

Microsoft Unified Support now available for IT Staff

Brian Luper

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To: Rutgers IT <rutgers_it@rutgers.edu>

Dear Colleagues:

The Office of Information Technology is excited to announce that Microsoft Unified Support is available to the university community. This comprehensive support service provides various benefits that can help improve IT operations and enhance productivity.

Microsoft Unified Support includes:

1. **Problem resolution support:** With Microsoft Unified Support, we have access to a team of highly skilled technical experts who can provide fast and efficient support when issues arise. This can help minimize downtime and ensure that incidents are addressed quickly.
2. **Advisory support:** Short-term engagement sessions are designed to help implement Microsoft technologies in ways that avoid common pitfalls.
3. **On-demand assessments:** Microsoft Unified Support includes nearly 50 on-demand assessments covering services like Windows client configuration, SharePoint, and SQL server.
4. **Access to Microsoft Education:** With Microsoft Unified Support, we have access to over 6,000 on-demand videos and step-by-step labs for technologies like PowerShell, Teams, and Azure. Staff can also attend Microsoft-hosted online educational sessions on various topics.
5. **Dedicated Customer Success Manager (CSAM):** Microsoft Unified Support provides a single point of contact to coordinate Microsoft support cases and access services not covered under Unified Support. Our CSAM, Amanda Gomez, can be reached at gomezamanda@microsoft.com.

Please email software@rutgers.edu if you have questions or would like to activate your Microsoft Unified Support account.

We are excited to offer this service to the university community and look forward to the benefits it will provide.

Thank you,
Brian

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