

Bytes Microsoft Cloud Technical Support

Resolve critical issues without vendor escalation, ensuring quicker resolutions and fewer problems for your in-house team.

Utilising remote access troubleshooting and priority access to vendor service desks, we consistently achieve faster problem diagnosis and resolution.

What sets us apart is our engineers are targeted against customer satisfaction and not just ticket resolution. This ensures you receive the right expertise from the start, every time.

Adopting industry standards, our team will ensure that your issues are prioritised based on the impact and urgency of the reported incident: Priority (P) 1, 2, 3 and 4.

Benefits



Escalation-level engineers handle every call



Service Levels tailored to meet enterprise demands



Reduce demand on internal support function



Access to qualified and experienced technical resources



Speedy return to Business As Usual operations



Full transparency through effective and timely reporting



Enabling budgeting and forecasting of reduced support costs

In the last 12 months...

97%

of support tickets raised were responded to within published service level by Priority

100%

of support tickets were resolved within service level by Priority

4942

support incidents were raised by 795 clients actively engaging with Bytes Support Services

94%

of support tickets were resolved by the Bytes inhouse Microsoft Support Team, without escalation to Microsoft Support

Bytes Support for Microsoft Cloud Comparison

Service Coverage	CORE	ENHANCED	EXPERT
Advice & Guidance			✓
Consultancy Services			✓
Direct to 3rd Line Engineers			✓
Technical Account Manager			✓
Annual Environment Review			✓
Monthly Service Performance Reporting		✓	✓
Technical Services Success Manager		✓	✓
Response & Resolution SLAs		✓	✓
On Premise Support		✓	✓
Root Cause Analysis		✓	✓
24 x 7 Coverage		✓	✓
Critical P1 Escalation Support Manager	✓	✓	✓
M365, Azure & Online Services	✓	✓	✓
Unlimited Incident Logging	✓	✓	✓
Vendor Escalation	✓	✓	✓
CSP Billing Support	✓	✓	✓

What our customers say about us!

“ I just wanted to take a moment to sincerely thank you for your invaluable support during the migration process. Your expertise, patience, and willingness to step in made a significant difference, and everything went smoother because of your help. Truly appreciate your dedication and teamwork!

Bhargav Jampula from **Hiscox**
(Azure Administrator for DevOps & SQL)

“ I needed a rapid response - and that's exactly what I got.

Patrick Willis
from **Hiscox**



Support Designation - what it means to our customers.

When you choose Bytes, you are choosing a partner Microsoft has rigorously validated for value in delivery. It ensures faster troubleshooting, more reliable issue resolution, and a superior support experience, it reflects demonstrated success and a commitment to driving customer impact and retention through excellence.

Want to find out more? Contact your account manager or email tellmemore@bytes.co.uk