

Mission Critical Services for Microsoft Security Cloud

Advanced engineering capabilities and strategic technical engagement

Get peace of mind for your mission critical Microsoft Security products with Microsoft's unmatched expertise. Our team uses advanced capabilities, deep product expertise and knowledge of your business and technical priorities to drive accelerated issue resolution and advocate on your behalf within Microsoft Security engineering. Feel empowered to harness the full potential of Microsoft Security products.



Focus on what matters the most to you

Accelerated Resolution

- Reduce time to recovery with prioritized engineering engagement, and clear ownership of the critical issue mitigation.
- Receive root cause analysis of critical issues to address risks and avoid issue reoccurrence.

Technical Engagement

- Designated Microsoft Security experts that know you, your environment, and your priorities to drive cloud success.
- Assigned Microsoft
 Security Engineering Lead
 that advocates for you
 within Microsoft Security.

Reliability

- Security engineering enhanced awareness and readiness during your, critical projects and changes
- Benefit from unique visibility into the Microsoft Security product roadmaps and insights on new features, changes, and opportunities.



Drive outcomes

Your priorities

I want my Microsoft Security support issues to be treated with the highest priority

Outcomes we deliver

Improved time to recover

through a direct line to and highest priority engagement from Microsoft Security Engineering teams I want a trusted technical partner who follows up on my priorities and high impact support issue

Microsoft Security
Engineering Customer Lead
who advocates within Security
Engineering and represents
your interests and priorities

I want Microsoft Security engineering insights and readiness for my critical projects and major events

Engineering guidance and engagement to remove technical blockers and enable quicker issue mitigation