

Get Microsoft's most comprehensive support program – Premier Support for Partners

Microsoft Premier Support for Partners will meet your complex support needs by giving you complete, end-to-end managed support across the full Microsoft platform. With Premier Support for Partners you can expand your capabilities in the cloud, collaborate more strategically with Microsoft, and empower your customers to make the most out of their Microsoft investments.



Get prioritized, technical support for you & your customers

From the fastest, prioritized response times for partners to 24x7 elevated break/fix support and access to onsite field engineers, Premier Support for Partners continues to offer the top problem resolution services to you and all of your customers.



Maximize customer satisfaction with service delivery backed by Microsoft

Get priority access to strategic insights and opportunities within Microsoft with a designated Technical Account Manager who knows your business and champions your goals.



Drive your customers' projects forward with proactive services

Leverage training, guidance, and resources designed to grow your expertise in high-demand solution areas, help you identify risks, prevent issues, and improve your migration readiness.

Premier Support for Partners explained in 60 seconds:

Get prioritized support for you and your customers

Leverage a designated Technical Account Manager for strategic expertise and advocacy within Microsoft

Develop new technical capabilities with digital and onsite training, labs, and workshops

Enhance your offerings by collaborating with Microsoft to deliver services on your behalf

Benefit from new cloud-enabled services that help you increase customer retention and identify areas for growth



“Microsoft Premier Support for Partners is a cornerstone of the value we provide. It is a badge of honor we talk about a lot with our customers.”

-Duncan McDonald, Product Manager
[Read the story](#)



Drive customer value with reliable support backed by Microsoft

Enhance your technical support with Microsoft

Open tickets on behalf of your customers and benefit from prioritized response times.

Embed Premier services in your offerings

Leverage Premier services like Risk Assessments to identify potential issues and generate new business opportunities.

Expand your training offerings

Be more agile by leveraging a rich catalog of training developed and delivered by Microsoft to exceed your customers' expectations.

Microsoft Premier Support for Partners is right for your business if you...

... are moving into new markets and growing your business quickly.

... need to offer high-quality technical support to your customers.

... need customized solutions that are specific to you and your customers' business needs.

... want to enhance your portfolio of offers available to your customers.

... want to focus on your primary business function, and let Microsoft help you support your customers.

... need the ability to open support tickets on behalf of your customers.

Optimize your offerings with new cloud-enabled services

- **Cloud Consults** - Deploy faster with confidence and streamline your customers' transition to the cloud by validating your plans with Microsoft technical experts.
- **Cloud Optimization Reports** - Increase customer retention and identify new growth opportunities in your customer base by using tailored, actionable cloud optimization reports.
- **Proactive Communications** - Get a holistic view of what's coming to help customers stay ahead of updates with minimal disruption and more effectively build your cloud practice.
- **Support Practice Accelerator** - Build and train an impactful, customer-centered support organization that keeps pace with the cloud.

Customize your support experience to meet your unique needs

Microsoft Premier Support for Partners is highly-customizable to your business needs and can be delivered locally or in multiple geographies. You can customize your support with several advanced add-ons.

Designated Support Engineer

Risk Assessment Program

Workload Optimizations

Workshop Library On-demand

Azure Rapid Response

More Add-ons Available!