

PARTNERD ADVANTAGE PROGRAM

Scope of Support

- Partnerd Advantage support will be only available for the Nerdio Manager for MSP product
- For a diagram of Nerdio's standard scope of support [CLICK HERE](#)
- [The Partnerd Advantage scope of support will follow Nerdio's standard scope of support and also include the following additions:](#)
 - Assistance and training with Nerdio Manager for MSP modules and features
 - Assistance reviewing Azure errors related to the Nerdio customer account
 - Azure design/architecture questions and planning assistance for new and current customer accounts
 - Review of current accounts for performance and cost optimization at the Nerdio Manager for MSP level
 - Guidance on troubleshooting sysprep errors for desktop images
 - Guidance with FSLogix troubleshooting
- Assistance and inclusion with Microsoft tickets and support
- Assistance as best effort with preview and non-Generally Available features
- The Partnerd Advantage program does not include the following in the scope of support:
 - Application troubleshooting and installation
 - Third-party appliance (including Azure virtual appliance) support
 - OS level troubleshooting (Windows errors)
 - Non-Nerdio Identity management support (Active Directory, M365, GPOs, Exchange, etc.)
 - Escalation on behalf of a partner or customer with Microsoft Azure Support

Support Hours and SLA

- Partnerd Advantage support hours are available from **7:30am-5:00pm CST**
- Initial response SLA is 30 minutes from the time the ticket is received during support hours