

1 C1001 – MICROSOFT PREMIUM SUPPORT

1.1 SUPPORTED SYSTEMS AND APPLICATIONS

Glück & Kanja support engineers may assist you with incidents and advisory requests for the topics listed below.

Manufacturer / Technology	Systems	Versions
Microsoft	<ul style="list-style-type: none"> » Active Directory (incl. Azure AD, Azure AD Connect, Active Directory Federation Services (ADFS), Multifactor Authentication (MFA), Active Directory Certificate Services (AD CS)) » Azure VPN » Exchange (OnPrem & O365) » Information Protection¹ (incl. Rights Management Services RMS) » Intune » Microsoft Defender ATP » OneDrive for Business Online » Office365 Groups & Teams » Skype for Business (OnPrem & O365) <ul style="list-style-type: none"> » Skype for Business relevant topics of: SQL Server and Office Online Server / Office Web Apps Server » Windows Platform » Yammer Online 	<p>Microsoft applications which are in the phase of mainstream support², according to the Microsoft support lifecycle policy³ (OnPrem systems)</p> <p>Microsoft systems that are part of the modern lifecycle policy⁴ (Microsoft365, Office365, Enterprise Mobility + Security or Azure)</p>

¹ Partly without guaranteed response times and in cooperation with the manufacturers support (see 4.4)

² See *Microsoft Support Lifecycle Policy* <https://support.microsoft.com/en-us/help/14085>

³ See *Microsoft Lifecycle Policy* <https://support.microsoft.com/en-us/lifecycle>

⁴ See *Modern Lifecycle Policy* <https://support.microsoft.com/en-us/help/30881>

AudioCodes	<ul style="list-style-type: none"> » Systems for Skype for Business <ul style="list-style-type: none"> » Mediant Media-Gateways » Mediant Session Border Controller » Survivable Branch Appliance (SBA) » MediaPack MP1xx Media-Gateways 	Systems whose software is not older than 5 years and supported by the manufacturer.
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For the following systems and applications, the Glück & Kanja Service-Team can help in case of simple requests and in cooperation with the support-team of the corresponding manufacturer without a warranted response time (if necessary there must be a valid support contract with the manufacturer or distributor).

Manufacturer	Systems
Diverse	<ul style="list-style-type: none"> » From Microsoft certified 3rd-Party Teams and Skype for Business Devices
Microsoft	<ul style="list-style-type: none"> » Surface Hub » Skype Room Systems » Teams Rooms
Printix	<ul style="list-style-type: none"> » Secure Cloud Print Management

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