Bytes
SUPPORT WITH MICROSOFT PREMIER

Manage your infrastructure with confidence with our enhanced support offering.

Whether you require support in rolling out new systems or business processes, expert guidance on technology adoption, knowledge sharing and workshops, or 24/7 support for mission critical applications, Bytes are here to help.

The expert advice, tools and services we provide within our support offering will help you maximise your investment in Microsoft technologies. We offer detailed technical assessments and reviews – backed by Microsoft Premier Support – to keep your systems running, healthy and ahead of the competition.

A Dedicated Team of Microsoft Experts

Support Tailored to Your Business

Direct, 24/7 access to the world's top Microsoft technical experts

Our dedicated team of support professionals are able to resolve issues proactively, monitoring your IT operations in order to alleviate any issues that may arise. Initial diagnostics will be carried out by our UK based support desk, with the aim of resolving issues through our triage and support teams.

Bytes offer a wide spectrum of comprehensive solutions that are backed with Microsoft Premier Support to ensure your technologies stay available and up to date at all times.

Microsoft Services Premier Support provides escalation for urgent issues, strategic advice for optimising current systems and knowledge sharing tailored to your unique IT environment, enabling you to get the most out of your Microsoft platform.

Bytes support solutions include priority break/fix support from Microsoft and response times as fast as 1 hour for the most critical issues.

Benefits

> Expert assistance for technical problems - 24 hours a day, 7 days a week

> Support escalation to the highest level

> Priority access to hotfixes and critical product updates

Your Support Options:

Option 1

Microsoft Premier Support (Vendor Support Model)
> Calls logged with 24x7 Service Desk
> We will back every call off to Microsoft Premier Support under their umbrella agreement
> All calls will be resolved by Microsoft

Option 2

Bytes Support & Escalation to Microsoft (Hybrid Support Model) Calls logged with 24x7 Service Desk
> We will resolve where possible internally with in-house resources
> We will escalate when necessary to Microsoft Premier Support under their umbrella agreement
> Vendors include: Cisco, VMWare, Citrix, NetApp & HP Procurve

To find out more about Support with Microsoft Premier contact us on:
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