# Tech Data Cloud Support Services (CSS)

## Data Sheet

## Introduction

As part of your agreement with Microsoft, partners selling products via Microsoft's Cloud Solutions Provider (CSP) programme must provide post-sales technical support to their respective end customers. To help you provide excellent support services to your customer, we designed a flexible, plan-based offering that will ensure you only choose the services you and your customers need.

And if the pace of your business grows fast, it's easy and quick to include more advanced features with the add-ons or upgrade your subscription.

### CSS Partner Benefits

- 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
- Chose the support plan that is right for your end customers
- Guaranteed initial response times SLAs
- Subscription, by ticket or consumption billing options

## **Basic** CSS Plan

If you are just starting with cloud, our Basic plan helps you to get started.

- **24/7 unlimited access to support**
- **4/8/12 hour initial response time SLA**
- **CSP product coverage**
- **Support to Partner**
- **Support in English**
- **Access to helpdesk via Email**
- **Level 1 and 2 incident management from the hours of 9am - 8pm**
- **Level 3 Microsoft escalation through standard CSP**

### Next Step

Basic CSS will be included with your Microsoft CSP licence or subscription. Not sure if this CSS offering is right for you and your customers? Visit our web site and take our two-minute assessment survey and find out more about our Professional and Elite CSS plans.

✉ Email     in LinkedIn
↖ Web     🐦 Twitter

www.techdatacloud.eu/css

## **Professional** CSS Plan

If you have some experience in cloud, our Professional plan helps you to build and scale your cloud practice.

- **Flat fee Monthly Subscription or pack of 10 tickets***

- **24/7 unlimited access to support with incident management**

- **1/2/4 hour initial response time SLA**

- **CSP product coverage**

- **Support to Partner**

- **Multi-language support by phone (business hours** only), email and live chat (24/7)**

- **Multi-channel access to the helpdesk: email, phone, live chat and ticketing tool**

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

- **Level 1 and Level 2 incident management in-house**

- **Level 3 Microsoft escalation through Advanced Support for Partners**

### Next Step

Professional CSS can be purchased with your Microsoft CSP licence or subscription via StreamOne. Not sure if this CSS offering is right for you and your customers? Visit our web site and take our two-minute assessment survey and find out more about our Elite CSS offerings.

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➤ Web         🐦 Twitter

\* you can buy 10 tickets for Azure or 10 tickets for Modern Workplace to be used within 12 months

## **Elite** CSS Plan

### **Core** Offering

If your customers take on complex IT projects and you want to offer the ability to support hybrid environments, our Elite Core plan is the right for you and your customers.

- **24/7 unlimited access to support with incident management**

- **1/2/4 hour initial response time SLA**

- **Cloud, hybrid and on-premise** environments coverage**

- **Support to Partner and end customer**

- **24/7 Microsoft Service Delivery Manager for critical incidents when needed**

- **Multi-channel access: email, phone*, live chat and ticketing tool**

- **Level 1, Level 2 incident management in-house**

- **Level 3 Microsoft Escalation through Premier Support for Partners**

- **Highest ticket prioritisation**

- **Access to a catalogue of Microsoft Proactive services like Root Cause Analysis, Risk Assessment** and many more**

**Additional fee

### **Bespoke** Offering

Still looking for a distinctive support offering and to become a trusted support provider to your customers? Add more services from the CSS add-on catalogue to further tailor your offering.

- **Lower IRT SLA**

- **White-Label**

- **Special projects support (i.e. SAP migration hyper-care)**

- **Support for specific local languages**

- **Dedicated TAM**

- **Languages out of business hours***

- **Dedicated engineers' workgroup**

- **API development**

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

### Next Step

Request the Elite Bespoke assessment and the implementation planning sessions with your Tech Data Microsoft Account Manager to discuss your specific requirements.

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