

The Advanced Cloud Solution Partnership

Advanced are recognised globally as a Microsoft Tier 1 Cloud Solution Provider with the capability to deliver outstanding support in connext with Microsoft Cloud technologies. This has strengthened our partnership with Microsoft as well as our customers. We are dedicated to working with you, supporting your use of Microsoft 365 and Azure.

Through our partnership with Microsoft, Advanced are intrinsically linked to Cloud technology. We understand that organisations cannot ignore the Cloud, and need to look at adopting the modern technology to remain competitive and continue their growth.

A Cloud strategy that begins with adopting Microsoft 365, the familiar suite based in Azure, can be a success for all. However, we know that IT is not your specialty. Support is needed to ensure your Cloud strategy is the right one for your unique workload, and can be executed effectively. Our Cloud Solution Partnership aims to provide this support, enabling our customers to confidently adopt Microsoft Cloud technologies, with the backing of our experts.

Advanced's Pace Programme

We offer our customers a personalised route to the future, enabling and encouraging them to be agile and act with Pace.

The Advanced Pace Programme offers an easy way for organisations of all sizes to adopt new technology. We cover all of the essentials

you need: implementation, training, licenses, support and updates and enhancements to ensure your organisation can scale and grow.

Through our vast experience, we understand the different needs that individual organisations have. This is why our Pace Programme delivers a breadth of options and support.

Working closely with you and keeping your goals at the centre of planning, a route forwards using Cloud technology will be developed. If a Public Cloud environment is deemed to be best for your organisation, our Cloud Solution Partnership team will be there for you. Currently, we Microsoft have certified over 60 members of our teams and awarded us 63 Gold Star specialisms.

The Advanced Support Process:

- **End-to-End Incident Management**
As a Microsoft CSP Partner, Advanced is responsible for the triage of support cases before raising them with Microsoft. To be clear, this is not for the triage of user issues (that will be part of the normal incident management process), but for incidents where the



What the Advanced Cloud Solution Partnership will Provide

Microsoft Technical Resources	YES
Microsoft Premier Support for Cloud Services	YES
Billing Transparency	YES
Self Service Management	YES
Custom Azure and Microsoft 365 Billing Reports	YES
Environment Knowledge	YES
License Service	YES
Support	24x7x365

Benefits of the Advanced Cloud Solutions Provider Model

- Superior Visibility and Control**
 We will be able to provide greater insight into how your CSP licences are being consumed, and can offer the expertise to enable the optimisation of that consumption more effectively.
- Uncapped Cloud Support**
 We already have a Premier Support agreement in place with Microsoft, through which our customers will have access to an uncapped amount of support from Microsoft for issues relating to their Cloud Services platforms (Microsoft 365, Enterprise Mobility and Security and Azure), at no extra cost.
- Optimised Cost Management**
 CSP licence charges will be calculated on a daily basis, giving you the ability to optimise your Cloud service consumption and realise potentially significant cost savings.
- Proactive Governance**
 Your CSP licence consumption will be managed proactively through periodic review cycles, both for optimisation and cost control purposes. The Advanced self-service portal will enable you to manage and report on licence consumption in real time.

More information

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