

Microsoft Premier Support

from Fusion5



Your direct line to expert support and advice from Fusion5 & Microsoft

**A dedicated team of
Microsoft experts at
your fingertips, 24/7**

Fusion5 invests heavily in its support offering with our key partner, Microsoft, by way of a Premier Support Agreement. As a customer, this means you are able to rest assured that if something goes wrong, we have the backing to quickly and effectively resolve your issues.

This service is provided to meet your complex support needs, giving you end-to-end managed support across the full Microsoft platform.

From rolling out new systems or business processes to gaining expert guidance on technology adoption, knowledge sharing and workshops, or simply 24/7 support for mission critical applications, the Fusion5 Customer Success Team, backed by Microsoft Premier Support, is here for you.

Enabling your success through

- Prioritised support for technical problems, 24/7
- Digital and Onsite training, labs and workshops to develop new technical capabilities
- Designated Technical Account Manager for strategic expertise and advocacy within Microsoft
- Support escalation to the highest level
- Proactive engagement to help you stay ahead of updates with minimal disruption
- Direct path into the Microsoft Product Teams and Expert Engineers, backed by Service Level Agreements

Fusion5 + Microsoft: How it works

Fusion5 will resolve logged calls, where possible, within our in-house Customer Success Team. We will escalate issues where necessary, on your behalf, to Microsoft Premier Support. Fusion5 will manage the issue directly, receiving priority attention to speed issue resolution and get you operating again!

To find out more about how Fusion5 & Microsoft Premier Support can benefit your business, contact our Customer Success Team today!

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