

Azure Rapid Response

Provide quick reaction times and ensure rapid recovery



With deep expertise and nimble process, Azure Rapid Response delivers response, recovery, and peace of mind.







With today's technology, availability, reliability, and uptime are fundamental to success. To overcome incidents and interruptions, Microsoft offers Azure Rapid Response, an expedited response framework with prioritized access to the most knowledgeable Microsoft experts.

A designated Azure support team works to help you respond and recover quickly from critical issues. To begin, the team seeks to understand the basics of your deployment during the onboarding process, getting key information ahead of time. An Azure Rapid Response team responds to critical issues within 15 minutes, and, if necessary, can expedite your issue to Azure Operations and Engineering.

Azure Rapid Response is available in English and Japanese only; for all Azure services except: Azure Communication Services, Azure Media Services, Azure Stack, Azure StorSimple, GitHub AE, Universal Print, Test base for M365, Microsoft Mesh, Billing & Subscription Management; excludes US Sovereign Clouds and Partner support.

A companion for Microsoft Unified Support

Enhance your Unified Support experience with Azure Rapid Response and increase the intensity of reactive support while enjoying the benefits of proactive service.

Unified Support		+	Azure Rapid Response	
	Customer Success Account Manager (CSAM)		An expert Azure support team	
	Reactive support for Microsoft products		Familiarity with your environment	
	Proactive services		Fastest response time available from Microsoft	

Why Azure Rapid Response?

For more information about Support solutions from Microsoft, contact your Microsoft representative or visit the [Unified Support website](#)

The fastest response time Microsoft offers: 15 minutes for critical issues

A designated Azure support team familiar with your environment provides pinpoint advice, leading to faster response and recovery

Prioritized escalation and access to Azure Operations and Engineering

Azure Rapid Response

Unlimited lightning-fast support response
to optimize the power of Azure



Respond & recover

Accelerated response time and enhanced reactive support

Successful incident response and recovery is rooted in skill and process. With the fastest response time available, familiarity with your environment, and deep technical knowledge of Azure from the source, Azure Rapid Response offers precise and timely solutions when you need them most.

- 15-minute response times for high severity incidents
- As-needed reactive Azure support
- No pre-set limit on submitted incidents regardless of severity

Trusted advisor

A tailored advisor team that deals with your specific environment

Our Azure Rapid Response expert team offers key insights and advice using our extensive experience for the precise purpose of your support needs. Working to provide vital insights through our deep expertise.

Deep expertise

A designated Azure support team providing knowledge and context

Azure Rapid Response begins before reactive support is needed, through a trusted team of experts versed in your environment. During the onboarding process, we work with you to better understand your business.

- Expert support response team always within reach
- Microsoft learns your environment through periodic engagements, allowing for more meaningful, expedited response
- Deep technical knowledge of Azure