

# HBS Microsoft CSP Help Desk Support Guide

## Ticket Submission Process



HBS is proud to give you direct access to some of the best Microsoft support in the business.

As part of your CSP relationship with HBS, you receive complimentary reactive, break-fix support for any Microsoft-caused issue tied to your Microsoft 365 or Azure licenses.

That means when something goes wrong, you don't have to navigate Microsoft's support maze or wait in a queue. We handle everything for you. We troubleshoot first (because we can often resolve issues faster), and if Microsoft needs to step in, we open the ticket directly and stay engaged until it's fixed.

## How to Contact Support

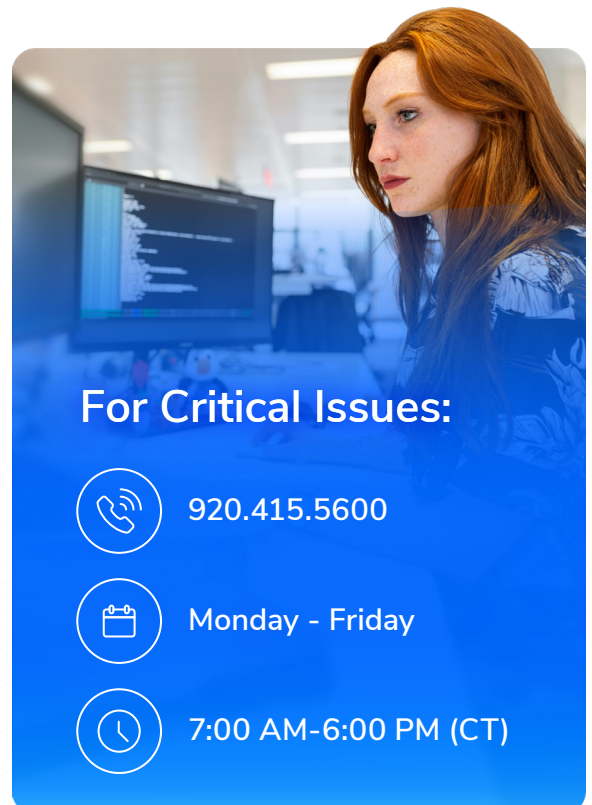
For general support:






When you email, please include:

- A detailed description of the issue
- What technology is impacted
- Number of users affected
- How the issue impacts business operations or deadlines
- Any workarounds already in place
- Troubleshooting steps you've already tried
- Primary technical contact information

You'll get an automatic confirmation email once we've received your request.







**For Critical Issues:**

-  920.415.5600
-  Monday - Friday
-  7:00 AM-6:00 PM (CT)

# What Happens Next

## Step 1: Ticket Review and Priority Assignment

An HBS Help Desk Engineer reviews your request and assigns a priority level based on business impact:

Priority	Definition	Acknowledgement Time
<b>Urgent</b> (Site Down)	A critical business system is stopped or severely restricted with no workaround.	1 Hour 
<b>High</b> (Site at Risk)	Major disruption, but limited operations can continue.	4 hours 
<b>Medium</b> (Performance Impaired)	Operations remain functional but performance is impacted.	8 hours 
<b>Low</b> (General Assistance)	Minimal impact or single-user issue.	24 hours 

You'll receive another notification once your ticket is assigned to an engineer.

# How We Troubleshoot

An HBS Help Desk Engineer will call (if a callback number is provided) to gather more details and begin troubleshooting.

We follow a two-phase process:

**PHASE 1** **HBS Troubleshooting**

We start internally, leveraging our own expertise first. If we can resolve the issue faster ourselves, we will.

**PHASE 2** **Microsoft Engagement**

If we confirm that Microsoft Engineers are required to proceed, HBS will open a Microsoft support ticket, on your behalf, within one hour of that determination.

You may be asked to join a quick session or share your screen to ensure correct issue categorization. HBS remains engaged with Microsoft until the issue is resolved.



## Resolution and Billing

If the root cause is a **Microsoft-caused issue**, there is **no charge**.

If it's not Microsoft-caused, standard hourly rates apply. We'll notify you before any billable work begins.

### Microsoft-Caused Examples

- Errors or bugs
- Faulty patches or updates
- Update incompatibility

### Non-Microsoft-Caused Examples

- Security or roadmap changes
- Configuration or setup changes
- Misconfiguration or user error
- Incompatibility with third-party software or hardware
- Implementation or training requests
- Admin portal or licensing changes

*Note: This process does not replace ongoing work or relationships with your HBS Engineer or Consultant.*

## Frequently Asked Questions

### Why can't I open my own Microsoft ticket?

Under the Microsoft CSP program, Microsoft assigns HBS as your first-line support provider. **Only HBS can open tickets directly with Microsoft** on your behalf. This gets you the right escalation path and faster response times.

### What if I need help after hours?

You can call the HBS Help Desk or on-call engineer. **After-hours rates apply** unless covered under a Managed Services agreement.

### How fast will you open a Microsoft ticket for me?

Once we've confirmed that it's necessary to escalate to Microsoft Engineers, we'll open the ticket **within one hour**.

### What's the difference between HBS support and Microsoft support?

**HBS is your first line of defense.** We troubleshoot and resolve issues whenever possible. If Microsoft needs to be involved, we'll handle the process and keep you updated throughout.

