Microsoft

Elevated response time and trusted advisor support for your Microsoft Azure platform and applications

Premier Support
Azure Rapid Response

Benefits

- Improved knowledge & collaboration across teams
- Accelerated change, adoption, and time to value
- Reduced time to recover
- Expose risks that limit service disruptions
- Dedicated support team
- Reduced risk of disruption reoccurrence

Scenarios Supported

- Azure Web Applications on IaaS
- Azure Web Applications on PaaS
- Various Azure Services such as Virtual Machine, Network, Storage, Service Bus, etc.

Business Critical Support for Microsoft Azure

Business applications and platforms that leverage public cloud services require around the clock availability, lightning-fast user response, and resiliency to handle unforeseen events. Microsoft Cloud includes these capabilities today and now so can your support team. By adding Azure Rapid Response to your Microsoft Premier Support agreement, you can expect a 15 minute response time, access to a dedicated team of trusted advisors, and access to proactive services.

15 Minute Response Time for Critical Issues

Users of your cloud based applications and platform demand high levels of service availability- and downtime can lead to significant business impact. With Azure Rapid Response, our dedicated team of engineers respond within 15 minutes and will immediately begin working to resolve your issue.

Dedicated Team of Trusted Advisors

Getting in-depth, useful advice and support is critical to maintaining your cloud based application and platform. With Azure Rapid Response, your support account manager, along with a dedicated team of knowledgeable support experts, will work with you to understand your environment, business needs, and requirements to ensure you receive the best support experience possible.

Proactive Services to Maximize Uptime and Performance

In addition to an accelerated response time and access to trusted advisors, we know it is best when problems can be avoided entirely. With Azure Rapid Response, our team of experts will work with you to understand your needs and recommend proactive services to maximize your uptime and improve performance.