



**Stop Drowning**

**in Support Tickets.**

Get 24/7 Azure & M365 Expertise for Your Customers. For partners who are growing their cloud business with moderately complex customers.

Westcon  Comstor



# Free Up Your Team, Boost Customer Satisfaction, and Drive Growth.

Managing Microsoft Azure and M365 for your customers can be a constant struggle. Between fielding support requests and troubleshooting complex issues, it's easy to feel overwhelmed.

But what if there was a way to simplify your support operations and free up your team to focus on what matters most - growing your business?

Westcon-Comstor's 24/7 Azure & M365 Support can help you do just that. Our Cloud Consults offer remote one-to-one, in-depth, technical consultations with a Microsoft qualified Partner Technical Consultant who provides deployment, migration, and optimization best practice guidance on cloud projects



## Simplify Your Support:

- Offload Level 1 & 2 support tasks to our team of certified engineers.
- Spend less time managing tickets and more time on strategic initiatives.
- Gain access to a wealth of technical expertise, readily available 24/7.

## Boost Customer Satisfaction:

- Deliver exceptional technical support that keeps your customers happy and productive.
- Reduce downtime and resolve issues quickly with guaranteed response times (SLAs).
- Help your customers unlock the full potential of their Azure & M365 investments.

## Focus on Growth:

- Free up your internal resources to focus on core business activities like sales and marketing.
- Build stronger customer relationships by providing a seamless support experience.
- Drive business growth by differentiating yourself with exceptional Azure & M365 expertise.

## Cloud Enablement Services

Accelerate the growth of your cloud business with Cloud Consults, Optimization Reports, customized Partner Success Plans, a Support Practice Enablement assessment, and other technical consultations to enrich your capabilities

## Technical Cloud Support

Receive escalation support and prioritized technical cloud support on Azure, Microsoft 365, Dynamics 365, and Power platform cases



## Our Services



### Level 1 Support:

- First-line technical support for Azure and M365 users.
- Timely and professional responses via phone, email, or chat.
- Troubleshooting basic technical issues.
- Account setup, configuration, and basic usage assistance.
- Issue escalation to Level 2 support for complex problems.



### Level 2 Support:

- Subject matter expertise for in-depth technical guidance.
- Investigation and resolution of escalated Azure and M365 issues.
- Collaboration with cross-functional teams for complex resolutions.
- Proactive monitoring and support to minimize disruptions.
- Development of knowledge base articles and troubleshooting procedures.
- Training and mentorship for Level 1 support specialists.

## Benefits

- **Enhanced solutions:** Solve complex IT challenges and ensure maximum uptime with our in-depth support services.
- **Proactive services:** Workshops and other proactive services for you and your customers that enrich knowledge and drive customer adoption.
- **Resolve issues quickly:** Get the fastest response times for you and your customers—and critical situation support for the most pressing cases.
- **Technical Cloud Support:** Get prioritized technical cloud support for you and your customers for Azure, Microsoft 365, and Dynamics 365.

## Level 3 Azure & M365 Expertise:

# Unlocking Peak Performance and Security for Complex Environments

Are you a Managed Service Provider (MSP) or Enterprise struggling with complex Microsoft Azure and M365 challenges?

Westcon-Comstor's Level 3 Azure & M365 Expertise service provides the ultimate technical support and strategic guidance you need to optimize your cloud environment, maximize uptime, and ensure the highest level of security.

### We Understand Your Challenges:

- Managing intricate Azure and M365 configurations.
- Troubleshooting deeply rooted technical issues.
- Ensuring optimal performance and resource efficiency.
- Maintaining a robust security posture for critical data.





## Services Offered:

- **Unparalleled Expertise:** Benefit from the knowledge and experience of certified professionals who stay at the forefront of Azure and M365 advancements.
- **Advanced Troubleshooting:** We delve deep into complex issues, pinpointing root causes and implementing effective solutions to keep your environment running smoothly.
- **Proactive Optimization:** Our proactive approach goes beyond reactive support. We actively analyze your environment, identifying potential issues and recommending preventative measures to bolster performance and security.
- **Enhanced Security Posture:** Mitigate security risks and ensure regulatory compliance with in-depth security expertise. We help you leverage Azure Security Center and other tools for comprehensive protection.
- **Increased ROI:** Our expertise helps you unlock the full potential of your cloud environment by optimizing configurations and minimizing downtime, leading to maximized return on investment.



## Benefits:

- **Advanced Azure & M365 Troubleshooting:** Diagnose and resolve highly complex issues across infrastructure, applications, and hybrid environments.
- **Solution Architecture & Design:** Leverage our expertise to architect secure and scalable Azure environments that meet your specific business needs.
- **Performance Optimization:** Analyze and optimize your cloud environment for peak performance and resource efficiency.
- **Deep Dives & Root Cause Analysis:** Conduct thorough investigations to identify the root cause of critical incidents and prevent future occurrences.
- **Security Posture Assessments & Recommendations:** Evaluate your current security posture and recommend strategies to enhance security and compliance.
- **Knowledge Transfer & Mentorship:** Empower your internal teams with ongoing technical guidance and knowledge transfer from our Level 3 engineers.

## Benefits:

- **Reduced Downtime:** Minimize disruptions and ensure business continuity with efficient problem resolution.
- **Improved Security & Compliance:** Benefit from advanced security expertise and ensure adherence to data protection regulations.
- **Maximized ROI:** Optimize your cloud environment for cost-efficiency and maximize the value of your Azure and M365 investment.
- **Peace of Mind:** Gain confidence knowing you have access to the highest level of support for your most critical cloud challenges.



**Ready to Take  
Your Azure & M365  
Expertise to the  
Next Level?**

Getting started is easy, just fill out the form below and you will be contacted by a Westcon-Comstor representative. Let's discuss your unique needs and find the perfect support solution for your customers