

Mission Critical Services for Azure

Advanced capabilities and strategic technical engagement

Driving success through reliability, security, and risk remediation

Get peace of mind for your Azure mission critical solutions with Microsoft's unmatched expertise.

Our team uses advanced capabilities, deep product expertise and knowledge of your business and technical priorities to drive accelerated product adoption and solution reliability. Feel empowered to harness the full potential of the cloud and achieve business innovation and growth.



Focus on what matters the most to you

Technical Engagement

Designated experts that know your technical and business priorities to drive cloud success.

Reliability

Prevent disruptions by resolving vulnerabilities in your mission critical solutions.

Proactive Monitoring

Detect issues early and receive timely and informative alerts on issue mitigation, setting up monitoring and diagnostics.

Accelerated Incident Resolution

Reduce time to recovery with prioritized engineering engagement, and clear ownership of the incident mitigation.



Drive outcomes

Your priorities

Accelerate **Azure platform** adoption and faster return on my investment.

Maximize the reliability of my mission critical **Azure workload**.

Successful and smooth execution of my mission critical **Azure event**.

Outcomes we deliver

Tailored experience by expert teams educated on your business and technical priorities, advocating on your behalf within Microsoft.

Comprehensive workload-specific program with advanced capabilities in incident prevention, early detection, and expedited time to mitigation.

Pre-event analysis of your cloud environment with enhanced day-of support and an event recap.

Azure Events

A proven process to ensure the success of your planned critical business event.

By integrating comprehensive resiliency guidance tailored to your event scenario and providing enhanced support throughout, we enable confident execution of your planned business events.



Technical Engagement

A specialized team of Microsoft support engineers empowers you to feel confident from the planning to the execution of your critical business events that utilize core Microsoft Azure services.

Designated Events Technical Customer Lead to provide technical advice throughout the entire event series*

Incident Analysis and Prevention work to prevent a repeat of critical incidents through creation and tracking of targeted repair items that improve your Event resiliency by resolving issues root cause*



Reliability

Thorough evaluation and tailored recommendations before your event, utilizing Microsoft best practices of the Well-Architected Framework.

Tailored expert guidance to mitigate risk and improve resiliency, scalability, security, and availability in preparation for the event.

Azure Event Specific Service Improvement Plan to track the result of the risk analysis and success of the series of event held throughout the extended duration*



Accelerated Incident Resolution

Prioritized and fast handling by a designated team of experts familiar with your business to ensures swift and effective incident resolution.

Open Teams chat bridge staffed 24x7 by a technical resource throughout the event.