



NATHCORP

Problem Resolution Procedures – Attachment 4

Sun Life

Intelligent Document Processing RFP

Microsoft Unified Support delivers a comprehensive support solution, starting with an as-needed 24/7 organization-wide problem resolution for your Microsoft technologies.

We have made it easy for you to get help whenever you need it, or to quickly find what you need with always-on self-service options. By evolving support to align to how you purchase and use technology, Microsoft Unified Support enables you to experience collaborative, ongoing support under a single contract.

Microsoft has the following tools to facilitate problem resolution through our Unified Support offering.

These tools include:

- **Services Hub** to proactively manage the health of your IT environment, open support requests with ease, and help your team succeed in a cloud-first world with Services Hub, your digital component of Microsoft Unified Support:
 - Manage support
 - Maintain IT health
 - Build your team's knowledge
- **Admin Portals** are available for Azure, Office 365, and Power Apps.
- **User Support Hotlines** are available with phone numbers based on your location.
- **Specialized Assistance** with Microsoft engineers who are certified subject matter specialists in their various domains.
- **Escalations** can be sent to your Customer Success Account Manager (CSAM) and your designated incident manager.