



Microsoft Support Services

24x7x365 Technical Case Support for Microsoft 365, Azure, Dynamics 365 and On-Premises.

Technical support is essential to protect your business against all eventualities.

In today's fast-paced business environment, reliable technical support can make a significant difference, positively impacting your operations and bottom line. With our technical support, you benefit from:

- Fast response times and quick resolutions for critical issues.
- Cost-effective support contracts that help you stay within budget.
- Simplified management of support for multiple Microsoft products and services.
- Dedicated, expert support for urgent technical challenges.

These advantages help minimize disruptions, reduce operational costs, and maximize opportunities for growth and innovation.

Why Choose SCHNEIDER IT MANAGEMENT's Microsoft Support Services?

At SCHNEIDER IT MANAGEMENT, we offer the best solution to your business challenges head-on: 24x7x365 technical on-demand support to ensure that your business keeps on running smoothly.



Prioritized, technical support

Fastest, prioritized response times.
24/7 elevated break/fix support.



A No-Brainer Cost Saver

Save typically over 90% compared to
Microsoft Unified Support contracts.



Wide Case Coverage

Cover your Microsoft products with quick on-demand support for Microsoft 365, Microsoft Azure, Dynamics 365 and Microsoft Software on-premises.



Convenient and efficient

We create and escalate Microsoft Support Tickets within minutes and reliably resolve all issues quickly with dedicated Services Experts.

About SCHNEIDER IT MANAGEMENT

With over a decade of experience being a leading Microsoft Partner, we are the first choice in all Microsoft buying programs, such as the Cloud Solution Provider (CSP) program and Enterprise Agreements (EA). We manage hundreds of Enterprise Enrollments with a multitude of 100.000 users worldwide. Our Support Services cover you in the buying program of your choice.



Find the right plan for your business

<h3>Bronze Support</h3> <p>Basic support availability for non-urgent cases for cloud products. No Critical Situation coverage.</p> <ul style="list-style-type: none"> Support provided by Microsoft Premier Support Products covered Microsoft Azure, Microsoft 365 Microsoft Severity Levels Level B or C Critical Situation (Crit Sit) Management No Support Hours 8 x 5 Support Request Submission Email Tenants 1 Authorized Customer Contacts 2 Support Requests Included per trailing 12-month period Pay As You Go 	<h3>Silver Support</h3> <p>Full product coverage with Critical Situation Support. Ideal for those with occasional support requests who need Crit Sit coverage.</p> <ul style="list-style-type: none"> Support provided by Microsoft Premier Support Products covered Microsoft Azure, Microsoft 365, Microsoft Dynamics 365, Microsoft Software on-premises Microsoft Severity Levels Level A, B or C Critical Situation (Crit Sit) Management Yes Support Hours 24 x 7 x 365 Support Request Submission Dedicated phone number or Email Tenants 2 Authorized Customer Contacts 6 Support Requests Included per trailing 12-month period 12 	<h3>Gold Support</h3> <p>Favorite Option. Three times the included cases and tenants. Double the customer contacts. Suited for complex organizational structures.</p> <ul style="list-style-type: none"> Support provided by Microsoft Premier Support Products covered Microsoft Azure, Microsoft 365, Microsoft Dynamics 365, Microsoft Software on-premises Microsoft Severity Levels Level A, B or C Critical Situation (Crit Sit) Management Yes Support Hours 24 x 7 x 365 Support Request Submission Dedicated phone number or Email Tenants 6 Authorized Customer Contacts 12 Support Requests Included per trailing 12-month period 36 	<h3>Platinum Support</h3> <p>Ideal for very complex organizational structures with highest number of tenants, contacts and support requests.</p> <ul style="list-style-type: none"> Support provided by Microsoft Premier Support Products covered Microsoft Azure, Microsoft 365, Microsoft Dynamics 365, Microsoft Software on-premises Microsoft Severity Levels Level A, B or C Critical Situation (Crit Sit) Management Yes Support Hours 24 x 7 x 365 Support Request Submission Dedicated phone number or Email Tenants 100 Authorized Customer Contacts 100 Support Requests Included per trailing 12-month period 100
--	--	---	---

Unsatisfied with your current Microsoft Partner?

Switching to SCHNEIDER IT MANAGEMENT is easy and hassle-free. Our experts will guide you through the entire process, ensuring a smooth and fast transition. Benefit from:



All-In-One Partner

Get all your Microsoft Online Services and Software from one source. Microsoft 365, Azure, Dynamics 365, On-Premises & all else. In the licensing program of your choice.



Advantageous Pricing

Save on your Microsoft contract and gain introductory pricing on your Support Plan.



Best-in-class Service

We are known for our superior expertise and support. Experience what real service looks like.

Let's Get Started

Reach out for a personalized consultation and let us support your organization's success.

SCHNEIDER IT MANAGEMENT SARL & CIE SECS

<https://www.schneider.im/services/microsoft-support-services/> | info@schneider.im | +352 27208000