



Technology	Reactive Support	Optimization Assessment	Envisioning Workshop	Planning	Migration	Implement	Risk Assessment	Health Check
ASP.NET Application	●	●	●	●			●	●
Microsoft Azure	●	●	●	●	●	●	●	●
Azure AD	●	●	●	●	●	●	●	●
Azure Rights Management	●	●	●	●		●		
Azure IaaS	●	●	●	●	●	●	●	●
Azure PaaS	●	●	●	●	●	●	●	●
BizTalk Server	●	●		●	●	●		●
.Net Developer	●		●	●		●		
Enterprise Mobility Suite	●	●	●	●	●	●	●	●
Exchange Online	●	●	●	●	●	●	●	●
Internet Information Server	●	●		●			●	●
Identity Management	●	●	●	●	●	●		●
Microsoft Office	●		●	●		●		
MS Dynamics - 365	●	●	●	●	●	●	●	●
MS Dynamics - Axapta	●	●	●	●	●	●	●	●
MS Dynamics - Navision	●	●	●	●	●	●	●	●
Office 365	●	●	●	●	●	●	●	●
Office 365 Pro Plus	●		●	●	●	●		
On prem MFA & Azure MFA	●	●	●	●	●	●	●	●
OneDrive for Business	●	●	●	●	●	●	●	
PowerBI Services	●	●	●	●	●	●	●	●
Security Ecosystem	●	●	●	●	●	●	●	●
Sharepoint Online	●	●	●	●	●	●	●	●
Skype/Teams	●	●	●	●	●	●	●	●
SQL	●	●	●	●	●	●	●	●
System Center	●	●	●	●	●	●	●	●
Visual Studio	●		●	●	●	●		
Web Apps	●	●	●	●	●	●	●	●
Windows Desktop OS 7/10	●	●	●	●	●	●	●	●
Microsoft Intune	●	●	●	●	●	●	●	●
Windows Server	●	●	●	●	●	●	●	●
Xamarin Services	●			●		●		

Reactive Services

24/7 Problem-Resolution Services

Problem resolution support / break-fix for a client's Microsoft product environment. Tickets are entered through the US Cloud client portal and will be reviewed, acknowledged, and triaged by a live US Cloud engineer. The issue will be worked and/or escalated until it is resolved in conjunction with the client. US Cloud offers live support 24 hours-a-day, 365 days a year. Depending on issue severity, tickets will be worked per SLAs outlined in the MPSA.

Response Times

- **Initial Response:** When a ticket is entered in the US Cloud client portal, a live engineer will respond within 15 minutes or less to begin the process of collecting information and determining severity and complexity of the client's issue. Depending on the specifics of that issue, the US Cloud engineer will either work on the ticket immediately or prioritize and/or appropriately route the issue to the correct US Cloud resource for resolution.
- **Standard Response:** Severity 1 & 2 issues will have a Premier Engineer engaged within 3 hours
- **Rapid Response:** Available at the Performance Tier, severity 1 & 2 issues will have a Premier Engineer engage within 30 minutes

Escalations

- **Standard Escalation:** US Cloud will manage any necessary escalations to MSFT via Client's included MSFT support
- **Rapid Escalation:** Available at the Performance Tier, severity 1 & 2 issues will be escalated and managed via Premier for Partners path

On-Site Support Availability

US Cloud TAMs, DSEs, and Support Engineers are available for on-site support as needed with travel & expense estimated and authorized by the client prior to engagement. (T&E will be added to the consumptive rate)

Designated Support Team Availability

Purchased as an add-on option. Premier Support clients can get designated US Cloud engineering teams to work on their issues, ensuring maximum familiarity and consistency when tickets are submitted or for proactive projects. Pricing and availability are client-specific, and details are included within MPSA.

Proactive Services

Health Checks

- **IT Operations Risk and Health Assessment:** The IT-ORHA is meant to uncover any issues in clients' service management processes and functions. US Cloud codifies root causes of critical breakdowns, identifies opportunities to strengthen infrastructure, helps support a stable Microsoft environment, and lowers support costs.
- **Applications Health Check:** Application-specific health checks are designed to gauge and remediate any issues within Microsoft applications to ensure productive use. This review includes analysis of an application for problems relating to configuration, performance, and other common issues. The client receives a report that details findings and recommendations as well as support for IT staff working on remediation or risk mitigation.
- **Security Health Check:** Review of Microsoft software security guidance for applications or specific Microsoft environments, including processes and configuration steps. This health check helps to evaluate current processes and configurations compared to published Microsoft security guidance.

Supportability Reviews

Supportability reviews are a proactive service aimed at Premier clients who want assistance in reviewing solutions for compliance with current Microsoft supportability best practices. The supportability review is best delivered prior to going live during the design phase.

Remediation Services

Remediation services diagnose people, processes and technology issues by checking the implementation progress of risk assessment or health check results. US Cloud engineers then suggest potential remedies to remove technical roadblocks. Remediation services can also include US Cloud engineers working directly with key IT staff to implement or to fill skill gaps.

Information Distribution / Product Roadmap Updates

US Cloud monitors, shares, and helps to disseminate Microsoft product updates that are relevant to a client's environment. This can include monthly newsletters to highlight new patches or updates, best-practices, or news around Microsoft product roadmaps. TAMs can also share relevant information that can be easily re-distributed to client teams upon request.

Workshops and Chalk-Talks

Live customized information sessions given by a US Cloud subject-matter-expert to educate client teams on a variety of Microsoft-related topics.