Unified Enhanced Response

Accelerated reactive response management

With accelerated response times and Enhanced incident management, Unified Enhanced Response provides peace of mind across all products in critical situations.

In the modern technology landscape, rapid response management is key to a business' success. Microsoft offers Unified Enhanced Response (UER), an add-on to Unified Enterprise that not only reduces response time for critical severities, but also includes additional Microsoft specialists that are designated to you and your business and will work with you to proactively manage your escalations.

With UER, a pool of experienced and crisis-ready Enhanced incident management resources provide 24/7 coverage for your most critical situations. We establish a connection with you from day one, holding quarterly meetings to better understand your business and business goals. We learn about you and your key environments and workloads, and when an issue arises, we respond to help recover and restore operations as quickly as possible with faster Sev 1 and Sev A incident response times.

Faster response times for your critical moments

Enhance your Unified Enterprise experience with Unified Enhanced Response. Gain accelerated reactive response times and streamlined mitigation in your most urgent situations.

30

minute response time for all products on Sev 1 and Sev A, 15-min Sev 1 for Azure

Compared to a standard 1-hour for all products

Why Unified Enhanced Response?

For more information about Unified solutions from Microsoft, contact your Microsoft representative or visit the Microsoft Unified website

- Accelerated and streamlined incident management experience with escalation management to quickly resolve your most critical situations
- An Enhanced incident management team member available 24/7 for Sev 1/A severities who knows about you and your business goals
- Post-incident reviews for Sev 1 cases* are available to empower your team with insights and best practices for future risk mitigation

The Unified Enhanced Response offer excludes Sovereign Clouds (except China Cloud) and is not available with any restricted access delivery. Until further notice, U.S. Federal is also excluded as UER is not listed in the U.S. Federal service description for Unified Enterprise.

*This does not include root cause analysis. If a root cause analysis is available for your incident, your Incident Manager and CSAM will discuss with you how this service can be added to your contract and if there is an additional charge.

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Accelerated response times and Enhanced incident management for your most critical situations

Faster response times

Accelerated response time and escalation management

Streamlined response and incident recovery are key for business continuity. Unified Enhanced Response offers accelerated reactive times for all products, with 24/7 availability to cover your critical moments. Enhanced incident management resources who know about you are available to lead in critical escalation cases.

- 30-minute response times for all products on Sev 1, plus 15-minute for Azure
- 30-minute response times for all products on Sev A
- On-premises products included

Experts that know you

A pool of experienced and crisis-ready Enhanced incident management resources familiar with your business environment

To connect you to the right resource the first time, our pool model provides 24/7 direct access to an Enhanced incident management team. Quarterly meetings keep them up to date on your business, so when you encounter a critical situation, they have the knowledge to provide you with accelerated, informed solutions.

Insights for the future

Post-incident reviews for Sev 1 cases to mitigate future risk

For any Sev 1 issues, Unified Enhanced Response also provides post-incident reviews* to strengthen your business and prevent future outages and issues. After the critical case resolution, a member of the Enhanced incident management team will provide an overview of the incident response, including successes and areas for improvement. The CSAM then orchestrates remediation, to proactively reduce future cases and strengthen your solutions.

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