

Comparing Microsoft customer support options



Tailored to the expertise of your team and the complexity of your technology requirements, Microsoft Services Premier Support addresses the specific support needs of your business.

	Service area*	Self-Service Free customer support available at www.microsoft.com	Paid Subscription Support via MSDN and Software Assurance	Professional Support Troubleshooting via single incident or five incident packs	Pro Direct Support for Microsoft Azure	Premier Support Support across all Microsoft products and deployments
Problem Resolution Support	24x7x365 problem resolution	●	●	●	●	●
	Critical situation escalation management	○	○	○	○	●
	Onsite support	○	○	○	○	●
	Complex hybrid break/fix support	○	●	●	●	●
	Escalation assistance	○	○	○	●	●
Service Delivery Management	Account Management	○	●	○	●	●
	Priority assistance	○	○	○	●	●
	Service delivery plan	○	○	○	○	●
	Remediation planning	○	○	○	○	●
	Operational guidance/advisory services	○	○	●	●	●
	Reporting and trending advice	○	○	○	●	●
	Onsite resource	○	○	○	○	●
Proactive Support	Online Service Delivery Management	○	○	○	○	●
	Health check, risk assessments, and reviews	○	○	○	○	●
	Remediation services	○	○	○	○	●
Training and Knowledge Base	Proactive information distribution	○	○	○	●	●
	Training	●	●	○	●	●
	Workshops	○	○	○	●	●
Developer Support	Knowledge base	●	●	●	●	●
	Assigned Application Development Manager (ADM)	○	○	○	○	●
	Enhanced Application Development Support	○	○	○	○	●

*Support details may vary per offering

○ Not available ● Extra purchase or limited access ● Available

Manage your Microsoft infrastructure with confidence

Premier Support provides the services, tools, and subject-matter experts to help you maximize your investment and make the most of the entire Microsoft platform of products and services.



To learn more about Premier Support contact your Microsoft representative or visit Microsoft.com/services



Customer support service area glossary



This glossary provides a description of each service area of the Microsoft customer support options.

	Service area	Description of service
Problem Resolution Support	24x7x365 problem resolution	24x7 prioritized, break/fix support from enterprise-trained engineers across all Microsoft technologies.
	Critical situation escalation management	Special assistance for troubleshooting high impact issues with escalated management services that accurately track a case all the way to its conclusion.
	Onsite support	Microsoft technical assistance in resolving issues and/or service introduction sessions at customer's location.
	Complex hybrid break/fix support	Professional services to proactively identify potential issues and managed services to reactively resolve any issues.
	Escalation assistance	Escalation of an issue, when necessary, to senior support engineers and assistance to the conclusion of a case.
	Account Management	A designated Technical Account Manager (TAM), providing a connection into Microsoft with personalized service in the planning and handling of both proactive and resolution services.
Service Delivery Management	Priority assistance	The routing of an issue to the front of the line and a direct path to speak with the the right Microsoft support engineer for your needs.
	Service delivery plan	An assigned Service Delivery Manager (SDM) works to identify and document customer's goals and track issues and improvement points into the service delivery plan.
	Remediation planning	A consolidation of actions for improvement prompted by the findings of proactive assessments.
	Operational guidance/advisory services	Phone-based support on short-term (typically six hours or less) and unplanned issues for IT professionals and developers.
	Reporting and trending advice	Assigned SDM provides regular reports on developments within the Microsoft organization and advice on any programs around product Lifecycle or Roadmap which may be applicable to customers and may provide benefits for them.
	Onsite resource	Onsite resources are available to focus on products deployed at a facility when needed.
Proactive Support	Online Service Delivery Management	Delivery planning and proactive offerings identified through a monthly service review to reduce cost, mitigate risk, and help to effectively manage change in the cloud.
	Health check, risk assessments, and reviews	Health Checks and Risk Assessment Programs that help identify problems in current production implementations before they adversely impact the IT environment and end-users.
	Remediation services	Proactive support to address additional technology and operational issues identified by a Health Check, RAP or Operations Review.
Training and Knowledge Base	Proactive information distribution	Exclusive access to knowledge share and best practices.
	Training	Hands-on training and on-demand training delivered by expert Microsoft Engineers to help increase IT staff expertise, improve alignment, and simplify adoption.
	Workshops	Advanced technical training sessions, available on a wide selection of support and Microsoft technology topics, delivered by a Microsoft engineer in person or online.
Developer Support	Knowledge base	Access to advice intended to help implement Microsoft technologies in ways that avoid common support issues and that decrease the likelihood of system outages.
	Assigned Application Development Manager (ADM)	A dedicated account manager who gives customers access to a wide range of product and application development expertise to help software developers accelerate the development cycle and produce successful applications.
	Enhanced Application Development Support	Access to Microsoft support-engineering and deep technical services such as labs, workshops, code reviews, and optimization.

