

AHEAD Intelligent Support for Microsoft

AHEAD Intelligent Support for Microsoft provides comprehensive assistance and incident management for your Microsoft enterprise platforms, ensuring rapid response from technical experts to address issues efficiently and minimize operational disruptions. With Intelligent Support, you benefit from consistent maintenance to maximize reliability, availability, and performance. Our dedicated support team proactively minimizes risk and downtime, offering immediate escalation for mission-critical system issues. From planning and rollouts to health checks and remediation, our assistance programs ensure seamless operation across cloud, on-premise, or hybrid environments.

Intelligent Support Benefits

With AHEAD Intelligent Support for Microsoft, enterprises can increase operational efficiencies while reducing downtime and enhancing performance within their Microsoft environment.

Intelligent Support makes AHEAD the single point of contact for troubleshooting and resolving issues that impact your Microsoft environment. We prioritize understanding your organizational requirements to deliver thorough and consistent support for your Microsoft assets. If escalation to the OEM is necessary, AHEAD will handle this process on your behalf.

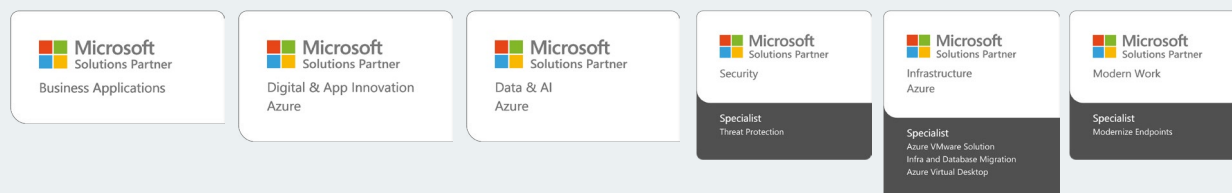
Service Features:

- Access to 24x7x365 technical support provided by our certified engineers to assist with problem resolution, remote diagnosis and debugging, and software hotfixes
- End-to-end ownership of all incidents and service requests
- Troubleshooting of complex interoperability problems
- Troubleshooting of issues related to new or complex product defects
- Supportability reviews for planned product or application migrations and deployments
- Troubleshooting of software updates and patches

Microsoft Technologies Supported:

- Azure
- Microsoft Server OS
- SQL Server
- System Center
- Exchange Online
- Microsoft 365
- Teams
- SharePoint Online
- Dynamics
- Microsoft Endpoint Manager (Intune)
- SharePoint Server (on-premises)
- Exchange Server (on-premises)

Why AHEAD?



Through Intelligent Support, AHEAD's alternative to Microsoft's Premium support contract, we offer a high-quality, intimate support experience that leverages our specialized and certified team of Microsoft experts.

To learn more about AHEAD Intelligent Support for Microsoft,

with us today.