

Crayon Support Program



What is the Crayon Support Program?

Crayon customer service and technical support, supported by our backend support agreement with Microsoft Engineering, provides you with Basic to Premium support services, dependent on your business need.. Through the Crayon Support Program, we can offer support coverage for a customer's entire Microsoft stack (cloud *and* on-premises) under a single "pay-as-you-go" agreement with the ability to escalate service requests (SR) to Microsoft.

**Cloud
break/fix
Support**



**Cloud
Administrator
Support**



**Premium
Escalations to
Microsoft**



Why do you need the Crayon Support Program?

Our support offering can provide customers:



Insurance

When your environments are business important or critical you will need the best insurance to minimize the risk of long and costly downtime.



A Facilitator

Crayon's strong relationship with Microsoft ensures that you get the highest priority level of Microsoft support for service requests.



**Guidance
and Help**

We provide you with swift and effective help and how-to support when you are moving to the Cloud.



**One Support
Plan**

Crayon can support your entire Microsoft environment and stack under a single pay-as-you-go agreement.

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Levels of Support

With Crayon Support, you can choose the level of support that is right for your business.

<h1>1</h1> <p>Basic CSP support plan</p> <p>Cloud - test and development environments</p>	<h1>2</h1> <p>Advanced Cloud support plan</p> <p>Cloud - business important production environments</p>	<h1>3</h1> <p>Premium support plan</p> <p>Cloud and On-Premises - business critical environments</p>
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Business importance 

Support Services	Crayon Basic CSP Support	Crayon Advanced Cloud Support	Crayon Premium Support
Cloud Break/fix escalation	✓	✓	✓
Cloud Administrator support	-	10/year	✓
Premium Cloud escalations	-	3 Premium Cloud/year	4 Premium Cloud/year
Premium On-Premises escalations	-	-	PAYG (per hour)
Premium Priority & SDM	-	-	✓
Support Channels			
Web	✓	✓	✓
Email	✓	✓	✓
Phone	-	✓	✓
Break/fix response			
Severity response time (A/B/C)	4/8/16 hours	2/4/8 hours	1/2/4 hours
Business hours	✓	✓	✓
24/7/365	-	✓	✓
Supported area			
Online Services	CSP (through Crayon)	✓	✓
On-premises	-	-	✓