



Enterprise Support for Microsoft



When a crisis happens, the root cause is complex and may cause real problems. SHI has fostered a time-tested relationship with Microsoft over the last 3 decades to support our customers when business impacting events occur. Our tiered, US based service includes a clearly-defined escalation path and transparent support for the Microsoft product stack.

SHI's Enterprise Support for Microsoft also offers access to Microsoft's Proactive Service hours which may be used for workshops and collaborative planning engagements to optimize and maintain the health of your Microsoft environment.

Service Overview

Services	Bronze Tier 75 – 149 hours	Silver Tier 150 – 299 hours	Gold Tier > 300 hours
Tier Minimum Purchase	75 Hours	150 Hours	300 Hours
Proactive Service Hours <i>(Included in tier purchase.)</i>	0	8 hours	16 hours
Proactive Service Hour Add-On Purchase Option	✓	✓	✓
Proactive Conversion Option	N/A	N/A	✓
Initial Response Time	<i>Based on ticket severity</i>		
Services Requests Initiated via SHI One Portal	✓	✓	✓
24 x 7 Support	✓	✓	✓
Ability to Self-Managed Authorized Users	✓	✓	✓
Case Reporting	Quarterly	Monthly	Monthly
Cadence Call	Quarterly	Monthly	Monthly

Contact your SHI Account Executive today and learn how you can engage Enterprise Support for Microsoft.

