

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 Platform

Achieve accelerated platform adoption and return on investment

Benefit from technical advocacy within Microsoft Azure that empowers you to harness the full potential of the cloud and drive business innovation and growth.



Technical Engagement

- Receive **insights from the Azure engineering roadmap** to proactively prepare you for upcoming changes and leverage those insight for strategic planning.
- **Provide feedback on Azure features and services**, which will be reviewed by engineering leadership for consideration in future Azure releases.
- Designated Microsoft technical resources with an in-depth understanding of your Azure environment, **who act as an integral part of your cloud operations team**.



Monitoring

Monitoring of critical Azure services identified by you to **detect potential issues early, alert on impact, and provide path to mitigation***.

Azure platform Alerts on potential capacity and resource availability issues across our **top 10 Azure services, to prevent disruptions**.



Reliability

Service Improvement Plan that focus on how to **optimize your Azure platform usage** and accelerate your return on investment.

Engage Azure engineering on your critical projects to ensure they're launched on time by **eliminating technical blockers**.



Accelerated Incident Resolution

- **Engineering-led crisis management** with deep knowledge of your business and Azure environment ensuring faster recovery and uninterrupted business operations.
- During an Azure declared outage receive **tailored communications and quick engineering engagement** with details of the situation, possible impact and recommendations for mitigation*.
- Expanded global, customer-aligned **designated engineers for crisis management** to enable a more tailored and consistent experience beyond primary business hours*.
- Receive critical incident **root cause analysis** within 10 days, **targeted repairs** are identified through this detailed analysis ensuring prevention of incident recurrence.

**Exclusive services of Mission Critical Services for Azure Platform Plus*