

Microsoft Premier Support offers complete, end-to-end managed support across the full Microsoft platform to meet your complex needs, expand your capabilities in the cloud, and collaborate more strategically with Microsoft.



## KEY BENEFITS OF PREMIER SUPPORT



### Prioritized, Technical Support

With the fastest, prioritized response times 24x7, elevated break/fix support and access to onsite field engineers, Premier Support provides the top problem resolution services for customers from Microsoft.



### Dedicated Technical Account Manager

Through our Premier Support contract, we are provided with a dedicated Technical Account Manager (TAM). Our TAM has the technical know-how and the authority to escalate our calls and request additional resources are deployed to resolve your issue.



### Proactive Advice

Our Technical Account Manager provides our engineering teams with proactive advice guidance, and resources designed help us identify risks, prevent issues, and improve your services.

## Spanish Point Technologies- Microsoft Premier Support

Spanish Point has invested in a Microsoft Premier Support contract through which we can log calls directly with the Microsoft Premier Support desk on your behalf. This is the highest level of support available from Microsoft. Microsoft Premier Support is designed to meet complex support needs by giving our engineers complete, end-to-end managed support across the full Microsoft platform directly from Microsoft's support team.

Talk to us!

Book a FREE Consultation  
[sales@spanishpoint.ie](mailto:sales@spanishpoint.ie)



Spanish Point Technologies

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