



Microsoft Cloud Services Support

Being a Microsoft Cloud Solution Provider ATEAs aim is to support Microsoft Cloud services users at the best possible level of quality, availability and speed that customers would expect from Microsoft itself.

ATEA Microsoft Cloud Services Support is targeted to customers who purchased any CSP services and require technical support for its Azure users. ATEA provides service support 24 hours a day, 7 days a week all year round in English. Support in Nordic languages (Norwegian, Swedish, Danish and Finnish) is available during business hours.

The Microsoft Cloud Services Support service provides a Single-Point-of-Contact (SPOC) for all Microsoft Cloud service users. It ensures efficient use of the services, improves end-user productivity by advising best usage of different functions of Microsoft Azure and comes with well-defined SLAs.

Included in the service is

- “How to” questions for Microsoft Cloud Services
- Basic issue troubleshooting
- Consultancy on service request fulfilment, incident resolution, including informing requestor about ticket status and resolution progress
- Getting confirmation about ticket resolution from requestor
- Microsoft Cloud Services administrator assistance
- Provision of guidance and consultancy for customer to setup purchased compatible services on mobile devices
- Access to Atea maintained and updated knowledge base in English
- Billing issues escalation and follow-up
- Issue escalations and follow-up with Microsoft
- Support for Microsoft Cloud Services Add-ins

ATEA AZURE EXPERT CENTER

We serve as Single-Point-of-Contact (SPOC) for all your Microsoft Azure needs. We know Azure and cover all 50+ Azure services with our 25+ Azure experts. We have more than 7 years of experience working with Azure. We help our customers moving their applications to the cloud. We have DevOps expertise and cover both on premise, hybrid and public cloud. See more on <http://rethink.atea.com>.

INSPIRE-RETHINK

Get inspired by our Azure experts on how to best utilize the amazing world of Microsoft Azure. Get ideas for your own business needs based on concrete scenarios and live demos – not only slideware. With the assistance of our Azure experts rethink your own infrastructure and applications and be ready for a bimodal IT future. See more on <http://rethink.atea.com>.

MORE INFORMATION

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