

Microsoft Premier Support with DynTek

End-to-end Managed Support for
Your Microsoft Environment



Maximize your investment in Microsoft technologies while reducing risk, improving system reliability, and realizing substantial cost savings.

As a Microsoft Gold Certified National Solution Provider and Cloud Solution Provider, DynTek offers an enhanced Microsoft Premier Support Solution – at substantial savings.

Our Microsoft Premier Support service provides end-to-end managed support across the full Microsoft spectrum of products and services – both cloud and on-premises. Timely and effective support helps you accelerate the value of your software investments by minimizing risk, reducing downtime, and lowering support costs.

By working with DynTek, you will receive the full benefits of the Microsoft Premier Support/Unified Support offering.

DynTek Microsoft Premier Support Offering

- ▶ Unlimited Premier Microsoft support for all cloud technologies
- ▶ Prioritized response times
- ▶ Receive 24x7 support, 365 days a year
- ▶ Ability to declare critical situation/Rapid On-Site Services (ROSS)
- ▶ Single point of direct contact: Managed escalation & named Customer Experience Manager
- ▶ Cloud & Security Advisory Services



By working with DynTek, you will receive the full benefits of the Microsoft Premier Support/Unified Support offering with the added benefit of a single point of direct contact for ticket escalation. No more navigating phone trees, chat windows and email dialogues – you will have direct access to a Customer Experience Manager to manage your issue from escalation to problem resolution. We also have a large pool of technical experts – and direct access to Microsoft support engineers – to offer unrivaled expertise to enhance your in-house IT skills.

As your support partner, DynTek will work closely with your team to understand your business goals and technical environment, so we can help your company achieve peak performance, reduce costs, maintain IT operations health, and keep your employees productive.

In addition, DynTek offers a wide range of audits, health checks, workshops, and resources designed to equip IT with tools to understand architecture choices, accelerate deployment times, enhance your security posture, and help IT become a strategic and agile asset to your business.



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DynTek // Your Trusted Microsoft Solution Provider

As a Microsoft Gold Certified National Solution Partner and Cloud Solutions Partner, DynTek provides a comprehensive range of offerings to support your Microsoft platforms, including strategic planning sessions, workshops, assessments, proofs-of-concept, deployments, and support services. We create and implement solutions that focus on helping our customers realize the greatest value from their existing Microsoft software investment. In addition, DynTek helps our clients take advantage of Microsoft incentives and funding programs available to support the deployment of new technologies.

Member of
Microsoft Intelligent
Security Association



Microsoft
Partner



- Gold Cloud Platform
- Gold Cloud Productivity
- Gold Datacenter
- Gold Collaboration and Content
- Gold Enterprise Mobility Management
- Gold Messaging
- Gold Application Integration
- Gold Windows and Devices
- Gold Security

