

CLOUdSolv Total Care Support Office 365 IT Admin Services

Are you selling Microsoft CSP products and struggling to provide the mandated services? Let us do the heavy lifting, so you can focus on your business. Here's what we can do for you:

	CLOUdSolv Total Care Support	CLOUdSolv Core Support	CLOUdSolv Partner Supported
What is the discount?	10% off MSRP of 365/Support Bundle and 12% off for CTC Tier 1 Partners	12% off MSRP and 14% off for CTC Tier 1 Partners	16% off MSRP and 18% off for Capture the Cloud Tier 1 Partners
Who owns end user support?	CLOUdSolv supports your end user	CLOUdSolv supports your end user	You do!
When is support available?	24/7 Tier 1, 2, & 3 support provided to End User (IT Admin)	24/7 Tier 3 Support provided to End User (IT Admin)	You're the first contact for your end user. We will back you up with 24/7 CLOUdSolv Core Support
What is the contact method for support?	Phone, email, and online management portal	Phone and email support	As defined by partner to end user
Can the end user manage their own licenses?	Yes - you can grant the end user access to the End User management dashboard	Yes - you can grant the end user access to the End User management dashboard	Yes - you can grant the end user access to the End User management dashboard
Who provides presales licensing, portal, and technical support?	You do and we'll be there to provide assistance when needed	You do and we'll be there to provide assistance when needed	You do and we'll be there to provide assistance when needed
Who manages the escalation to Microsoft?	We will while keeping you updated on the progress	We will while keeping you updated on the progress	You do through your Microsoft Partner Center. We will be behind the scenes assisting to close the case.
Are helpdesk support options available?	Available as an add-on through CLOUdSolv	Available as an add-on through CLOUdSolv	You can offer them yourself or purchase from SYNNEX
Who provides migration services?	You do, or, we have options available, including free migrations!	You do, or, we have options available, including free migrations!	You do, or, we have options available, including free migrations!
What type of support is provided by Microsoft?	Advanced Support	Advanced Support	You can use your own Signature, Advanced, or Premier support plans. You can also take advantage of our Advanced Support plan through Microsoft (when we escalate a support request to MSFT).
Is technical support located in the United States?	YES!	No	No
Is Technical support white labeled?	No. Your end users will be greeted with "CLOUdSolv support"	No. Your end users will be greeted with "CLOUdSolv support"	It's your support!
What are the SLA's?	Response times reduced by half! Please see T&C's for details	This will depend on severity level, please see CSP Terms & Conditions for details	Your SLA's come first! Please refer to the CSP Terms & Conditions

