

Cloud Support Services (CSS)

the new flexible technical support offering



Microsoft CSP partners must support their end user customers with 24/7 access to technical support.

As a tier 2 Microsoft CSP partner, Tech Data offers you the ability to access three new Cloud Support Services (CSS) plans and even expand your portfolio by launching your own branded service.



Gain access to highly skilled technical support services



No need to have dedicated, expensive internal resources to manage technical support



Ensure minimum downtime for your end customers



Choose the support plan that is right for your end customers



Seamless Microsoft Level Three escalation where relevant

Our support plans offer you the following options:

- ✓ Either 1/2/4 hour and 4/8/12 hour IRT SLAs*
- ✓ Cover for Microsoft CSP products, or hybrid, cloud and on-premise**
- ✓ Partner only or partner and end user access
- ✓ Multi-channel access: email, telephone, live chat and ticketing tool
- ✓ English only or multi-language support
- ✓ Microsoft CSP, Advanced or Premier Level 3 escalation path
- ✓ The ability to customise your service with white label or other add-ons in the catalogue

*Initial Response Time

**Additional fee



Our three CSS support plans are:



Basic

For those just starting in cloud



Professional

For those growing their cloud business



Elite

For those with a mature hybrid business

Visit our [website](#) and take our short [assessment](#) to find out which plan is right for your business based on your cloud maturity and your specific needs.

Or contact your Microsoft Account Manager

Email: cloud@techdata.eu **Web:** www.techdatacloud.eu/css

