



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

Advanced Support for Partners helps you support your customers and grow your cloud business at an economical, fixed price point. Partner with Microsoft to get prioritized support, pooled account management and actionable cloud enablement services.



### 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.



### Expand your capabilities and reach with cloud enablement services

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.



### 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.

## Advanced Support for Partners explained in 60 seconds:



“Advanced Support for Partners is part of our strategy and the way we deliver cloud services. It is a critical component and a differentiator in the market place for us.”

– **Joseph A. Gonzalez**,  
Director of Cloud Practice, Westcon-Comstor (USA)



Get cloud-focused support built for partners like you. [Learn more >](#)



## 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 Analysis

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're a cloud-focused partner with a direct relationship with your partners
- ▶ You're a new, "born-in-the-cloud" partner
- ▶ You're a Cloud Solution Provider looking for higher priority cloud support and cloud enablement services
- ▶ You sell Microsoft cloud services and you're looking for more than the MPN technical benefits provide

### Advanced Support for Partners pricing

- Annual price – USD 15,000<sup>1</sup>

## Optional add-ons

Additional support services are 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	USD 4,000 <sup>1</sup>
1 Cloud Consult Engagement	A Microsoft technical resource provides you with best practices and architectural guidance of your deployment, migration, and Cloud API implementations	USD 2,000 <sup>1</sup>

<sup>1</sup> Local prices and currencies may vary.

## Get started today

Visit <https://aka.ms/asfp/purchase> now to purchase Advanced Support for Partners today.

## Questions?

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

We are happy to help!