

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.



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 latform 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

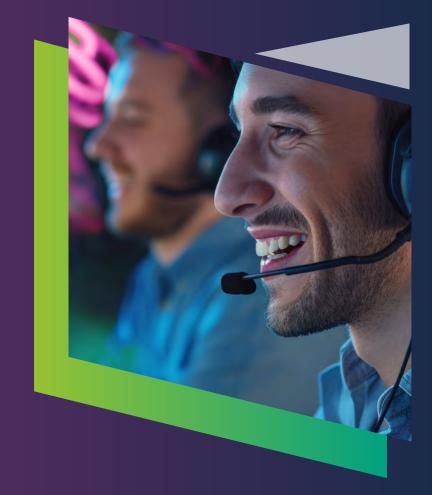
Complex Environments

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.





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

