

Always there when you need expert support and consultancy.

bluesource's Premier Support provides you with a reliable support and consulting service in cost-effective pre-paid blocks of tickets – enabling you to request support or consultancy expertise with expected SLAs when an Incident is experienced.

WHAT'S INCLUDED

Consultancy

- ✓ Microsoft Technology Roadmap Briefing Workshops
- ✓ Advisory Workshops (Compliance Score, Secure Score, new features)
- ✓ Cloud infrastructure (Azure) current state assessment
- ✓ Cloud infrastructure migration assessment - Proof of concept
- ✓ General consulting Services

Support

- ✓ 24x7 Telephone Support (P1)
- ✓ Business Day Telephone and Email Support (P2 to P4)
- ✓ Incident Prioritisation (P1 to P4)
- ✓ Incident activity tracking and automated electronic updates
- ✓ Remote Technical Support/Remediation
- ✓ Service Level Agreement (SLA) driven Time-To-Action (TTA)
- ✓ 24x7 escalation to Microsoft Advanced Support for P1 incidents as required
- ✓ Service Management

Service Delivery Management – including quarterly service reviews

SUPPORTED PRODUCTS



Microsoft 365

Skype for Business Online
Sharepoint Online
Teams
Exchange Online
O365 Administration
Microsoft office suite

On premises

Windows Server OS
Active Directory
Exchange
Skype for Business
SharePoint
SQL (no DBA)



Enterprise Vault
Discovery Accelerator
Compliance Accelerator
eDiscovery/Clearwell
EV.cloud



Hypervisor ESX / vSphere



MSP level support



Virtual Apps and Desktops
& Managed Desktops

GET IN TOUCH

We help organisations
protect, govern, move & manage their data.

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