	Developer	Standard	Professional Direct	Premier
Scope	Trial and non-production environments	Production workload environments	Business-critical dependence	Substantial dependence across multiple products
Technical Support	Business hours access to Support Engineers via email	24x7 access to Support Engineers via email and phone	24x7 access to Support Engineers via email and phone	24x7 access to Support Engineers via email and phone
Case Severity/ Response Times	Minimal business impact (Sev C): <8 business hours1	Critical business impact (Sev A): <1 hour	Critical business impact (Sev A): <1 hour	Critical business impact (Sev A): <1 hour <15 minutes (with Azure Rapid Response or Azure Event Management)
Architecture Support	General guidance	General guidance	Architectural guidance based on best practice delivered by ProDirect Delivery Manager	Customer specific architectural support such as design reviews, performance tuning, configuration and more
Operations Support		Onboarding services, service reviews, Azure Advisor consultations	Technical account manager-led service reviews and reporting	
Training		Azure Engineering-led web seminars	Azure Engineering-led web seminars, on-demand training	
Proactive Guidance		ProDirect Delivery Manager	Designated Technical Account Manager	
Launch Support		Azure Event Management (available for additional fee)		