

# Mission Critical Services for Microsoft 365

## Advanced engineering capabilities and strategic technical engagement

Mission Critical Services for Microsoft 365 provides enhanced support and engineering engagement for **Exchange Online, Teams, SharePoint Online, OneDrive for Business, Microsoft 365 Copilot, and Windows Client**. We partner with you on ensuring reliability and performance of your business solutions based on Microsoft 365. You are empowered to receive rapid assistance at any point along the support path, with elevated access to Microsoft engineering. Mission Critical Services for Microsoft 365 helps reduce downtime, accelerate adoption, and maximize the value of your Microsoft investments.



### Focus on what matters the most to you

#### Accelerated Resolution

- 30-min initial response time for critical issues.
- Prioritized engineering engagement for your most critical issues to be resolved quickly.
- Ability to escalate issues directly to Microsoft 365 specialized teams.

#### Technical Engagement

- A Technical Customer Lead who acts as your go-to-expert and advocates for you for your Microsoft 365 needs within Microsoft.
- Regular service reviews, and strategic planning sessions with product engineering.

#### Reliability

- Proactive configuration reviews, resiliency planning, and operational health assessments.
- We help identify and mitigate risks before they impact your business, ensuring your business solutions are always ready to perform.



### Drive outcomes

#### Your priorities

Resolve critical issues faster with prioritized support and engineering engagement

Engage directly with Microsoft experts to unlock the full potential of your Microsoft 365 solutions

Build a resilient, secure, and high-performing Microsoft 365 environment

#### Outcomes we deliver

##### Improved time to recovery

Faster time to resolution during critical downtime events and improved satisfaction with incident handling and communication

##### Tailored delivery experience

Technical Customer Leads expedite internal coordination by serving as a single point of contact across Microsoft teams

##### Engineering guidance and engagement

Prevent recurring incidents and reduce downtime for internal-facing applications