Arrow Premium Support for Microsoft CSP

The cloud is here to stay. Adoption rates are continuing to rise and the opportunity for resellers and managed service providers is bigger than ever. Organisations of all sizes can see the potential and are making the shift. Arrow Support Services offer a comprehensive set of services based on world class best practice to enable our partners to embrace the cloud and grow their businesses.

We understand that moving to the cloud can be a difficult process and a challenge to existing business models our partners operate. We also know that it can be daunting to start creating new solutions in the cloud and implementing new platforms.

To support our partners we offer two premium support packages designed to offer proactive services to help grow your business.

Premium

Our Premium Reseller support package expands upon the included support through a range of proactive services to enable our partners to accelerate their Microsoft cloud business. Our support teams are there to act as an extension of our partners by providing them with advice, guidance and resources to drive their cloud business forward.

We are also able to extend our Premium support to partners end customers so that they can directly call or email our experts for advice, guidance and issue resolution. Partners are provided with regular updates on the calls logged and their resolutions along with analysis of the calls to identify potential up sell and enhancement areas they can offer.

Our premium support is broken down into 3 key areas:

Expert Support	Proactive Services	Partner Enablement

Expert Support

Our support teams are there to support when problems arise to ensure they are seen through to a speedy resolution. We know how important it is that issues are not only resolved quickly but that the partner is informed on the progress so that they can manage this with their customers. This is why our support team provide regular updates to ensure the partner is always up to date on the progress.

When high severity issues occur we want to ensure they are dealt with as quickly as possible which is why we assign a problem owner who is there to drive for a resolution. They will work with the various team members and Microsoft teams to ensure a rapid response to resolving the issues.

Our support teams are also trained on a variety of vendor technologies allowing them to look at the bigger picture when it comes to resolving issues. They can then use this knowledge to provide troubleshooting advice for issues that may be external to the Microsoft Cloud.

As a global Microsoft partner we work closely with their engineering teams to understand upcoming changes and new product releases. Our support teams are trained on all the changes that are coming to ensure our partners can rely on them to support in the changing environments.

Key Information

Call Centre Hours

24 × 7 × 365

Service Levels

Severity 1 - < 30 minutes
Severity 2 - < 2 hours
Severity 3 - < 4 hours

Call Centre Locations

United Kingdom
Germany
Netherlands
France
Spain
Poland
Australia

Support Team

200+ Industry Certifications
Multi Vendor Knowledge
Outstanding customer satisfaction
Over 25,000 support contracts

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Proactive Services

Our proactive services are designed to help you build your cloud business by using our experts as an extension of your team. They are there to support you in delivering new services and solutions to your customers in a variety of ways including:

- Design Validation – Your designs and solutions reviewed by our multi disciplined team & validated against known issues and best practice.

- Project Planning - Support in creating plans for implementation to ensure all the required tasks are included.

- Go Live Day Support – Our support team are briefed on your project to ensure a rapid response to issues that may arise.

- Post Go Live - Ongoing support to close out project issues to bring the service into business as usual

- Review of the issues logged during the implementation to provide the partner with advice on how to mitigate them in future.

Partner Enablement

Our premium support extends beyond resolving issues by supporting your organisation to embed cloud into your sales and delivery. Our premium partners have access to Customer Success Managers who will advise on new solutions and services that can increase sales and cloud adoption. Our team utilises a range of information including incident log, Microsoft briefings, market analysis and sales statistics to support in identifying new opportunities for our partners to grow their business. As a world wide Microsoft distributor we have access to the latest information and upcoming announcements enabling us to provide you the content you need to stay ahead of the competition.

We also provide access to our Arrow Skills Online platform which provides Microsoft training courses to support your staff of all levels to start making the most of the technology available to them.

Key Service Features

Service	Included	Premium Reseller	Premium End Customer
24 × 7 × 365 Call Centre	•	•	•
Issue escalation to Microsoft	•	•	•
Licence and Subscription advice and guidance	•	•	•
Track and log calls via email, phone or online portal	•	•	•
Industry Leading Service Level Agreement (SLA)		•	•
Severity 1 problem owner to ensure rapid resolution		•	•
Design Validation Service		•	•
Project Planning Guidance and Support		•	•
Go Live Day Enhanced Support		•	•
Lessons Learned Report from Go Live		•	•
Customer Success Manager		•	•
First Release on new Microsoft information		•	•
Service and Solution analysis to demonstrate partner opportunity		•	•
Partner gap analysis to identify potential opportunities		•	•
Call analysis to identify trends and recommended remediation		•	•
Support team available directly to end customers IT team			•

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