



Big Green IT- Azure Support Plans

Sometimes even the most experienced IT teams need help. Microsoft is continually making changes and improvements to Azure products and services. This constant change makes it challenging for IT teams to keep up and can sometimes overwhelm your help desk.

Big Green IT is a Tier 1, direct Microsoft Gold partner. We offer a range of Azure support service plans to meet the varying needs of our customers.

Features	Essential ³	Standard	Most Popular Standard+	Premium	Enterprise	Enterprise+
	Here for Your Support	Less than \$5,000 monthly Azure Spend	Less than \$10,000 monthly Azure Spend	\$10,001-\$50,000 monthly Azure Spend	\$50,001-\$100,000 monthly Azure Spend	More than \$100,000 monthly Azure Spend
Incident Support	Basic	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Service Request	Basic	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Response Time with SLA	4 Hours	2 Hours	2 Hours	2 Hours	1 Hour	1 Hour
Big Green IT Support Portal	●	●	●	●	●	●
Big Green IT Knowledge Base	●	●	●	●	●	●
Big Green IT License Management Portal	●	●	●	●	●	●
Support Service Hours ¹		1 Hour	2 Hours	2 Hours	4 Hours	8 Hours
Dedicated Account Manger ⁴		●	●	●	●	●
Yearly Azure Assessment & Review ²		●	●	●	●	●
Monthly Reports		●	●	●	●	●
Quarterly Report Review		●	●	●	●	●
Microsoft Azure Problem Resolution Support		●	●	●	●	●
Microsoft Azure Critical Response Team			●	●	●	●
24 x 7 Support Access			●	●	●	●
Microsoft Advisory Services Access ²			●	●	●	●
Big Green IT Azure Cost Optimization			●	●	●	●
Microsoft Training Service Access ²			●	●	●	●
	Free	\$250.00	\$750.00	\$1,600.00	\$2,700.00	\$3,800.00

¹ Monthly support service hours are to be utilized for unique incidents that take an abnormal amount of time for Big Green IT's Service Desk to resolve and fall outside of the standard Service Level Agreement.

² Additional cost may apply

³ Available to current CSP clients only.

⁴ Available with the support plan Standard+ and above

Contact Big Green IT to discuss your move to Microsoft 365

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