



AWS Partner-Led Support Services

24/7 Support Services

In collaboration with



AWS Certified Support Engineers | 10 Years of AWS Support Expertise | 24/7/365 Support Access

Better Support. Half the Cost.

Get superior AWS support at half the cost of AWS Enterprise support through Partner-led Support. The PLS program offers true 24x7x365 best-in-class support availability from AWS certified Support Engineers and Subject Matter Experts.

Delivered through MicroAge’s distributor, TD SYNEX, we provide a technical staff that holds over 400 AWS certifications covering all associate, professional and specialty certifications and our engineers have over 10 years of experience providing AWS support! Discover how our team provides clients with Enterprise class support at a cost-effective price.

Case Severity / Response Times	AWS Business Support	AWS Enterprise On-Ramp	AWS Enterprise	MicroAge PLS
General Guidance	< 24 hours	< 24 hours	< 24 hours	Next business day
System Impaired	< 12 hours	< 12 hours	< 12 hours	8 hours
Production System Impaired	< 4 hours	< 4 hours	< 4 hours	1 hour
Production System Down	< 1 hour	< 1 hour	< 1 hour	30 minutes
Business/Mission Critical System Down	N/A	< 30 minutes	< 15 minutes	30 minutes

Support Services Features



Submit cases via phone, email or web.



Engage with support 24/7/365.



Access to documentation and self-service resources



Comprehensive know-error database resolves disruptions and minimizes downtime

All Partner-led Services are provided by TDSynnex ServiceSolv engineers..

To learn more about AWS Partner-led Support, provided by MicroAge via TD SYNEX, contact us at 800-544-8877 or solutions@microage.com. | www.microage.com

