

# Cloud Support Services (CSS) for Microsoft

24/7 Multilanguage technical support



## Cloud exclusive support services for you and all your End Users

As part of your agreement with Microsoft, partners selling products via Microsoft's Cloud Solutions Provider (CSP) programme must provide post sales technical support to their respective end users.

Cloud Support Services allow resellers to enhance their support offering. CSS gives access to certified technicians, to make sure clients experience professional customer service. Tech Data offer multiple options for support, including a monthly subscription or on a pay-per-ticket basis.

The CSS technical helpdesk provides break and fix support for Level 1 and Level 2 incidents and a preferred escalation channel and follow-up through resolution for Level 3 incidents.

## Overview of CSS options

CSS for Microsoft offers two different support plans that are designed to meet your needs and business models. Within each plan there are two models to choose from:

### CSS Professional for Microsoft

This support plan offers full and unlimited technical support, 24/7, alongside other business services that will give you an overview on the service performance and receive precious insights for you and your customers' business.

#### The CSS Professional can be purchased in two ways:

- a) **CSS Professional - 1 tenant:** this solution allows the reseller to choose which of their end users are to be onboarded to support services. End user information is required as the end user will be the recipient of the provisioning process.
- b) **CSS Professional - Reseller:** this solution allows the reseller to onboard all its end users at the same time. Reseller information is required as they will be the recipient of the provisioning process. The reseller will be able to choose which end users are given direct access to the support services.

### CSS Pay-per-Ticket for Microsoft

CSS Pay-per-Ticket offers you the ability to contact support whenever you need and be invoiced at the end of the month only for the requests raised. The ticket cost is a fixed amount and includes technical support only.

#### The CSS Pay-per-Ticket plan can be purchased in ways:

- a) **CSS Pay-per-Ticket - 1 tenant:** this solution allows the reseller to choose which of their end users are to be onboarded to support services. End User information are required as the End User will be the recipient of the provisioning process.
- b) **CSS Pay-per-Ticket - Reseller:** this solution allows the reseller to onboard all its end users at the same time. Reseller information is required as they will be the recipient of the provisioning process. The reseller will then be able to choose which of their end users are given direct access to the support services.

## How to open an Incident Request

Send an email to [tdcloudhelpdesk@techdata.com](mailto:tdcloudhelpdesk@techdata.com)

Make a call +40 2152816 71

Open a support ticket [here](#) (this option requires credentials)

Chat with an engineer (not a CBOT), using our Live Chat [here](#)

## Supported Languages

CSS by **Phone**:

- English, 24/7
- Spanish, French, German during business hours only

CSS by **Email** and **Live Chat**:

- All European languages, 24/7



## Case severity & Initial Response Time (IRT)

Initial Response Time (IRT) SLA			
Severity	Description	IRT	Ongoing Communication Goal
A - Critical	One or more services aren't accessible or unusable	1 hour	Upon updates
B - Urgent	Service is usable but in an impaired fashion	2 hours	Upon updates
C - Important	Issue important, but no significant service impact	4 hours	Upon updates

**NOTE:** Initial Response Time (IRT) is the time taken by the agent to respond to a ticket, the first time.

Tech Data does not guarantee Resolution time (RT) – with no exceptions – RT is set upon investigation based on issue reported and system complexity. RT cannot be guaranteed as each issue and system architecture may be different based on Customer needs, industry and product usage.

Impact	A - Critical	B - Urgent	C - Important
Severe	High	High	Medium
Moderate	High	Medium	Low
Minor	Medium	Low	Low



### Still have questions?

If you need further information or help in either logging or resolving a technical support issue, please contact your Microsoft software sales representative.

[www.techdatacloud.eu/services/247-technical-support](http://www.techdatacloud.eu/services/247-technical-support)  
[cloud@techdata.eu](mailto:cloud@techdata.eu)

