HensonGroup

Premier+ Support

A recognized leader in providing excellence in Microsoft Enterprise Support, we own and resolve your issues while your team innovates.

Why Premier+ Support ?

✓ **Faster, expert, dedicated to you. Microsoft Support for less**
Microsoft (Unified) Support starts at no less than $50,000 a year, based on 10% Azure consumption on $500k spend. We have a dedicated team supporting your Microsoft Cloud for 1% or less of your annual spend.

✓ **Managed escalations to Microsoft included**
Expert handling of escalations, ensuring swift resolution by Microsoft's support teams.

✓ **Deep knowledge, hands-on experience**
We have a deep bench of Microsoft Azure and M365 certified Engineers and Architects dedicated to your support issues!

✓ **Quick Response for Quick Resolution**
We understand the importance of minimizing disruption for our clients. That's why we offer industry-leading SLA and SLOs to ensure the highest quality of service.

✓ **Ease of access**
Dedicated Teams-based Support Chatbot for raising tickets and conversing with HG Support.*

Service Level Agreements

Our dedication to quickly resolving issues for your company is our top priority. Here is how we do this:

Sev A Critical Business Impact	Sev B Moderate Business Impact	Sev C Minimal Business Impact
SLA - 2 Hours 95% of tickets resolved in 48 Hours	SLA - 4 Hours 95% of tickets resolved in 60 Hours	SLA - 8 Hours 95% of tickets resolved in 60 Hours
All systems impacted and all users unable to use the platform. High impact on operation of Client's core business. Incident cannot be circumvented (no workaround)	Significant business impact with the platform of a subset of the features/functionality of the platform. Workaround is available.	Non-production issue or a single user has problems or is requesting assistance. Any issue that does not meet the criteria for Sev A or B above. Workaround is available.

*Premier+ customer exclusive
Premier+ annual subscriptions allow us to provide the highest quality support experience and outcomes. Without Premier+, Henson Group will provide per incident-based support at $500/per incident.

Contact Us

Hello@HensonGroup.com

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