

Bytes Microsoft Cloud Technical Support

CORE & ENHANCED Support Offering

When you buy Microsoft Online or Cloud products through Bytes, you can be assured of having peace of mind access to quality support.

All Bytes CSP customers benefit from our Core Support at no additional cost. However, if your mission critical workloads need 24×7×365 support, then Enhanced is the option for your organisation. Enhanced gives you the comfort of knowing you can speak to someone whenever you need them most.

Our Service Desk deliver:



Access to expert support via an Online Portal and by telephone



CORE offers UK business hours support.
ENHANCED gives you full 24×7×365 coverage



Covering M365, D365, Azure, Online and On Premises (Enhanced & Expert only)

We sort and categorise your requests based on severity, but whether it's a P1 or a P4, our support analysts ensure all tickets receive the attention they need.

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 × 7 Coverage		✓	✓
Critical P1 Escalation Support Manager	✓	✓	✓
M365, Azure & Online Services	✓	✓	✓
Unlimited Incident Logging	✓	✓	✓
Vendor Escalation	✓	✓	✓
CSP Billing Support	✓	✓	✓

Bytes Microsoft Cloud Technical Support

CORE & ENHANCED Support Offering

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

Benefits



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

“ 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)



Support Services

Support Designation
- what is 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

