

# 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

Designated Microsoft technical resources with an in-depth understanding of your Azure environment, who **act as an integral part of your cloud operations team**.

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.



## 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**.



## Monitoring

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



## Accelerated Incident Resolution

**Engineering-led crisis management** with deep knowledge of your business and Azure environment ensuring faster recovery and uninterrupted business operations.

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.

Received 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 Azure Platform Plus*

# Azure Workloads

Maximize the reliability of your Azure mission 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** that unblocks critical projects, aligns on top priorities, 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.

**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 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 critical workload directly from Azure Engineering.\*



## Accelerated Incident Resolution

**Crisis management led by engineers** with deep knowledge of your business and Azure critical workload's architecture and operations ensuring faster time to recovery.

Expanded global, and 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 to identify targeted repairs**. Through this detailed analysis ensuring prevention of incident recurrence.

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 Azure Workload Plus*

# Azure Events

Proven process to achieve success of your planned critical business event

Receive a comprehensive pre-event analysis of your Azure solution with enhanced support throughout the event and a detailed post-event recap



## Reliability

### The Azure events team helps you prepare

A successful event is underpinned by preparation. An Azure engineer conducts a thorough analysis of your cloud solution to ensure that your Azure solution is ready for the challenge ahead.

- Assesses your environment, people, processes, and technology to instill confidence leveraging our Well-Architected Framework
- Partners with you to ensure the reactive support team understands the solution during the event.
- Attends to the unique needs of your event and environment.



## Accelerated Incident Resolution

### A team of Azure Experts at your fingertips

Our Mission Critical Services for Azure Events team offers you critical support from the same team that assessed your environment throughout your event to ensure your success.

- Designated support with a 15-minute response time
- Deep expertise ensures efficient resolution
- Developed upon the vast experiences of Microsoft



## Technical Engagement

### A designated Azure event team provides knowledge and context

The Mission Critical Services for Azure Events team is well equipped for both proactive and reactive support needs. Throughout the process of preparing for your event, you'll have the best Azure minds honing your strategy and tactics to ensure you are ready for your event.

- Collaboration with your team both before, during, and after your event
- Consistent approach to event support and knowledge transfer
- Comprehensive knowledge of Azure and cloud methodologies

*\*Extent of assessment and/or guidance dependent on pre-event timeline and customer engagement*