

Technical Support for all existing and new Microsoft Azure subscriptions purchased on StreamOne Enterprise Solutions

Access the Cloud with Tech Data

Tech Data Cloud Support Services

As part of your agreement with Microsoft, partners selling products via Microsoft's Cloud Solutions (CSP) Provider program must provide post sales technical support to their respective end users.

As a Tech Data reseller for Microsoft Azure you now have unlimited access to Tech Data cloud support services, which is included with any existing or new Azure subscription purchased from StreamOne Enterprise Solutions.

The Tech Data cloud support services provides Level 1, Level 2 and Level 3 support (escalation).

Overview of Support options

Definition of Support Levels and Support Responsibility

The examples below are provided as a guideline

Level 1

- Account management
- Subscription management
- User creation and access management (Sign-in and Passwords), within Azure

Level 2

- Account Management
- Computing
- Storage
- Networking
- PaaS
- Security
- Backup
- Automation

Level 3 Escalation to Microsoft Level 3 support as required leveraging Tech Data & Microsoft Advanced Support for Partners (ASfP) relationship

Service Level Agreements for Support

Severity	Description	Initial Response Goal	Ongoing Communication Goal
A - Critical	One or more services aren't accessible or unusable	1 Hour	every 2 hours
B - Urgent	Service is usable but in an impaired fashion	2 Hours	every 2 hours
C - Important	Issue important, but no significant service impact	4 Hours	every 2 hours

Access to Support

Support can be accessed by either e-mail, telephone or chat. E-mail support is available in English, Italian, German, French and Spanish.

- Support for English language will be provided in 24*7*365
- Support for other languages (French, German, Italian & Spanish) will be made available during 9:00 AM to 06:00 PM Central European Time (Monday to Friday, holidays excluded)

www.quattrrobss.com/Azure-Chat.html

Additionally you can log a ticket and follow its status on the Self-Service tool you will be provided access to.

Contact Details

Please find listed below the telephone numbers, email addresses and languages that are supported across Europe.



Country	Languages	Local TD Azure support phone number	Support email
Austria	English/German	+43 1 4880 1250	tdcloudhelpdesk@techdata.com
Belgium	English/French	+32 25838550	tdcloudhelpdesk@techdata.com
Czech republic	English	+420 37 37 27 132	tdcloudhelpdesk@techdata.com
Denmark	English	+45 4488 7550	tdcloudhelpdesk@techdata.com
Finland	English	+358 201553602	tdcloudhelpdesk@techdata.com
France	English/French	+33 141309050	tdcloudhelpdesk@techdata.com
Germany	English/German	+49 89 4700 2450	tdcloudhelpdesk@techdata.com
Italy	English/Italian	+39 029849 5012	tdcloudhelpdesk@techdata.com
Netherland	English	+31 172489450	tdcloudhelpdesk@techdata.com
Norway	English	+47 22897 050	tdcloudhelpdesk@techdata.com
Poland	English	+48 22 5479 150	tdcloudhelpdesk@techdata.com
Portugal	English/Spanish	+351 214728420	tdcloudhelpdesk@techdata.com
Spain	English/Spanish	+34 936006450	tdcloudhelpdesk@techdata.com
Sweden	English	+46 856473250	tdcloudhelpdesk@techdata.com
Switzerland	English/German/French/Italian	+41 41 799 1450	tdcloudhelpdesk@techdata.com
United Kingdom	English	+44 1256 788 050	tdcloudhelpdesk@techdata.com

Still have questions?

If you need further information or help in either logging or resolving a technical support issue please contact your Microsoft software sales representative or email us at

tdcloudhelpdesk@techdata.com

