

# Azure Event Management

Ensure success for your critical event



## Proactive support from a designated team to help you embrace the challenge of your event







In today's rapidly changing marketplace, new opportunities arise every day. As your business capitalizes on these moments via new product launches, marketing campaigns, sales/media events, cloud migrations, etc., you need to know you have the right knowledge, resources, and insights to ensure success.

Azure Event Management equips you with everything you need to face your event with confidence. Whatever the scope of your event, a designated Azure event team with expertise aligned to your needs will provide a seamless management experience. First, the team assesses your cloud solution to ensure there are no surprises come launch day.\* During your event, you will have a designated team of Azure experts on-call (15-minute response time) to ensure there are no issues. Following the event, we will provide your team with an event recap to help scale your event's success into the future.

\*Extent of assessment and/or guidance dependent on pre-event timeline and customer engagement

### A companion for Microsoft Unified

Enhance your Microsoft Unified experience with Azure Event Management and increase support for your event while enjoying the benefits of proactive service.

Microsoft Unified	+	Azure Event Management
 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 Event Management?

For more information about Support solutions from Microsoft, contact your Microsoft representative or visit the [Microsoft Unified 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 Event Management

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



## Proactive planning\*



### An Azure engineer helps you prepare

A successful event is underpinned by preparation. An Azure engineer conducts a thorough analysis of your cloud solution to ensure that your Azure solution is ready for the challenge ahead.

- Assesses your environment, people, processes, and technology to instill confidence
- Partners with you to ensure the reactive support team understands the solution during the event
- Attends to the unique needs of your event and environment

\*Extent of assessment and/or guidance dependent on pre-event timeline and customer engagement

## Accelerated reactive support



### A team of Azure Experts at your fingertips

Our Azure Event Management team offers you critical support from the same team that assessed your environment throughout your event to ensure your success.

- Designated support with a 15-minute response time
- Deep expertise ensures efficient resolution
- Developed upon the vast experiences of Microsoft

## Deep expertise



### A designated Azure event team provides knowledge and context

Azure Event Management is well equipped for both proactive and reactive support needs. Throughout the process of preparing for your event, you'll have the best Azure minds honing your strategy and tactics to ensure you are ready for your event.

- Collaboration with your team both before, during, and after your event
- Consistent approach to event support and knowledge transfer
- Comprehensive knowledge of Azure and cloud methodologies