

Microsoft Defender Experts Services Description (DESD)

January 2026

1 About this document

This Defender Experts Services Description ("DESD") document provides information on the support services included in the Defender Experts Suite purchased via your Enterprise Agreement or Microsoft Customer Agreement ("DEX Suite Agreement"). It is important to familiarize yourself with the descriptions of the services, including any prerequisites, disclaimers, limitations, and customer responsibilities.

Please note that not all services listed in this document are available globally. To determine which services are available in your local area, please contact your Microsoft representative. Available services are subject to change.

2 Customer success and support services

Microsoft Defender Experts Suite Support Services ("DEX Suite Support Services") are a comprehensive set of support services, driven by the need to support Microsoft Security Cloud for Defender services, that can help accelerate and leverage technology to realize new business growth. Our support services are tailored to meet your specific needs and help you get the most out of your Microsoft investment. Our support services include:

2.1 Foundational Services

Support services are available as Foundational Services with additional support service packages as described below. Foundation Services include:

Proactive Services: These services help prevent issues in your Microsoft Security Cloud for Defender environment and are scheduled to ensure resource availability and delivery during the term of the DEX Suite Agreement. The Proactive Services that follow will only be provided for the Microsoft Unified Enterprise for Defender Suite services.

Planning Services provide assessments and reviews of your current Microsoft Security Cloud for Defender infrastructure, data, application, and security environment to help plan your remediation, upgrade, migration, deployment, or solution implementation based on your desired outcomes.

Planning service types
• Proof of Concept: This engagement aims to provide evidence that enables the customer to evaluate the feasibility of a proposed technical solution. The evidence can take the form of working prototypes, documents, and designs, but they are not usually production-ready deliverables. • Architecture Services: An engagement, structured as a series of discussions led by a Microsoft expert. Our experts will work with customers to translate business requirements into tailor-made solution architectures that will accelerate deployment success. These discussions may involve evaluating technical requirements, examining the existing architecture design, and providing experienced technical insights into solution architecture best practices. This process is intended to create a technical solution design that aligns with the given goals and objectives and serves as a crucial reference document for the production deployment phase.

Implementation services provide short-term technical and project management expertise to accelerate the design, deployment, migration, upgrade, and implementation of Microsoft technology solutions.

Implementation service types

- **Onboarding Services:**
Provide short-term assistance with deployment, migration, upgrade, or feature development. This can include planning and validation of a proof-of-concept or production workload using Microsoft products.

Maintenance services aim to prevent issues in your Microsoft environment and are typically scheduled in advance of service delivery to ensure resource availability.

Maintenance service types

- **On-demand Assessment:**
Access to an online automated assessment platform that uses log analyses to analyze and assess your Microsoft technology implementation. The On-demand Assessments cover limited technologies. To use this self-service assessment service, you need an active Azure service with adequate data limits to enable the use of the on-demand assessment service. Microsoft may provide assistance to enable the initial setup of the service (up to 2 hours). In conjunction with the On-demand Assessment, and for an additional fee, an onsite Microsoft resource (for up to two days) or remote Microsoft resource (for up to one day) is available to assist with analyzing the data and prioritizing remediation recommendations per your services agreement. Please note that onsite assessments may not be available in all geographies and Microsoft resources cannot be used to deliver onsite or remote assessment services using the initial 2-hour setup service.
- **Assessment Program:**
This assessment evaluates the design, technical implementation, operations, or change management of your Microsoft technologies against Microsoft recommended practices. At the conclusion of the assessment, a Microsoft resource will work directly with you to remediate issues and provide a report containing the technical assessment of your environment, which may include a remediation plan.
- **Offline Assessment:**
This service provides an automated assessment of your Microsoft technology implementation with data collected remotely or by a Microsoft resource at your location. The data gathered is analyzed by Microsoft using on-premises tools, and we provide you with a report of our findings and remediation recommendations.
- **Proactive Monitoring:**
This service delivers technical operations monitoring tools and recommendations for tuning your server incident management processes. It helps you create incident matrices, conduct major incident reviews, and design a sustained engineering team.
- **Proactive Operations Programs (POP):**
This service provides a review with your staff of your planning, design, implementation, or operational processes against Microsoft recommended practices. The review is conducted either onsite or remotely by a Microsoft resource.

Optimization services aim to help customers achieve optimal utilization of their technology investment. These services may include remote administration of cloud services, optimizing the

adoption of Microsoft product capabilities by end users, and ensuring robust security and identity posture.

Optimization service types

- **Adoption Services:**
Adoption support services provide a suite of services that help you assess your organization's ability to modify, monitor, and optimize changes linked to your Microsoft technology purchase. This includes support in the development and execution of your adoption strategy around the people side of change. Customers have access to resources with the expertise, knowledge, and associated Microsoft recommended practices to support their adoption program.
- **Security Services:**
The Microsoft security solutions portfolio includes four focus areas: cloud security and identity, mobility, enhanced information protection, and secure infrastructure. Our security services help customers understand how to protect and innovate their IT infrastructure, applications, and data against internal and external threats.

*** These services may be an element of a customized program of support services, available for an additional fee, and may be defined in an exhibit referenced in a separate Microsoft Unified Enterprise Services agreement.**

Education services provide training that help to enhance your support staff's technical and operational skills through either onsite, online, or on-demand instruction.

Education service types

- **On-demand Education:**
Access to a collection of online training materials and online labs from a workshop library digital platform developed by Microsoft.
- **Webcasts:**
Access to live Microsoft-hosted educational sessions on a wide selection of support and Microsoft technology topics, delivered remotely online.
- **Hackathons:**
This service facilitates learning innovative ways customers can utilize their Microsoft technology to effectively tackle their specific business challenges. This is achieved through interactive, activity-based services that employ real-world or customer-specific scenarios. These services encourage customers to engage in a fast and iterative collaboration with technology experts to find creative solutions to their needs.
- **Chalk Talks:**
These are typically one-day interactive sessions that cover product and support topics provided in a lecture and demonstration format. They are delivered live by a Microsoft resource either in person or online.

Education service types

- **Workshops:**

Our advanced level technical training workshop sessions are available on Microsoft Security Cloud technology topics, delivered by a Microsoft resource in person or online. Workshops are purchased on a per-attendee basis or as a dedicated delivery to your organization. Please note that workshops may be recorded after proper notice and consent is provided (and for certain regions, with additional express written permission). See Additional terms and conditions

Reactive services: These services help resolve issues in your Microsoft environment and are typically consumed on demand. The following reactive services are included as needed for currently supported Microsoft Online Services. Please note that all reactive support is delivered remotely.

Reactive service types

- **Advisory Support:**

Access assistance or guidance on the optimal setup or application of specific Microsoft technology elements.

Advisory Support is an included benefit in the Unified Enterprise Foundational Services, designed to help customers resolve specific technical questions efficiently in simple scenarios. Advisory Support focuses on providing short-answer guidance, access to documented best practices, and general product documentation related to implementation or configuration.

Advisory Support excludes error resolution, troubleshooting, or other Break-Fix scenarios.

It's also important to note that Advisory Support does not encompass architectural design, the development of solutions, or tailor-made customizations. This service is provided through email, chat or phone with prescriptive knowledge-based articles and delivered on reasonable best effort.

Advisory Support is limited to a maximum of 6 hours per incident.

- **Problem Resolution Support:**

Problem resolution support services are designed to help you troubleshoot specific problems, error messages, or functionality that is not working as intended for Microsoft products.

To access these services, you need to create an incident request. You can initiate an incident either by phone or by submitting a request via the web. Please note that support requests for services and products not covered by the applicable online service support portal are managed within the Microsoft Services online portal and they are subject to the severity levels specified in Appendix A.

The incident severity determines the response levels within Microsoft, initial estimated response times, and your responsibilities. You are responsible for outlining the business impact to your organization, in consultation with us, and Microsoft will assign the appropriate severity level. You can request a change in the severity level during the term of an incident should the business impact require it.

Upon your request, we may collaborate with third-party technology suppliers to help resolve multi-vendor product interoperability issues. However, it is the responsibility of the third party to support its product.

Reactive service types

The term 'First Call Response' is defined as the initial non-automated contact via phone or email. Severity definitions and the Microsoft estimated initial response times are detailed in the incident response tables below.

*** Please refer to the Reactive Support incident severity types chart in Appendix A for more information.**

- **Reactive Support Management:**

Our Reactive Support Management provides oversight of support incidents to drive timely resolution and high-quality support delivery. Success Management Services will be utilized for the Reactive Support Management of all support requests.

*** Please refer to the Incident Response tables in Appendix A for more information on incident severity levels.** For Severity C incidents, the service is available by customer request during business hours. For Severity 1 and Severity A incidents, an enhanced escalation process is initiated and automatically executed. For non-business hours extended coverage, you may purchase Additional Reactive Support Management Hours.

- **Root Cause Analysis:**

If you explicitly request it prior to the incident closing, we will perform a structured analysis of potential causes of a single incident or a series of related problems. You will be responsible for working with the Microsoft team to provide materials such as log files, network traces, or other diagnostic output. Please note that Root Cause Analysis is only available for certain Microsoft technologies and may incur an additional charge.

- **Reactive Support Management Add-on:**

You can purchase additional hours to receive Reactive Support Management. Our resources will operate remotely and deliver the service during business hours in the time zone that is agreed upon in writing. This service is delivered in English and, where available, may be provided in your spoken language. Please note that this service is subject to Microsoft resource availability.

Success Management Services: These services are included with your agreement.

Success Management Services

- **Success Management Services:** Success Management Services are provided digitally and/or by Customer Success Account Managers. These resources may operate either remotely or on-site at your location.

*** Please refer to Appendix B to find more information on Success Management Services and the outcomes.**

2.2 Mission Critical Services

Service

- **Mission Critical Services for Security Cloud ("MCS for Security Cloud"):**

MCS for Security Cloud is a service offering that provides enhanced support for the customer's Microsoft security portfolio, including prioritized access directly to the security engineering teams. The goal of MCS for Security Cloud is to accelerate customer's time-to-

Service
value for enrolled security products including Microsoft Entra, Microsoft Intune, Microsoft Purview, Microsoft Defender, Microsoft Sentinel and Security Copilot, with plans to incorporate more security products in the future. Through the MCS for Security Cloud team's strong technical skillset, deep knowledge of the customer, and ability to engage the core security engineering organization, the customer has an ongoing relationship with a security engineer contact to provide their expertise as a customer deploys their Microsoft security products or prepare for business impacting events. Please refer to the Mission Critical Services for Microsoft Security Cloud incident severity types chart in Appendix A for more information. * This service is available for an additional fee via a separate Microsoft Unified Enterprise Services agreement.
Microsoft Cybersecurity Incident Response (MSCIR): Provides global investigation and guidance to help evaluate cyberattack scope, build resiliency, and protect against potential cyberattacks. These services help to reduce the risk of targeted cyberattacks and better mitigate the damage caused by a security crisis. At the time of incident, Microsoft will engage with customer to define the specific scope to address and manage the cyberattack. Under certain urgent circumstances, customer may request and authorize Microsoft to commence delivery of the MSCIR services prior to purchasing or defining the scope of the MSCIR service ("MSCIR Contract"). Notwithstanding anything to the contrary, if customer authorizes Microsoft to begin work prior to the MCSIR Contract, customer agrees that (a) it will take all such actions that are reasonably necessary to execute the MCSIR Contract as quickly as practicably possible, (b) it remains fully liable and agrees to pay for the services rendered prior to the execution of the MCSIR Contract as invoiced by Microsoft, and (c) Microsoft will not be liable for any acts or omissions related to the authorized work that occurs prior to signing and customer assumes all related risks. Additional information related to MSCIR engagements (e.g., pricing and scope of work) or information regarding proactive offerings, is available through your Customer Success Account Manager (CSAM). MSCIR is further defined in an Exhibit referenced in the DEX Support Services Agreement. * Additional MS CIR services are available for an additional fee via a separate Microsoft Unified Enterprise Services agreement.

2.3 Enhanced Solutions

Service
Enhanced Designated Engineering (EDE) for Microsoft Security Cloud for Defender: Our custom service provides deep and ongoing technical engagement for customers with complex scenarios. This offering is scoped to match your needs and outcomes by providing a designated engineer who will build a deep knowledge of your environment or solution

Service

and support your business goals, including but not limited to workload optimization, adoption, or supportability.

EDE services focus on the following areas:

- Help maintain a deep knowledge of your current and future business requirements and configuration of your information technology environment to optimize performance.
- Document and share with you recommendations of the use of support services–related deliverables (e.g., supportability reviews, health checks, workshops, and risk-assessment programs).
- Help make your deployment and operation activities consistent with your planned and current implementations of Microsoft technologies.
- Enhance your IT staff's technical and operational skills.
- Develop and implement strategies to help prevent future incidents and increase system availability of your covered Microsoft technologies.
- Help determine the root cause of recurring incidents and provide recommendations to prevent further disruptions in the designated Microsoft technologies."

Please note the following service-specific prerequisites and limitations:

- EDE services are available during normal business hours (09:00 to 17:30 Local Standard Time, excluding holidays and weekends).
- EDE services are delivered remotely unless agreed otherwise in advance in writing. Where on-site visits are mutually agreed upon and not pre-paid, we will bill you for reasonable travel and expenses.

*** Additional EDE services are available for an additional fee via a separate Microsoft Unified Enterprise Services agreement.**

2.4 Additional terms and conditions

Prerequisites and Assumptions

DEX Support Services are delivered based on the following prerequisites and assumptions:

- **Foundational Services Reactive Services:** These services are provided remotely to the location(s) of your designated support contacts.
- **Language of Services:** Foundational Services reactive services are provided in English and, where available, may be provided in your spoken language. All other support services are provided in the spoken language of the Microsoft services location providing services, or in English, unless otherwise agreed to in writing.
- **Supported Products:** We provide support for all versions of commercially released, generally available Microsoft Security Cloud products that you have purchased.
- **Service Utilization:** All services are forfeited if not utilized during the term of the DEX Support Services Agreement.

- **Scheduling of Services:** Scheduling of services is dependent upon the availability of resources and workshops may be subject to cancellation if minimum registration levels are not met.
- **Remote Access:** We can access your system via remote connection to analyze problems at your request. Our personnel will access only those systems authorized by you. To utilize remote connection assistance, you must provide us with the appropriate access and necessary equipment.
- **Customer Data:** Some services may require us to store, process, and access your data. When we do so, we use Microsoft-approved technologies which comply with our data protection policies and processes. If you request that we use technologies not approved by Microsoft, you understand and agree that you are solely responsible for the integrity and security of your data and that Microsoft assumes no liability in connection with the use of non-Microsoft-approved technologies.
- **Re-scheduling Services:** Where there are unforeseen circumstances that require a change of delivery date, the same delivery request can be re-scheduled via Success Management (CSAM) once without charge. Microsoft reserves the right to apply charges on additional requests to re-schedule the same delivery.
- **Service Availability:** Not all services may be available in your country. Please contact your service delivery resource for details.
- **Code Access:** You agree that the only non-Microsoft code to which you provide us access to is the code that you own. The services may include services deliverables, advice, and guidance related to code owned by you or by Microsoft, or the direct provision of other support services.
- **Reactive Services:** When providing Reactive services, Microsoft does not provide code of any kind, other than sample code. You will assume all risks associated with implementing any code provided by Microsoft in the performance of support services and be responsible for all testing, controls, quality assurance, legal, regulatory or standards compliance, maintenance, deployment, and other practices associated with code provided by Microsoft in the performance of support services in whole or in part, in your Microsoft environment, or any other deployment whatsoever.
- **Platform Requirements:** There may be minimum platform requirements for the services purchased.
- **Service Delivery:** Services may not be delivered through to your customers. Where onsite visits are mutually agreed upon and not pre-paid, we will bill you for reasonable travel and living expenses.
- **User Communications:** You agree that we may send information regarding products and features to a valid and active company email address through material identified as security updates, newsletters, blogs, security briefings, service communications, and similar documentation. Your users shall have the proper mechanism to Opt-Out of such communications.
- **Recordings:** Any recordings and related collateral of services provided are services deliverables subject to the terms and conditions of the governing agreement under which the services are delivered.

By accepting the invitation to participate in a recorded event or by joining the recorded event: 1) Participants agree to be recorded and that the collection and storage of the recorded event is subject to the terms and conditions governing the event; 2) Participants agree that their name, email address, submitted questions, and/or phone number may be viewable by other participants; and 3) Participants agree that the recording may be shared with Microsoft employees and representatives.

Other than as expressly provided in the governing agreement, you may not modify, copy, distribute, transmit, display, perform, reproduce, publish, license, create derivative works from, transfer, or sell any information from the recorded event.

The services deliverables may be reasonably shared within your organization subject to the terms and conditions governing services deliverables and are not intended to replace your own organizational training programs. You will exercise sole discretion in determining whether to use the services deliverables and will be responsible for all legal, regulatory, or standards compliance. You assume all risks associated with implementation or reproduction of the services deliverables, including confidentiality obligations, information being taken out of context, or the information being shared in an untimely manner. The services deliverables are presented “as-is”, and “with all faults” as of the time of delivery, and Microsoft does not provide any warranties, express or implied.

2.5 Your Responsibilities

You have the following responsibilities. Failure to comply may result in service delays:

- **Support Services Administrator:** You will designate a named support services administrator who will lead your team and manage all support activities, including the internal processes for submitting support incidents requests to us.
- **Reactive Support Contacts:** As needed, you can designate reactive support contacts who will create support requests through the Microsoft support website or by phone. Cloud administrators for your cloud-based services can also submit cloud support requests through the relevant support portals.
- **Online Services Support Requests:** Cloud administrators must submit support requests for online services through the appropriate online service support portal.
- **Service Request Submission:** When submitting a service request, your reactive support contacts should have a basic understanding of the problem and an ability to reproduce it. This will assist Microsoft in diagnosing and triaging the problem. These contacts should also be knowledgeable about the supported Microsoft products and your Microsoft environment to help resolve system issues and assist Microsoft in analyzing and resolving service requests.
- **Problem Determination and Resolution:** When submitting a service request, your reactive support contacts may need to perform problem determination and resolution activities as requested by us. These activities may include performing network traces, capturing error messages, collecting configuration information, changing product configurations, installing new software versions or components, or modifying processes.
- **Service Planning:** You agree to collaborate with us in planning the utilization of services, based on the services you have purchased.
- **Contact Updates:** You agree to inform us of any changes to your named contacts within 7 business days of any such change.
- **Data Management:** You are responsible for backing up your data and reconstructing lost or altered files due to catastrophic failures. You also need to implement necessary procedures to ensure the integrity and security of your software and data.
- **Feedback:** Where possible, you agree to respond to customer satisfaction surveys that we may periodically provide regarding the services.
- **Expenses:** You are responsible for any travel and expenses incurred by your employees or contractors.
- **Additional Responsibilities:** Your service delivery resource may ask you to fulfill other responsibilities specific to the service you purchased.

- **Cloud Services:** When using cloud services as part of this support, you must either purchase or have an existing subscription or data plan for the applicable online service.
- **Enterprise support portal:** When using your enterprise support portal, you must either acquire or have an existing Entra tenant to provide access to your users who will be using the services that are active on the enterprise support portal.
- **Proactive Services Requests:** You acknowledge that scheduling of delivery requests is subject to availability of Microsoft resources and agree to submit requests for Proactive services and Enhanced solutions, along with any necessary or applicable data, no later than 60 days prior to the expiration date of the DEX Support Services Agreement and where this does not occur, you acknowledge that Microsoft will apply best efforts only wherever possible to deliver your request.
- **Access:** You agree to provide our onsite service delivery team with reasonable telephone and high-speed Internet access, as well as access to your internal systems and diagnostic tools, as applicable.
- **Management of Licensing Enrollments:** Before deployment of licensed software or assignment of licensed online services and subscriptions, you are required to register any volume licensing enrollments / agreements, as well as any subscriptions and to assign administrators who will manage your licensing assets and / or subscriptions in the relevant portals.

Appendix A: Severity Types Charts

This appendix contains a series of charts that provide a visual representation of incident severity types and levels. Please note that these charts are supplementary and are intended to provide additional insights into the incident severity levels. They should be used in conjunction with the main text for a comprehensive understanding of the topic.

Reactive Support – Incident Severity Types

For problem resolution support, please see the severity situations in the chart below:

Severity and situation	Our expected response	Your expected response
Severity 1	Azure components ¹ - First call response in 15 minutes or less	Notification of your senior executives, as requested by us
Critical business system down:	All other products and services - First call response in one hour or less	Allocation of appropriate resources to sustain continuous effort on a 24x7 basis ³
Business at risk. Complete loss of a critical application or solution.	Critical situation resource ² assigned	Rapid access and response
Needs immediate attention	Continuous effort on a 24x7 basis ³	Submission via phone or web
	Rapid escalation within Microsoft to product teams	
	Notification of our senior executives, as required	
Severity A	First call response in one hour or less	Allocation of appropriate resources to sustain continuous effort on a 24x7 basis ³
Critical business system degraded:	Critical situation oversight ²	Rapid access and response
Significant loss or degradation of services	Continuous effort on a 24x7 basis ³	Submission via phone or web
Needs attention within one hour		
Severity B	First call response in two hours or less	Allocation of appropriate resources to align to Microsoft effort
Moderate business impact:		
Moderate loss or degradation of services, but work can reasonably continue in an impaired manner	Upon customer request, effort on a 24x7 basis ⁴	If 24x7 effort has been requested, you will allocate appropriate resources to sustain 24x7 effort ⁴
Needs attention within two business hours ⁴		Access and response from change control authority within four business hours
		Submission via phone or web

Severity and situation	Our expected response	Your expected response
Severity C	First call response in four hours or less	Accurate contact information on case owner
Minor business impact:		
Substantially functioning with minor or no impediments of services	Effort during business hours only ⁵	Responsive within 24 hours
Needs attention within four business hours ⁵		Submission via phone or web

¹ The listed response time for your Azure components does not cover Azure StorSimple, GitHub AE, Azure Communication Services or Billing & Subscription Management.

² Critical situation resources help drive for prompt issue resolution through case engagement, escalation, resourcing, and coordination.

³ We may need to downgrade the severity level if you are not able to provide adequate resources or responses to enable us to continue with problem resolution efforts.

⁴ If you choose 24x7 when you submit the support request, you commit to a continuous, 24x7 operation, every day with the Microsoft team until resolution, otherwise, Microsoft may at its discretion provide service during business hours only.

⁵ Business hours are generally defined as 09:00 to 17:30 Local Standard Time, excluding holidays and weekends. Business hours may differ slightly in your country.

Mission Critical Services for Microsoft Security Cloud – Incident Severity Types

For problem resolution support, see the severity situations in the chart below:

Severity and situation	Our expected response	Your expected response
Severity 1 Critical business system down: Business at risk. Complete loss of a critical application or solution. Needs immediate attention	Initial Response Time response in 15 minutes or less Customer Services Support (CSS) security advanced engineers Continuous effort on a 24x7 basis ¹ Empowerment to engage the Security Engineers as needed	Notification of your senior executives, as requested by us Allocation of appropriate resources to sustain continuous effort on a 24x7 basis ¹ Rapid access and response Submission via phone or web
Severity A Critical business system degraded: Significant loss or degradation of services Needs attention within 15 minutes	Notification of our senior executives, as required	Allocation of appropriate resources to sustain continuous effort on a 24x7 basis ¹ Rapid access and response Submission via phone or web

¹ We may need to downgrade from 24x7 if you are not able to provide adequate resources or responses to enable us to continue with problem resolution efforts Problem Resolution Support services are only available in English.

Appendix B: Success Management Services

This appendix contains a series of charts that provide a visual representation of the Success Management Services pillars, activities and outcomes.

Success Management Services

- Success Management Services are included with your DEX Support Services Agreement, unless otherwise noted herein.
- Success Management Services are provided digitally and or by Customer Success Account Managers.
- These resources may operate either remotely or on-site at your location, and will work hand in hand with you to deliver on the following activities:

Pillars	Activities	Activity Description
Solution Health: The goal is to help you get the most out of your Microsoft cloud investments by ensuring they are healthy, optimized, and resilient. Through our Customer Health Program Management, we work with you to plan and implement actions and recommendations that will improve the operational health of your Microsoft cloud solutions. We use our Problem Management expertise to help you identify and resolve recurring issues that affect your cloud performance and reliability. We also help you with Disaster Preparedness by conducting regular activities to help you prepare for major incidents and outages that could disrupt your business operations. Furthermore, we suggest engaging us in reviewing your Resilience and Security to help you identify and address opportunities to improve the resilience and security of your critical business functions that rely on the cloud.	Customer Health Program Management	Improve and accelerate customer health by focusing on simplification and operational excellence.
	Problem Management	Identify and respond to critical issues, create and/or generate insights recommend appropriate remediation
	Proactive Resilience	Improve resiliency as in the ability of a system to withstand failures and recover quickly, minimizing the impact on customers and business outcomes
	Proactive Security	Improve security and compliance through the implementation of Microsoft security solutions.
	Disaster Preparedness	Ensuring customers are prepared for crisis and orchestrating the Microsoft team
Adoption & Planning: We assist you with orchestrating and aligning the right resources in the planning and implementing cloud technologies that transform your organization. We provide success program management services that help you reach your technology and business objectives. We help you accelerate the implementation, adoption and value realization of Microsoft cloud technologies. We also help you enhance the health of your Microsoft cloud investments through Customer Health Program management services. We help you identify opportunities to reduce your cloud and software expenses through technology optimization services. We keep you informed about important product, security, service and feature updates through technology and security updates. We guide you and help you resolve end-of-life technology issues through lifecycle management services.	Success Program Management	Relationship governance and continuous orchestration of ongoing account planning, alignment, and validation of customer outcomes/value as established in the customer success plans.
	Technology Optimization	Maximize the customers' investments through cloud optimization
	Technology & Security Updates	Cloud investments and infrastructure constantly updated to the latest released updates
	Lifecycle Management Services	Ensure customers have an up-to-date lifecycle management plan

Executive Partnership: We work with you as partners, sharing responsibility and the rewards of your Microsoft investments. We build strong ties between your executives and ours, so we can understand your goals and support your success programs. We offer services that help you plan and deliver specific results, using Microsoft cloud technologies. We help you get up and run faster, make the most of your cloud solutions, and achieve more value from Microsoft.	Customer Relationship Management	Fluid successful relationship between the customer and Microsoft
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