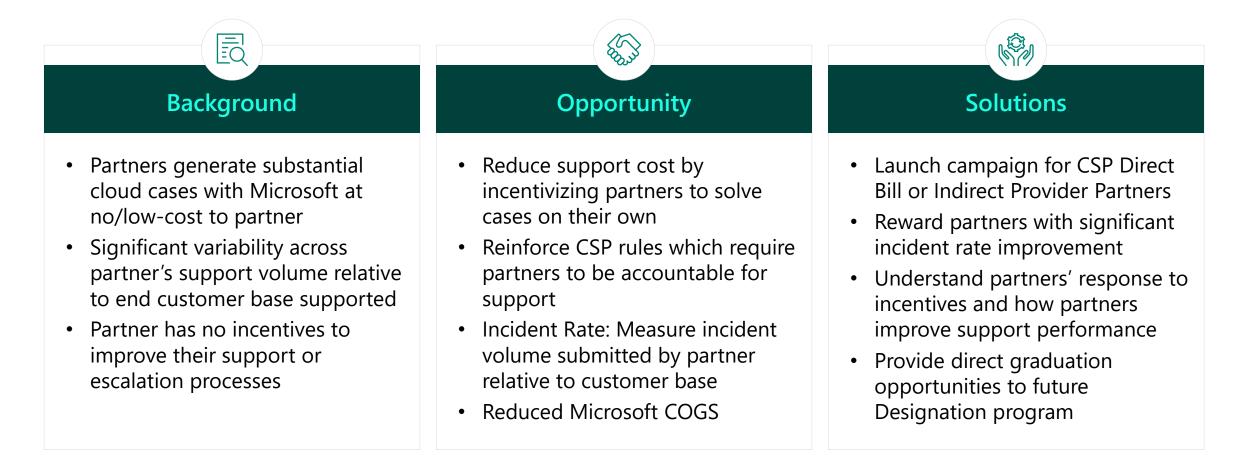
# Partner Support Improvement Campaign Overview

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### Situation

A chance to improve partner support performance and graduate to the future Designation program more easily



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## Partner Support Improvement Campaign overview

How we're solving for the challenge



#### Purpose

The Campaign has been developed to help our partners improve their support skills by:

- 1. Educating their support teams so partners can resolve more cases in house
- 2. Allowing Microsoft to focus on devolvement cases, which are the hardest cases

#### How

Provide additional data to partners to understand their support usage:

- Building an improvement plan to identify places where the partner can increase their support delivery skill
- Supplying the partner with additional training to help them achieve their improvement plan

#### **Expected outcomes**

- Partner will be able to resolve more cases on their own and will have additional skilled staff
- Microsoft will learn what helps a partner grow and improve
- Partner will be prepared and directly eligible for the Microsoft Cloud Partner Program Support Designation

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