

Grow your CLOUD COMPETITIVE EDGE with **Microsoft Advanced Support for Partners**



Benefit from cloud-focused break/ fix support across Azure, Office 365, and Dynamics 365

Open tickets on behalf of your customers, receive prioritized support for your critical cloud incidents, and benefit from less than 1-hour responses times for your most pressing cases.



Get a direct line into Microsoft with a pooled account manager

Become your customers' greatest ally with direct access to a team of account managers who act as your service and support advisors at Microsoft—dedicated to helping you be more successful in your journey with customers.



Expand your capabilities and reach with cloud enablement services scoped for you and your customers

Accelerate the growth of your cloud business with support services like Cloud Consults and Cloud Optimization Reports delivered in a remote, one-to-many, cost-effective way.

"I would like to report the results of our work with ASfP and our account team: In the last two years, we started a strong CSP commercial movement. To our surprise, and with much happiness, the result of this new channel has reached our goal of 100K USD, and continues growing.."

– Helio Costa, CEO,
FJH Sistemas, Grppee



"Advanced Support is a differentiator in our ability to serve our customers."

– Ryan Jamieson, CTO,
Altron Karabina



Get cloud-focused support
built for partners like you.

[Learn more >](#)

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*Based on Microsoft internal aggregated data, June 2018. Individual partner results may vary from above and this information should not be interpreted as a binding agreement or commitment on the part of Microsoft. In addition, MICROSOFT MAKES NO WARRANTIES, EXPRESS OR IMPLIED IN THIS MATERIAL.





30% more customers across Azure, Office 365, and Dynamics 365, at 6 months after Advanced Support for Partners (ASfP) enrollment.^{1*}

Drive your projects further with cloud enablement services

Cloud Consults



Cloud Consults offer a remote one-to-one, in-depth technical consultation with a Microsoft Cloud Expert to provide best practice guidance that helps you optimize your cloud projects

Cloud Optimization Report



Accelerate cloud adoption and increase customer renewal with a monthly in-depth view of your customer base and your partnership with Advanced Support for Partners including insights on deployments, customer renewals, and seats sold

Support Practice Accelerator



A managed engagement designed to optimize your support capabilities, enable your business plan, and empower your team to better support your customers

Microsoft Advanced Support for Partners is right for your business if...

- ✓ You're a Cloud Solution Provider with a direct relationship with your customers
- ✓ You support Microsoft cloud services for your customers and you're looking for higher priority support and best practice guidance.
- ✓ You support Microsoft cloud services for your customers and you're looking for higher priority support and best practice guidance.
- ✓ You're a Cloud Solution Provider looking for higher priority cloud support and cloud enablement services

Optional enhancements

Additional support services are also available and designed to meet partners' customized business needs

20-Hours of Services Account Management

Additional support hours provided by your team of SAMs for problem resolution and proactive services

1 Cloud Consult Engagement

A Microsoft technical resource provides you with best practices and architectural guidance of your deployment, migration, and Cloud API implementations

Get started today

To learn about different buying options, visit the Advanced Support for Partners [purchase page](#).

Questions?

Fill out our [contact form](#) and a support specialist will get in touch with you.

¹Based upon average number customers per partner at 6 months prior to ASfP enrollment, for those partners enrolled between December 2015 – April 2019.