



kochasoft

COMPREHENSIVE SUPPORT +

Holistic Microsoft support tailored to you

Your Microsoft environment needs more than basic support; it deserves a proactive, tailored approach. Partner with a team that grows with you, understands your landscape, and helps you shift from reactive fixes to strategic operations, without the limitations of a one-size-fits-all model.



YOUR FIRST POINT OF CONTACT FOR MICROSOFT SERVICES



We operate as your front line for everything Microsoft. From daily support to complex issues, our team is equipped to handle it all.

- Higher SLAs than Microsoft for faster, more reliable response and resolution
- Proactive monitoring and hands-on support
- A model built to move you from reactive to proactive operations



FLEXIBLE PRICING DESIGNED AROUND VALUE, NOT SPEND

Unlike the typical Microsoft Unified model, which bases costs on a percentage of your overall Microsoft spend and increases annually, our pricing is based on the full set of services covered.

- 40%+ cost savings compared to Microsoft Unified
- Tailored to your environment, not tied to fluctuating Microsoft spend
- Clear pricing with no hidden surprises



CONSISTENT SUPPORT WITH FAMILIAR FACES

We believe in relationship-driven support. Your team will work with a group of engineers who will stay with you throughout the engagement, building knowledge, trust, and continuity.

- Engineers who evolve with your environment
- Insightful reviews and recommendations based on present and future needs
- Proactive services delivering continuous improvement



ADAPTABILITY WITH ZERO RISK



We don't believe in a one-size-fits-all approach. Instead, we tailor our service model to align with your strategic direction.

- We adapt to what matters most to you
- No-risk engagement with full flexibility
- You choose how the service is delivered to best fit your business



ENHANCED SERVICES WITH TAILORED DELIVERY

Our collaborative model integrates seamlessly with your environment and operations.

- Integration with your IT Service Management (ITSM) tools
- A Customer Success Manager as your single point of contact
- Documentation is created and updated, with all artifacts yours to keep



PROVEN EXPERTISE & INDUSTRY ALIGNMENT

We bring trusted expertise, strong partnerships, and a commitment to best practices, delivering support that consistently exceeds expectations.

- Strong partner ecosystem and deep Microsoft knowledge
- Support that goes beyond Microsoft
- Compliant with industry best practices
- SLAs and incident response times that outperform competitors
- Direct escalation to Microsoft when essential, ensuring prompt resolution



SERVICE VALUE COMPARISON



Comprehensive services



Cost efficiency	Optimized	High
Response time	15 minutes	60 minutes
Operations centers	Global	Off-shore
Engineer quality	L3-L4	L2-4
Product coverage	Microsoft+	Microsoft only
Reactive support coverage	24/7/365	24/7/365
Account management		
Advisory & proactive services		6 hours / Incident
Day 2 infrastructure & cloud support	24/7/365	
Observability management	24/7/365	
Documentation & automation		
Cyber Incident Remediation		

Ready to shift from reactive to proactive?

Let us help you transform your Microsoft environment with elevated support, dedicated expertise, and flexible delivery, all designed around your business.