

Premium Support

Enhance your Microsoft experience with Crayon's Premium Support service, providing rapid and effective solutions, along with insider knowledge, when your IT breaks— saving you time, money, and helping your business thrive.

Impact to your business



Reduced operational stress



Cost savings through efficient IT management



Strategic focus regained



Needs addressed quickly to maximum uptime

BRIDGING THE GAP

As businesses increasingly rely on Microsoft technologies to run their operations, the need for immediate and accurate solutions to IT disruptions becomes critical.

Yet, the complexity of Microsoft's technology and support system makes this a daunting task. Without clear escalation paths, tracking, or accountability you're left in the dark.

Unfortunately, this situation causes you to divert your most talented IT specialists away from strategic initiatives to focus on maintenance issues, impacting overall productivity.

COMMON CHALLENGES

- Broken Microsoft product or service
- Confusing Microsoft support
- Expensive ecosystem upkeep
- Support needs divert IT talent away from strategic initiatives

The value we provide



Direct Microsoft partnership for exclusive resource access



Global knowledge with local expertise



Recognized industry leader with a history of success in the Microsoft ecosystem



Expert guidance in software asset management for optimal cost and efficiency

Premium Support



PREMIUM SUPPORT OVERVIEW

Crayon's Premium Support service transforms your Microsoft experience. We offer in-depth support, covering Microsoft Productivity Cloud, Azure, and on-premises software products.

With our expert advisory services, we guarantee maximum uptime, seamlessly bridging the gap in Microsoft's standard support agreement. We efficiently resolve most issues in-house, and facilitate faster escalation with Microsoft when necessary, all at a cost lower than the typical Microsoft Support package.

OUR METHODOLOGY

Deep Microsoft expertise, global operations blended with local insights provides you with comprehensive Microsoft support.

We manage multiple facets of your Microsoft technology from break/fix solution to strategic advisory services.

Our direct partnership with Microsoft enables exclusives resources that benefit you directly. We address your immediate technical needs to ensure you can focus your efforts where they matter most.

ABOUT CRAYON

Crayon is a full-service IT optimization and transformation consulting company supporting our customers through scalable advisory services and solutions that support their long-term cloud business transformation.

Our global team of experts work with your business to help "optimize to innovate" across licensing, cloud optimization, modern work, data, and AI readiness. Wherever you are in your digital transformation journey, we sit on your side of the table to ensure you get the most from your IT investments.

WHY CRAYON

20+ years
Consultant
average
experience

3,600+
Direct Customers

3,000+
Partners
with
69,000
End
Customers

\$7 million
Online
Services
Licenses
and
10,000+
Azure
Subscriptions

1850+ Service requests per month

Connect with an expert

Want to know more? Let's talk about how Crayon can support your business.

www.crayon.com

