

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.

SAP on Azure Workloads

Maximize the reliability of your SAP on Azure critical workload

Our team develops a comprehensive program that combines the most advanced support capabilities in incident prevention, early detection, and expedited time to recovery.



Technical Engagement

Designated Technical Customer Lead with SAP on Azure expertise that aligns on top priorities, advocate for you within engineering, and is ultimately responsible for your satisfaction with the program.

Receive insights from the Azure engineering roadmap to proactively prepare you for upcoming changes and leverage those insights for strategic planning on your SAP on Azure workload.

Provide feedback on Azure features and services, which will be reviewed by engineering leadership for consideration in future Azure releases.



Reliability

Workload-specific Service Improvement Plan that programmatically addresses risks identified by assessing the workload's reliability, security, and operational health.

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



Monitoring

Assessment of your monitoring capabilities and guidance on how to setup and operate your own workload observability.

Microsoft-owned workload monitoring with deeper insights about the Azure Service underlying your SAP on Azure critical workload directly from Azure Engineering.*



Accelerated Incident Resolution

- **Crisis management led by engineers** with deep knowledge of your business and SAP on Azure critical workload's architecture and operations ensuring faster time to recovery.
- Receive critical incident **root cause analysis to identify targeted repairs**. Through this detailed analysis ensuring prevention of incident recurrence.
- Expanded global, and customer-aligned **designated engineers for crisis management** to enable a more tailored and consistent experience beyond primary business hours*.
- Get tailored communications and quick **engineering engagement during an Azure declared outage** with details of the situation, possible impact and recommendations for mitigation*.

*Exclusive services of **Mission Critical Services for SAP on Azure Workload Plus**