

Mission Critical Services for Microsoft Security Cloud

Advanced engineering capabilities and strategic technical engagement

Get peace of mind for your mission critical Microsoft Security products with Microsoft's unmatched expertise. Our team uses advanced capabilities, deep product expertise and knowledge of your business and technical priorities to drive accelerated issue resolution and advocate on your behalf within Microsoft Security engineering. Feel empowered to harness the full potential of Microsoft Security products.



Focus on what matters the most to you

Accelerated Resolution

- Reduce time to recovery with prioritized engineering engagement, and clear ownership of the critical issue mitigation.
- Receive root cause analysis of critical issues (Sev 1/A) to address risks and avoid issue reoccurrence.

Technical Engagement

- Designated Microsoft Security experts that know you, your environment, and your priorities to drive cloud success.
- Assigned Microsoft Security Engineering Lead that advocates for you within Microsoft Security.

Reliability

- Prevent disruptions by resolving risk and security gaps in your mission critical solutions.
- Benefit from unique visibility into the Microsoft Security product roadmaps and insights on new features, changes, and opportunities.



Drive outcomes

Your priorities

I want my Microsoft Security support issues to be treated with the highest priority

I want a trusted technical partner to help me navigate the complexities of the security landscape

I want Microsoft security engineering insights and readiness for my critical projects and major events

Outcomes we deliver

Improved time to recovery through a direct line to our Microsoft Security engineering teams and prioritized engagement from Security Product Group

Tailored delivery experience based on your desired business outcomes, by a team of Microsoft Security experts with your success as their priority

Engineering guidance and engagement to remove technical blockers and enable quicker issue mitigation