



Bechtle Prime Support for Microsoft Services.

Same service. Lower costs. Better quality.

With Bechtle Prime Support we offer a powerful, flexible and **cost-efficient alternative to official Microsoft Unified Support**. You receive professional assistance from certified engineers, predictable costs, fast response times and personal care from experienced Managers on Duty. Our support team **of more than 1,800 Microsoft specialists** handles engineering services in the technical domain, incident reporting and, of course, problem resolution. Involvement of Microsoft as a solutions partner is guaranteed at all times and is part of the support, thanks to our highest partner status.

Seamless support for your digital development.

With Bechtle Prime Support, we ensure that your technology is always perfectly aligned with your business requirements. This keeps your IT stable, efficient and future-proof—so you can focus entirely on your core business.



Solution Architect / Enterprise Consultant

We support you with proactive consulting and the coordination of technical resources for reactive support cases. The Solution Architect / Enterprise Consultant knows your business requirements and ensures the adaptation and ongoing development of your IT strategy to achieve your business goals.



Proactive Support

We advise you on all IT topics before problems arise: as part of the support we provide tailored consultations, workshops, engineering services in the technical domain, and code reviews for your developers.



Reactive Support

If things do go wrong, we are there for you: we augment your support team with more than 1,800 Microsoft specialists. If there are incidents we cannot resolve directly, we act as your liaison to the Microsoft Support Team.



Reduction of IT support



IT roadmap



Reduction of failures

**Focus on business
&
Value creation**

What Bechtle Prime Support offers.



Central point of contact (Single Point of Contact).

- 24/7 availability
- Coordination of all support requests and escalations
- Single entry channel for all add-on services



Microsoft Premier Support included.

- Access to vendor engineers
- Reaktive und proaktive Leistungen (inkl. Workshops, Advisory Hours)
- Eskalationsmanagement und Root-Cause-Analysen



Modular and extendable.

- Basic Support as the foundation
- Add-ons available: On-Premises, Microsoft 365 and Azure Support
- Combinable and scalable

Our services at a glance.

Basic.

Central point of contact for all Bechtle Prime Support tickets, routing and tracking of all downstream units, backed by Microsoft (Problem Resolution Hours / Advisory Hours).

On-Premises.

Comprehensive support for Microsoft on-premises solutions and supporting technologies such as Windows Server, SQL Server, Defender for Server and much more.

Microsoft 365.

Comprehensive support for Microsoft Teams, Microsoft Admin Center, Power BI, Microsoft Defender, Outlook and much more.

Azure.

Comprehensive support for Virtual Machines, Kubernetes Service (AKS), Azure Active Directory, Storage/Files, Services/Functions and much more.

Service quality and availability.

Service hours.



24/7
vendor ticket creation

24/7
internal Bechtle engineers

Response times.



Ticket acknowledgement within
15 minutes

Resolution time:
best effort

Reporting.



Monthly standard reporting with ticket statistics, an overview of used support hours and Microsoft cases. You retain visibility of your support investments and can identify optimization opportunities.

Trust Bechtle Prime Support — because your business deserves no compromises.