

Flex Support with Microsoft Premier

Bytes is delighted to offer Microsoft Premier Support.

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, our enhanced support offering will help you manage your Microsoft infrastructure with confidence.

Our support offering provides the services, tools, and experts to help you maximize your investment in Microsoft technologies. By offering detailed technical assessments, reviews, and advice - backed by Microsoft Premier Support - we can keep your systems running, healthy, and ahead of the competition.

A Dedicated Team of Microsoft Experts

Our dedicated team of support professionals are able to resolve issues proactively or monitor your IT operations and help alleviate any issues that may arise. Calls are taken by our existing UK based support desk where initial diagnostics will be carried out with the aim of resolving issues through our triage and support teams.

Support Tailored to Your Customer's Business

Bytes offers a wide spectrum of comprehensive solutions that are backed with Microsoft Premier Support to ensure your technologies stay highly available, well-maintained, and up to date at all times.

With direct, 24/7 access to the world's top Microsoft technical experts, Microsoft Services Premier Support provides escalation for urgent issues, strategic advice for optimising current systems, and knowledge sharing tailored to your customer's unique IT environment, enabling your customers to get the most out of their Microsoft platform.

For more information

E: tellmemore@bytes.co.uk

T: 01372 418500

W: www.bytes.co.uk



Bytes support solutions, backed by Microsoft Premier Support, includes priority break/fix support from Microsoft and response times as fast as 1 hour for the most critical issues.

- Expert assistance for technical problems - 24 hours a day, seven days a week
- Support escalation to the highest level necessary
- 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

Option 3: In-House Support (Internal Support Model)

- Calls logged with 24x7 Service Desk
- We will resolve all calls with in-house SME Resources