

# Azure Rapid Response

Microsoft's quickest response times to support rapid recovery



Azure Rapid Response delivers peace of mind with deep expertise and streamlined recovery processes

To address incidents and interruptions, Microsoft offers Azure Rapid Response\* (ARR), an expedited response to your issues with prioritized access to the most knowledgeable Microsoft experts.

Azure Support Engineers help you respond and recover quickly to critical issues. During onboarding, Microsoft collects the basics of your deployment, gathering key information ahead of time and infuses it into the support process. Support engineers respond to your critical issues within 15 minutes and can expedite your issue to Azure operations and engineering, if necessary.

## Why Azure Rapid Response?

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

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

Tenured engineers with the expertise to help resolve your cases





Azure Support Engineers provide knowledgeable advice tailored to you, making your recovery faster

Prioritized engagement from and access to Azure Operations and Engineering





## A companion for Microsoft Unified

Enhance your Microsoft Unified experience with Azure Rapid Response and elevate your reactive support with our deeper technical expertise and knowledge of your environment.

### Microsoft Unified

-  Outcome-driven solutions
-  End-to-end strategy
-  Reactive support for Microsoft products
-  Technical depth and scale

### + Azure Rapid Response

-  Our quickest response time for critical issues (15 minutes)
-  Deeper technical Azure Expertise
-  Familiarity with you as a customer
-  Prioritized engineering engagement

\*Azure Rapid Response is available in English, Japanese, and Chinese (Chinese only available during business hours for certain scenarios); 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, excludes US Sovereign Clouds, does not extend to subscriptions purchased via Cloud Solution Provider and some limitations may apply under Partner Scenarios.

# Azure Rapid Response

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



## Critical issue response

### Microsoft's quickest response time to your most critical issues

Successful incident response and recovery is rooted in skill and process. With the fastest response time available, knowledge of your environment, and deep technical expertise in Azure, Azure Rapid Response provides precise and timely support when you need it most.

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



## Azure technical expertise

### Support engineers with deeper Azure knowledge respond to your most important cases

Azure Support Engineers are highly trained experts in their Azure technology specialties with the tools to drive your cases to resolution.

- Expert support available 24/7
- Knowledge of your business to expedite response and recovery
- Ability to engage additional expertise across Azure technology areas



## Customer context

### We know our customers and apply that knowledge to help you address issues and meet your business objectives

Azure Rapid Response begins before reactive support is needed, during onboarding, we work with you to better understand your business.

- Customer profile collated to support our triage process
- Microsoft continues to learn about your business needs through periodic engagement, allowing for more meaningful, expedited response



## Engineering engagement

### We connect and prioritize your issues for support by the teams that build and manage Azure

Azure Support engineers can engage counterparts in Azure operations and engineering to ensure that the right level of awareness is brought to your issues when needed.