

# Improving Azure Cloud Operations with Centralized Microsoft 365

## Cloud Incident Resolution with L3 Support

In large Microsoft cloud environments, a single issue can quickly impact multiple business services at once. A US-based global technology firm was managing growing volumes of Azure and Microsoft 365 escalations while maintaining strict SLA expectations.

They partnered with us for dedicated L3 Premium Support across Azure, networking, identity, security, and Microsoft 365 technologies with end-to-end incident ownership.

## CLIENT BACKGROUND

The client is a technology solutions company, headquartered in the US. They support channel partners and service providers with cloud, cybersecurity, infrastructure, networking, and more. Operating across 100+ countries, they oversee Azure, Microsoft 365, identity, enterprise data platforms, etc., for client ecosystems.

## BUSINESS VALUES

**Faster Incident Resolution:** Reduced Azure and Microsoft 365 high-priority incident resolution timelines by more than 30%.

**Stronger SLA Performance:** Maintained over 95% SLA compliance across P1 and P2 enterprise cloud support incidents.

**Lower Operational Dependency:** Reduced dependency on external escalation channels through centralized multi-domain Microsoft cloud expertise.

## PROBLEMS

- **Growing Cloud Incidents:** Growing P1 and P2 incidents across Azure, M365, networking, and identity platforms increased operational pressure and slowed resolution timelines.
- **Delays in Escalation and Resolution:** Dependence on Microsoft escalation queues and disrupted workflows impacted response speed & SLA performance.
- **Scaling Multi-Technology Support:** Supporting Azure infrastructure, security, data, networking, and M365 environments required better technical expertise.

## SOLUTIONS

- **Centralized M365 L3 Support:** Dedicated engineers managed high-severity Azure, M365, networking, and identity escalations.
- **24/7 SLA-Driven Incident Management:** Structured workflows improved response consistency, faster resolution, and complete incident ownership across environments.
- **Integrated Security:** Cross-domain specialists resolved Azure security, data, infrastructure, and application incidents.

## TECHNOLOGIES



## FUTURE OPPORTUNITIES

The engagement improved operational visibility, accelerated Azure and M365 incident management. Moving forward, the focus expands toward managed Azure operations, proactive monitoring, cloud optimization, stronger compliance governance, and Microsoft Copilot readiness.