



Professional Cloud Support Services (CSS) Plan

Data Sheet

Is your cloud business growing? Do you need to help protect your end-user customers' critical workloads minimising the downtime and prevent the loss of any business? Then Tech Data's Professional CSS plan is right for you, providing multilanguage, multichannel, 24/7 access to technical support with incident management. Enhance the support capability of your company by partnering with Tech Data. You can even get support for your own mission critical applications.

Benefits of Professional CSS

- Highest ticket prioritisation and resolution effort
- Ensure minimum downtime for you and your end-user customers
- Multichannel contact methods
- Ticketing tool access to submit tickets and follow up on them
- Access to highly skilled cloud engineers
- Guaranteed Initial Response Time SLAs
- 24/7 incident management (according severity)



Purchase Options

Annual or monthly subscriptions 10 ticket pack up front purchase

Support can be requested by	>	Partner
Initial Response Time SLA (IRT)	>	1/2/4/6 hours (according severity)
Access methods	>	Phone, email, live chat and ticketing tool
Multi-language support ¹	>	Phone (Business Hours)*, email and live chat (24/7)
Product coverage	>	Cloud
Microsoft Escalation Path	>	Advanced Support

*Business Hours are Mon-Fri, from 9am to 6pm CET (weekends and holidays excluded)

¹ Available languages: English, German, French, Spanish



Next Steps

Professional CSS can be purchased with your Microsoft CSP license or subscription via **StreamOne**.

Not sure if this CSS offering is right for you and your customers? Visit our **website** and take our two-minute **assessment survey** and find out more about our CSS offerings.

Or email us cloud@techdata.eu

