

Office 365 Engineering Direct

Exclusive access to expert insights



Manage your Office 365 solutions with specialized support* and proactive insights

Your complex environment requires a specialized support solution. Office 365 Engineering Direct gives you access to product group engineering teams who provide expert insights, helping you manage your cloud productivity solutions more effectively and with greater levels of confidence.

A mix of specialized reactive and proactive support provides the insights you need to address specific concerns within your environment. Advanced monitoring keeps you informed of potential service issues and minimizes downtime. If an issue does arise, a team of experts will help restore functionality, provide post-incident advice, and recommend best practices to potentially reduce future incidents.

**In English only; to customers with a minimum of 20,000 active Office 365 seats per tenant, excludes Sovereign Clouds, Partners and EDU*



Critical issue
prioritization



Advanced
monitoring notification



Tenant specific
incident analysis



Business
project awareness



Customer
advisory input

Covers the following online workloads



Exchange



SharePoint



Microsoft Teams



Skype for
Business



OneDrive for
Business

Why Office 365 Engineering Direct?

For more information about Support solutions from Microsoft, contact your Microsoft representative or visit the [Microsoft Unified website](#)

Prioritized access to the Office 365 engineering teams

Advanced monitoring with personalized status updates helps minimize downtime

Tenant-specific incident analysis helps prevent issue reoccurrence

Additional engineering support during business changes that could impact Office 365 services

Opportunities to share input with the Office 365 Engineering team and help shape the future of Office 365