



Elite Cloud Support Services (CSS) Plan

Data Sheet

If you or your end-users have critical workloads running either in the cloud or on-premise, that require guaranteed response times and the very highest priority for resolution then Tech Data's Elite CSS plan is right for you. Outsource your technical support to Tech Data and free up your highly skilled internal resources for other, more strategic activities. Your end-user customers can even access our service directly, 24/7 and you can tailor the service you provide for each customer.

Benefits of CSS Elite

- Multichannel access for you and your end-user customers
- Highest ticket prioritisation and resolution effort
- Ensure minimum downtime for you and your customers
- Ticketing tool access to submit tickets and gain reporting
- Access to highly skilled cloud engineers
- No need to have dedicated, expensive internal resources to manage technical support
- Guaranteed Initial Response Time SLAs
- Unlimited Cloud tickets
- On-premise tickets in Pay as You Go, no upfront investment needed
- 24/7 incident management (according severity)
- Customisable with additional features to meet your support needs

Purchase Options		Annual contract (minimum length)
Support can be requested by	>	Partner and end-user
Initial Response Time SLA (IRT)	>	1/2/4/6 hours (according severity)
Access methods	>	Phone, email, live chat and ticketing tool
Multi-language support ¹	>	Phone (Business Hours)*, email and live chat (24/7)
Product coverage	>	Cloud, hybrid and on-premise
Microsoft Escalation Path	>	Premier Support
Management for critical incidents	>	Yes
Microsoft Proactive Services	>	Yes (assessment needed for quoting)

* Business Hours are Mon-Fri, from 9am to 6pm CET (weekends and holidays excluded). ¹ Available languages: English, German, French, Spanish

Additional feature examples

- Customised IRT SLA
- White label service
- Special projects support e.g. SAP migration hyper-care
- Out of business hours language support
- Dedicated engineers work group

Elite CSS services engagements should be discussed with your local CSS Specialist to be highly tailored to your individual needs.

Not sure if this CSS offering is right for you and your customers? Visit our [website](#) and take our two-minute [assessment survey](#) and find out more about our CSS offerings.

Or email us cloud@techdata.eu

