

# Support for Mission Critical

Achieve peak health and performance of your most important technologies and solutions



Mission Critical is a packaged, in-depth solution that is scoped specifically to your cloud services and business intelligence needs. With Mission Critical, you get access to a designated team of experts that deliver world-class support along with deep technical expertise, reducing downtime and driving performance in your solution while providing a superior response time.

Mission Critical takes the time to understand your solution, inside and out. As a result, we understand your people, business objectives, infrastructure, and future goals. We tailor our plans to meet your strategic vision.

Our programmatic, well-honed approach delivers proactive and reactive services across your team, processes, and technology. Preventative services include onboard assessments, onsite visits, and unlimited Risk Assessment Program (RAP) as a Service that help remove technical blockers. Should an incident response be needed, we offer elevated reactive support with an available 15-minute response time for Azure and 30 minutes for the rest of our solutions, delivered by a team that knows you and knows your environment.

By partnering to create the most stable environment possible, we aim to help you work smarter, resolve issues more easily, and become more productive. We also lay the groundwork for the digital transformation of your business, optimizing your mission-critical solutions so that you can innovate and capitalize on new opportunities.

## Mission Critical Intelligent Cloud

Gain peace of mind and maximum scalability for hybrid and on-premises environments



Microsoft SQL Server

Includes Azure Rapid Response

## Mission Critical Office 365

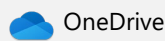
Amplify your productivity by driving reliability and unlocking higher levels of collaboration



Exchange



SharePoint



OneDrive



Microsoft Teams

Office 365 Engineering Direct available at discount

## Mission Critical Business Applications

Elevate your competitive advantage with top performance across your CRM and enterprise resource planning (ERP) operations



Microsoft Dynamics 365

Microsoft Dynamics CRM

Microsoft Dynamics AX

## Why Mission Critical?

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

Expedited support from engineers that know your environment and provide enhanced communications on outages

A methodical, comprehensive approach to support, built around your unique needs

A designated team, backed by the vast resources of Microsoft, that helps drive your security goals through expert-driven workshops and regular, proactive solution monitoring

Peak performance of your productivity solutions, enabling your organization to focus on its core mission

# How Mission Critical gets to work for you: Full care for your most important solutions



## Programmatic support

### Leverage a comprehensive view of your solutions' dynamic role in your enterprise

- Onboarding assessments across people, processes, and technology that uncover opportunities for improvement
- Additional health checks against service entitlements, as needed to ensure optimal performance of your most important tools
- An expertly-drafted Service Delivery Plan highlighting the activities and milestones that will guide the strategic improvements of your environment

## Proactive support

### Secure your competitive advantage with preventative services that help identify and address potential risks

- Ongoing training and guidance from designated technical and operations experts that keep your team aligned with industry best practices
- Remediation assistance for issues or risks to help protect you from downtime and dollars lost
- Proactive services tailored to your unique needs
- Assistance with implementing proactive service monitoring to help you stay ahead of issues of critical business impact

## Reactive support

### Expedite recovery with engineers who quickly respond to disruptions with confidence and precision

- 30-minute response time for incidents of critical business impact and accelerated escalation help you rapidly restore operations
- 15-minute response time in Mission Critical Intelligent Cloud for Azure incidents
- "Know me/know my configuration" factor streamlines incident resolution
- Root cause analysis for all critical business impact incidents to help prevent issue reoccurrence
- Financially-backed response SLA to assure help is there when you need it