

MANAGED MICROSOFT SUPPORT



MICROSOFT ACTS (ALWAYS CONNECTED TECHNICAL SUPPORT)

Engaging and navigating Microsoft's customer support service has always been a challenge. Recent changes to the Microsoft EA have made things even more difficult by removing direct support from Microsoft (MS). All software support under EAs must now come from a Microsoft Solution Provider.

Sentinel is an authorized MS software support provider through Microsoft's Solution Partner Program. We offer a white glove approach through our certified and experienced MS technical support team. Sentinel has over 350 skilled engineers with Microsoft and related certifications that deliver industry leading support. When necessary, we will also manage escalations to MS on behalf of customers.



“IN SCOPE” SERVICES

Sentinel Support: For all options, Sentinel's Support is unlimited - no maximums!

Microsoft Escalations: Select escalation packages from the manufacturer of 30 (Small), 50 (Medium), and 80 (Large) hours for issues that require Microsoft Direct Support.

- 24x7 break/fix support on MS server and desktop software products
- Choose your MS escalation inclusion tier - small, medium, or large
- Sentinel managed escalation ensures efficient vendor response
- Customer has ability to declare critical situation / Rapid ON Site Services (ROSS)
- Goaled Response - 1hr. for Sev. A | 2hrs. for Sev. B | 4hrs. for Sev. C
- Additional hours can be purchased
- Break/fix support available for server and desktop products

Note: Does not include coverage for Microsoft products that have reached End of Support/End of Life, or MAC work

Sentinel's Platinum Microsoft Support offers complete, end-to-end support across the full Microsoft platform to meet the complex needs of our customers.

SENTINEL INTERFACES WITH YOUR MICROSOFT CUSTOMER SUCCESS MANAGER

- Resource coordination and case escalation
- Scheduling and planning of all proactive services
- Trusted advisor within the Microsoft services organization
- Additional hours can be purchased

SENTINEL INCLUDES FIVE HOURS OF PROACTIVE SERVICE TO USE TOWARDS:

- Risk Assessments for Microsoft technologies
- Tuning and optimizations
- Application development and advisory services
- Customized training and knowledge transfer
- Workshops and chalk talks



MANAGED SERVICES
BY SENTINEL TECHNOLOGIES



1.800.769.4343
Sentinel.com/Products/Support