



bluesource Enhanced Support for Microsoft

Always there when you need expert support and consultancy.

bluesource Enhanced Support for Microsoft provides you with an agile, deep and relationship-driven solution, with a custom pricing model and a significant cost reduction to your existing agreement.



Reactive Support

- ✓ 2nd & 3rd line remote technical support
- ✓ 24x7x365 telephone support for P1 incidents
- ✓ 24x7x365 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

Proactive Services

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

Supported Products

Microsoft 365



On-Premises



Cloud Hosting



Discover more about our solutions.

[Managed M365](#)

[Managed EDR](#)

[Network SASE](#)

[Managed Virtual Desktop](#)

Trusted by 100s of businesses, including those in highly regulated industries.