GitHub Engineering Direct

Elevated support for your GitHub needs

Take your GitHub experience to the next level with specialized support

Your complex environment requires a specialized support solution. GitHub Engineering Direct gives you expedited access to GitHub support and engineering teams who provide expert insights, helping you manage your GitHub environment more effectively and with greater levels of confidence.

Sustaining engineer velocity is critical to getting your applications off the ground and running. Through a mix of specialized reactive and proactive support delivered by a team of GitHub experts, we can help you address specific concerns within your environment, provide post-incident advice, and recommend best practices to reduce the risk of future incidents.

How GitHub Engineering Direct builds on your support experience

Build upon your enterprise-grade Microsoft Unified experience with GitHub Engineering Direct, connecting you directly to GitHub engineers while helping you look proactively at your GitHub environment health.

What you get with Unified Support	➕	GitHub Engineering Direct
Customer Success Account Manager (CSAM), connecting your Microsoft account teams to better manage your solutions		Customer Reliability Engineer (CRE), a designated resource, focused on your GitHub environment, delivering support and escalation services
Problem resolution with escalation assistance for Microsoft technologies		Priority ticket handling, 30-min response time, and escalation management
On-demand learning to upskill staff		Monthly one-on-one administration assistance and quarterly GitHub health checks

Why GitHub Engineering Direct?

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

- Prioritized access to GitHub support and engineering teams with the fastest response times
- Designated resource that knows your environment and delivers technical support, proactive services and account management services
- Quarterly health checks and account reviews to optimize performance
- Virtual workshop to grow your team's GitHub expertise
- Four service hours of one-on-one administration assistance monthly to help you manage your GitHub services

*GitHub Engineering Direct is available in English only

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