

Bytes CLOUD SUPPORT

Comprehensive Cloud Support **when you buy Microsoft Online Services through Bytes**

When you buy Microsoft Online Services through Bytes, **you can be assured of having piece of mind access to Bytes Support.** Our UK business hours helpdesk provides on-boarding / account set-up guidance and a UK-based technical, break-fix, support escalation team.

Our support
desk can
help with a
variety of
issues:



Guidance on initial tenant creation and setup



Guidance on ongoing Office 365 management



Technical support, assistance and best practice advice to ensure that your systems remain operational and, in the event of failures, are recovered

Always-on 24/7 support for urgent issues

In line with industry standards, our team will ensure that your requests are prioritised based on the severity of the problem or question:

Normal

The service is not seriously affected

Urgent

There is limited use of the server or system

System Down

The server or system is completely unavailable or not operational

Contact options

Type	Priority	SLA	Contact	
Non-technical / Account & administrative Guidance	Normal	Mon-Fri - 9am to 5.30pm 4 hour response	E: cloudsupport@bytes.co.uk	If you need advice in administering your services, you can get in touch with our in-house team straight away
	Urgent	Mon-Fri - 9am to 5.30pm Immediate response	T: +44 1372 418766 E: cloudsupport@bytes.co.uk	
Technical, break-fix	Normal	Mon-Fri - 9am to 5.30pm 4 hour response	T: +44 1372 418766 E: cloudsupport@bytes.co.uk	For more technical queries, our internal team will pass your ticket to our escalation experts if they cannot help but you can also contact them directly if your systems go down around the clock
	Urgent	24 x 7 - 1 hour response	T: +44 1372 418766 E: cloudsupport@bytes.co.uk	
System Down		24 x 7 - 30 minute response	T: +44 1372 418766	

Bytes Cloud Support acts as an extension of your IT team to compliment the delivery and management of your Microsoft Cloud Services, by providing support for administrative and infrastructure related queries.

BYTES CLOUD SUPPORT **COMPARISON**

Microsoft offers a comprehensive support offering whether you're buying Office 365 or Azure, but **Bytes go above and beyond to support the whole lifecycle of your products.**



	Bytes Support	Microsoft Standard Support
Scope	Available for all Microsoft Services	Microsoft Azure: Production workload environments only
Customer Service, Self-Help & Communities	24x7 access to billing and subscription support, online self-help, documentation, whitepapers and support forums	24x7 access to billing and subscription support, online self-help, documentation, whitepapers and support forums
Best Practices	Access to full set of Azure Advisor recommendations	Access to full set of Azure Advisor recommendations
Health Status & Notifications	Access to personalized Service Health Dashboard & Health API	Access to personalized Service Health Dashboard & Health API
Technical Support	24x7 access to Support Engineers via email and phone	24x7 access to Support Engineers
Case Severity/ Response Times	Minimal business impact (Sev C): <4 business hours Moderate business impact (Sev B): <1 hours Critical business impact (Sev A): <0.5 hour	Minimal business impact (Sev C): <8 business hours Moderate business impact (Sev B): <4 hours Critical business impact (Sev A): <1 hour
Architecture Support	Available through dedicated team	General guidance
Operations Support	Available through dedicated team	Not available
Training	Available through dedicated team	Not available
Proactive Guidance	Available through dedicated team	Not available
Launch Support	Available through dedicated team	Not available

Should you currently have or be considering a more comprehensive technical support option (such as Microsoft Unified Support) please talk to your Account Management Team as we are also able to provide additional, more comprehensive, cost effective and flexible support offerings that will suit your needs.

To find out more about **Bytes Cloud Support** contact us on:
tellmemore@bytes.co.uk | 01372 418500 | bytes.co.uk

