



## Our service for CSP customers

As a cloud solution provider, it's important for us to provide you with the best possible support.

In our experience, Microsoft's standard CSP support doesn't adequately cover the needs of many customers. It provides a description of the problem in English and response times of up to eight hours. Follow-up queries then

trigger the same time-consuming process. If important features don't work, entire areas of your business may not be able to operate in the long term.

That is why **VENDOSOFT** offers you CSP Premium Support! This guarantees fast response times in German from local developers.

### VENDOSOFT CSP PREMIUM SUPPORT

#### Service

- ✓ Report your support case to us by email, telephone or via a ticket system.
- ✓ You receive our CSP Premium Support in German language
- ✓ The response time is less than 4 hours.
- ✓ We are here for you Monday–Friday 9:00 a.m.–6:00 p.m.
- ✓ Support service for Microsoft Cloud products booked via **VENDOSOFT**, hybrid solutions, on-premises licences
- ✓ Onboarding to the ticket system

#### Costs

€169/hour (charged per quarter hour or part thereof = €42.25/15 min)



Talk to us if competent CSP Premium Support is important to you!

**VENDOSOFT GmbH**

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🌐 [www.vendosoftware.eu/csp-support](http://www.vendosoftware.eu/csp-support)