

Enhanced Support for Microsoft

Providing you with an expert and relationship-driven solution, with a custom usage-based pricing model, faster resolution times and a significant cost reduction to your existing agreement.

Microsoft 'Unified/Premier Support' costs have increased significantly and often do not deliver the value and efficiencies that organisations are demanding from a support service. Having a reliable and expert support partner acting as an extension to your IT team is key to giving you the confidence to continue investing in Microsoft technologies.



Are you realising the best value from your support service?

Save 30%–60% by replacing Unified Support with bluesource Enhanced Support for Microsoft and benefit from faster resolution times, elevated service and enhanced SLAs, with quick and easy access to experts when you need them.

"Not only did we save 40%+ on the support renewal, we expanded our coverage with significantly faster response times and far better engagement than we ever received from Microsoft directly."

Global Bank – Head of Platform Infrastructure

Key Benefits

- 24x7x365 Microsoft support and expertise
- Significantly reduced support costs
- Faster response and resolution times
- Enhanced SLAs
- Relationship-driven service with high-quality communication and engagement
- Reduced IT team overheads

Reactive Services

- 2nd & 3rd line remote technical support
- 24x7x365 telephone support for P1 incidents
- 24x5 telephone and email support for P2 to P4 incidents
- Managed escalation of incidents to Microsoft
- Service level driven time-to-action (TTA)
- Incident prioritisation, tracking and updates
- Onshore technical support

Discover more about our solutions

[Managed M365](#)

[Network SASE](#)

[Managed Virtual Desktop](#)

Proactive Services

- Advisory Workshops
- Technology Roadmap Briefings
- Probable Cause Analysis
- Current State Assessments
- Remediation Services
- Service Delivery Management –Including Service Delivery Reviews and Reporting

Support that delivers

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