



# New Cloud Support Services Offering Microsoft (CSS)

## Sales Battlecard

### Elevator Pitch

Tech Data is introducing three new Cloud Support Services (CSS) plans.

This means that you can now actively select the CSS plan that you feel is appropriate for your cloud business and even expand your own portfolio with a tailor-made offer towards your end customers.



### Partner Benefits

- ✓ Actively choose the support plan that you need for your customers
- ✓ Choose your SLA dependent on your customers' needs
- ✓ English or multi-language options
- ✓ Partner only or partner and end customer access
- ✓ 24/7 Multi-channel access to the helpdesk (email, live chat, phone and ticketing tool)
- ✓ Personalise your support package with add-ons like white label and others line card options
- ✓ Varying levels of Microsoft Level 3 escalation

# Qualifying questions to discover end customer pain points



## ? I am just starting out in cloud.

Then the Basic support plan is right for you at the beginning of your cloud journey – free of charge.

You will always have the option to upgrade to a different CSS plan as your cloud business evolves or you can also choose to buy a fixed number of tickets in addition.

## ? I don't want a monthly commitment to pay for support, but I would like to have the option to be capable of solving the technical challenges of my end customers with a level of support higher than Basic when I think is required.

The pack of 10 tickets with Professional CSS plan is right for you as it offers this benefit. Once purchased, the tickets are valid for 12-month period, so that you are under no pressure to spend them immediately.

## ? I want to offer quicker response times for my customers in case of a technical issue.

Next to many additional services and features, our Professional or Elite CSS models offer our shortest Initial Response Times and faster escalation path from Microsoft for Level 3, which will help in the prioritisation of your technical tickets.

## ? I want my customers to be able to access support 24/7 without my organisation being involved.

Our Elite CSS plan offers you several tailored options - you could either grant permission for your end customers access to Tech Data's support engineers, or white label your CSS and make support services part of your company's portfolio.

## ? I want to be able to personalise my support services for cloud, hybrid and on-premise and for my customers to have the highest ticket prioritisation and the Premier Support for Partners as Microsoft escalation path when needed.

Tech Data's Elite CSS model can cover technical issues in the above-mentioned environments - cloud, hybrid and on-premise and allow you to have all Microsoft Premier Support for Partners' benefits but without a huge initial investment.

## Value Statement

Whether you are actively selling cloud, or just starting out, we have the Cloud Support Services that are right for your business and your end customers. As an in-direct provider, Tech Data is giving you the opportunity to benefit from our team of skilled engineers and also Microsoft’s own support plans – Advanced and Premier Support for Partners.

If you are just starting with cloud, our basic support plan helps you to get started free of charge with an 8/12/24 hour SLA based on initial response time. You will be able to access support 24/7 for Microsoft CSP products via email in English.

Growing your cloud business could be challenging and if you already have experience in cloud and Microsoft CSP, our Professional CSS plan helps you to build and scale your cloud practice via a monthly subscription with no annual commitment with an 1/2/4 hour SLA based on initial response time. You will be able to access support 24/7 for

Microsoft CSP products via email, live chat, telephone and our ticketing tool.

You can always buy 10 tickets for Microsoft Azure or Modern Workplace which will include the features of Professional CSS and you can use them within 12 months.

## Elite CSS Model (Core features)

Many end customer scenarios are not cloud or on premise only, but can be hybrid environments. Tech Data’s Elite CSS plan will cover all those scenarios, offering you and your end customers the highest level of support via an annual contract with monthly subscription payment. With a maximum initial response time SLA of 1/2/4 hours your tickets will have the very highest prioritisation. This plan enables both you and your end users access to support with multi-language and multi-channel access. You can also gain access to a width catalogue of Microsoft’s Proactive Services.

Features	Basic	Professional	Elite
IRT SLA*	4/8/12 hour	1/2/4 hour	
Who can open tickets	Partner		Partner and End User
Access to the helpdesk	24/7		
Incident Management	9am-8pm	24/7	
Microsoft Escalation path	CSP Standard	Advance Support for Partners	Premier Support for Partners
Coverage	Microsoft CSP Cloud		Microsoft CSP Cloud, on-premise** and hybrid
Business model and billing	Free of charge - Included with any Microsoft license or subscription	Flat fee (monthly subscription) or tickets' pack (one time payment)	Tiered consumption-based (Annual subscription with monthly billing)
Access channel	Email	Email, live, chat, telephone*** and ticketing tool	
Language	English	Multi-language	
Microsoft Proactive services access	No		Yes**
Customizable	No		Yes**

\* Initial Response Time    \*\*additional fee    \*\*\* Business hours 9am to 6pm

## Next Steps

- Basic CSS will be included as standard with your CSP license.
- Professional CSS can be ordered via our Cloud Marketplace StreamOne.
- Elite CSS (Core & Bespoke) Model requires assessment with your local Tech Data team.

For further information please contact your Microsoft Cloud Solutions Team

Email: [cloud@techdata.eu](mailto:cloud@techdata.eu)

Web: [www.techdatacloud.eu/css](http://www.techdatacloud.eu/css)

