PREMIER SUPPORT
from bluesource

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 – Telephony & Comms
Exchange Online
O365 Administration
Microsoft Office Suite
Intune / MDM
EM + S & ATP Suite

On Prem

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

Cloud Hosting

Azure Active Directory
Azure IaaS

GET IN TOUCH

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

0345 319 2300
hello@bluesource.co.uk
www.bluesource.co.uk

bluesource
122 Tooley Street,
London, SE1 2TU