines

*“ With Support for Mission Critical, we increased uptime and stability, decreased time spent on backups from 8 to 2 hours per day, and freed ourselves from IT burdens to focus on quality care.*

Anonymous, healthcare provider

<sup>1</sup>"The Total Economic Impact Of Microsoft Unified Support", a commissioned study conducted by Forrester Consulting, December 2018.