

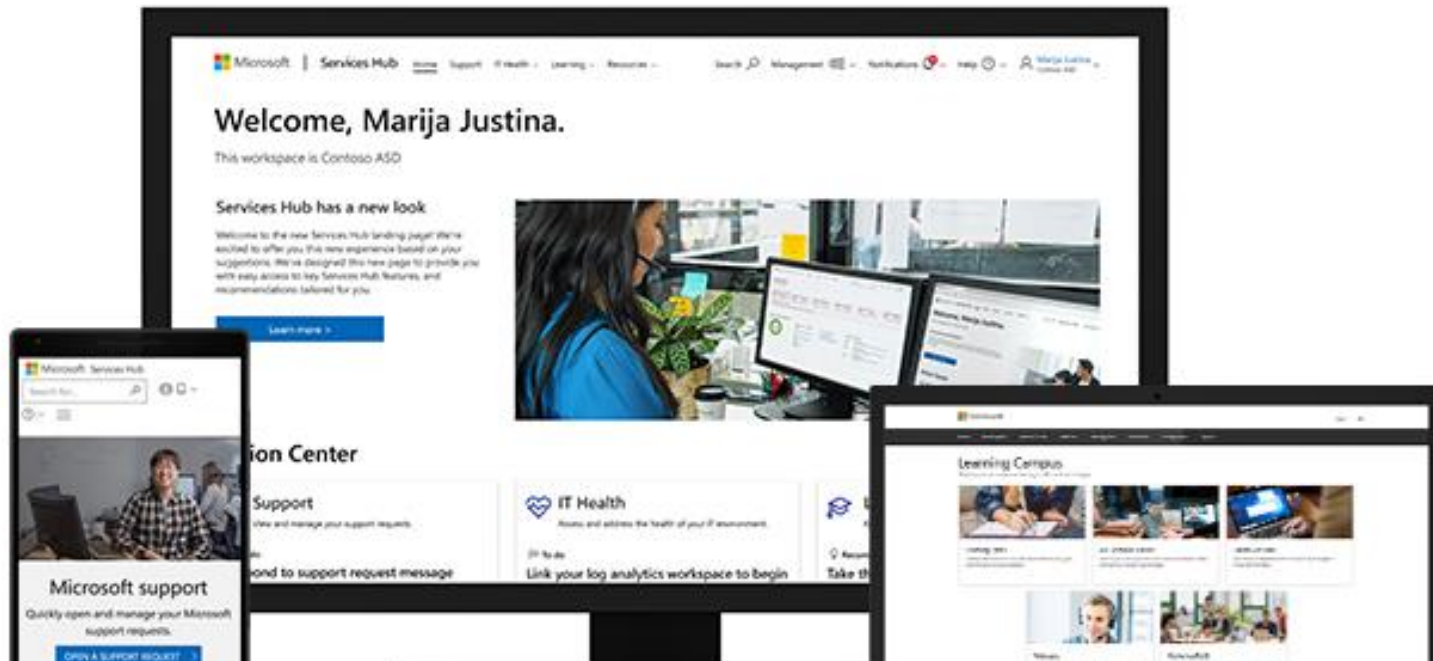


Microsoft Services Hub Overview

A new digital experience for Unified Support

Microsoft Services Hub

Get the most out of your Microsoft investment with access to guidance and tools for your Microsoft Unified Support



Connect

- Access the latest technical and expert guidance
- View and manage support for Microsoft products in one location
- View your Microsoft contacts and your organization's contacts

Save time

- Help mitigate risk with expert Microsoft guidance and recommendations
- Proactively manage the health of your IT environments with On-Demand Assessments
- Optimize how you spend your time with self-serve capabilities

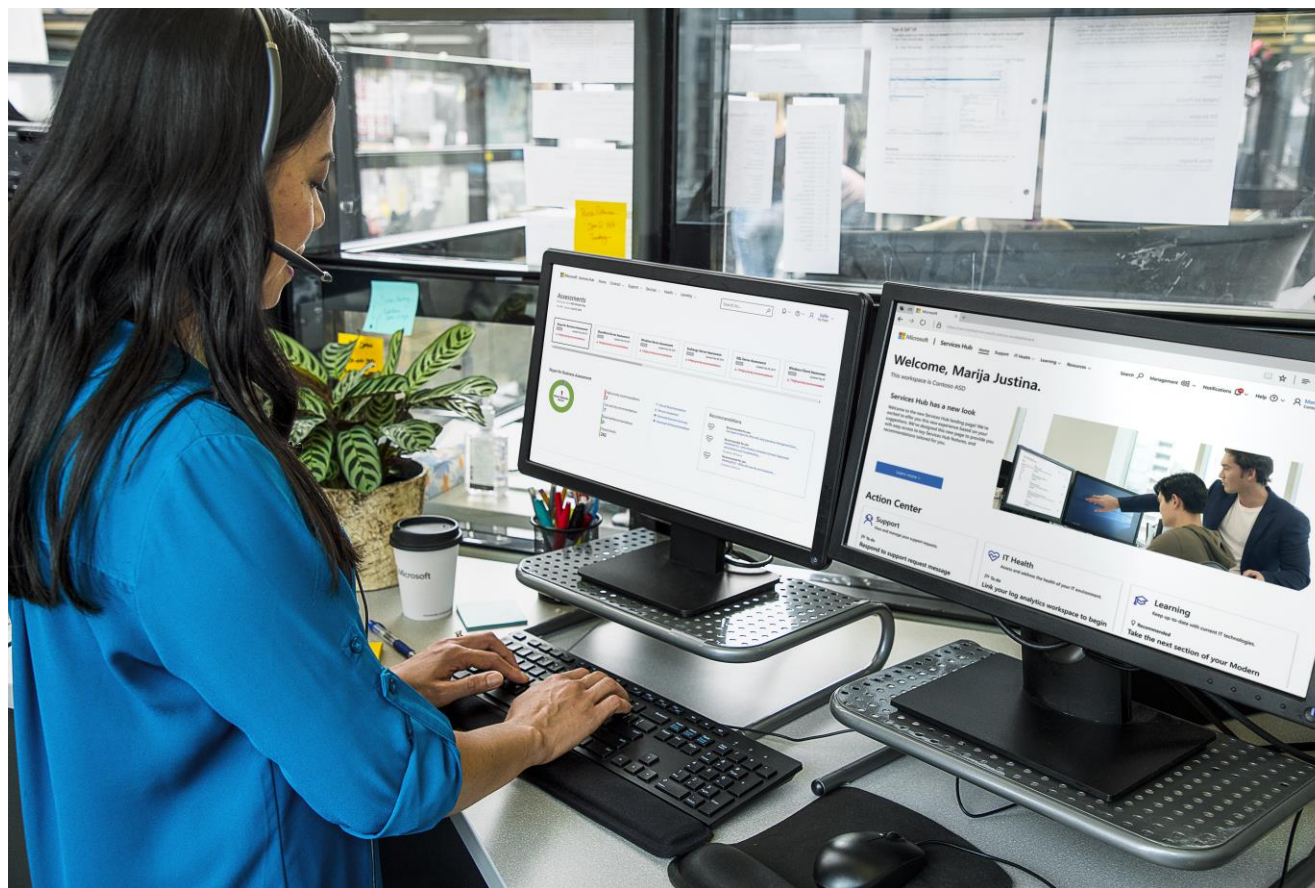
Achieve more

- Improve your team's knowledge with access to on-demand learning content
- Plan for product upgrades and changes with Product Updates
- Manage team projects with Plans



Optimize your time with the Services Hub Home Page

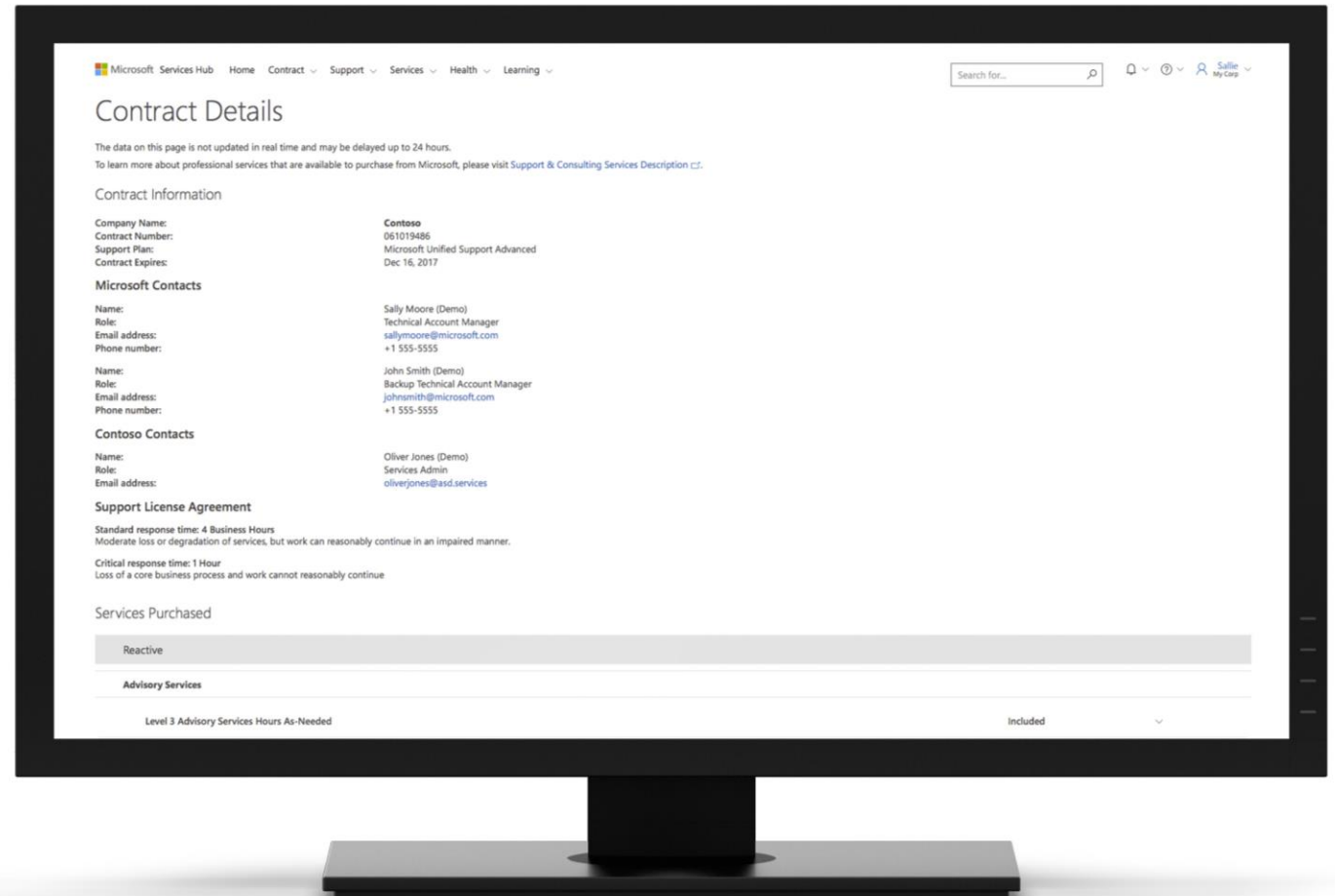
- Easily identify your Services Hub workspace
- See high priority items in the Action Center
- Review recent Services Hub releases
- Easily view your Microsoft representatives and your organization's key contacts



To learn more about the displayed feature: <https://aka.ms/sh-rc/homepage>

Maximize your Microsoft Unified Support benefits

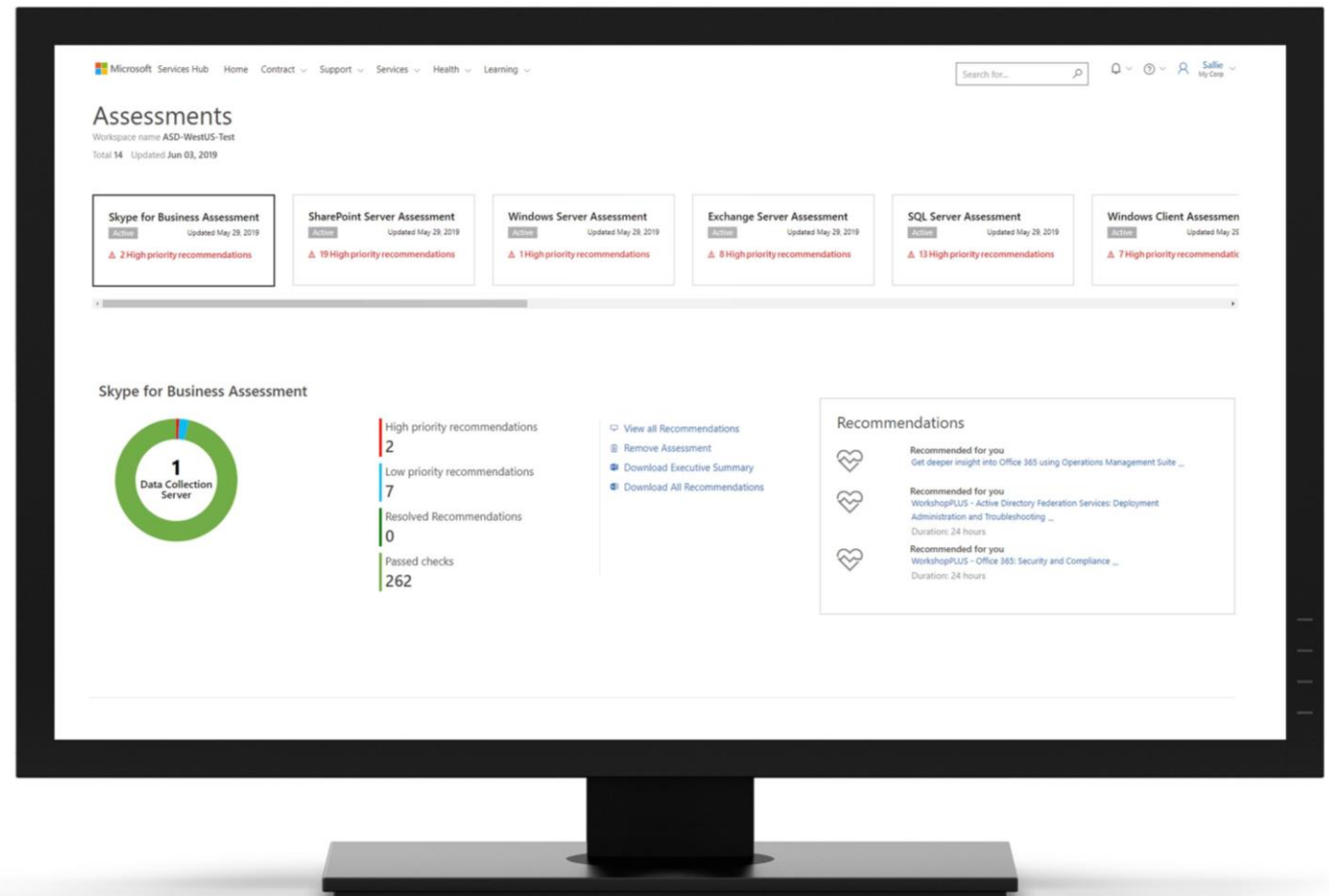
- Review the details of your support contract
- View your Microsoft contacts and your organization's contacts
- Reference your standard and critical support response times
- View the services you've purchased
- Provide more granular permissions for your users with multiple Services Hub workspaces



To learn more about the displayed feature: <https://aka.ms/sh-rc/contracts>

Keep your IT environments healthy with On-Demand Assessments

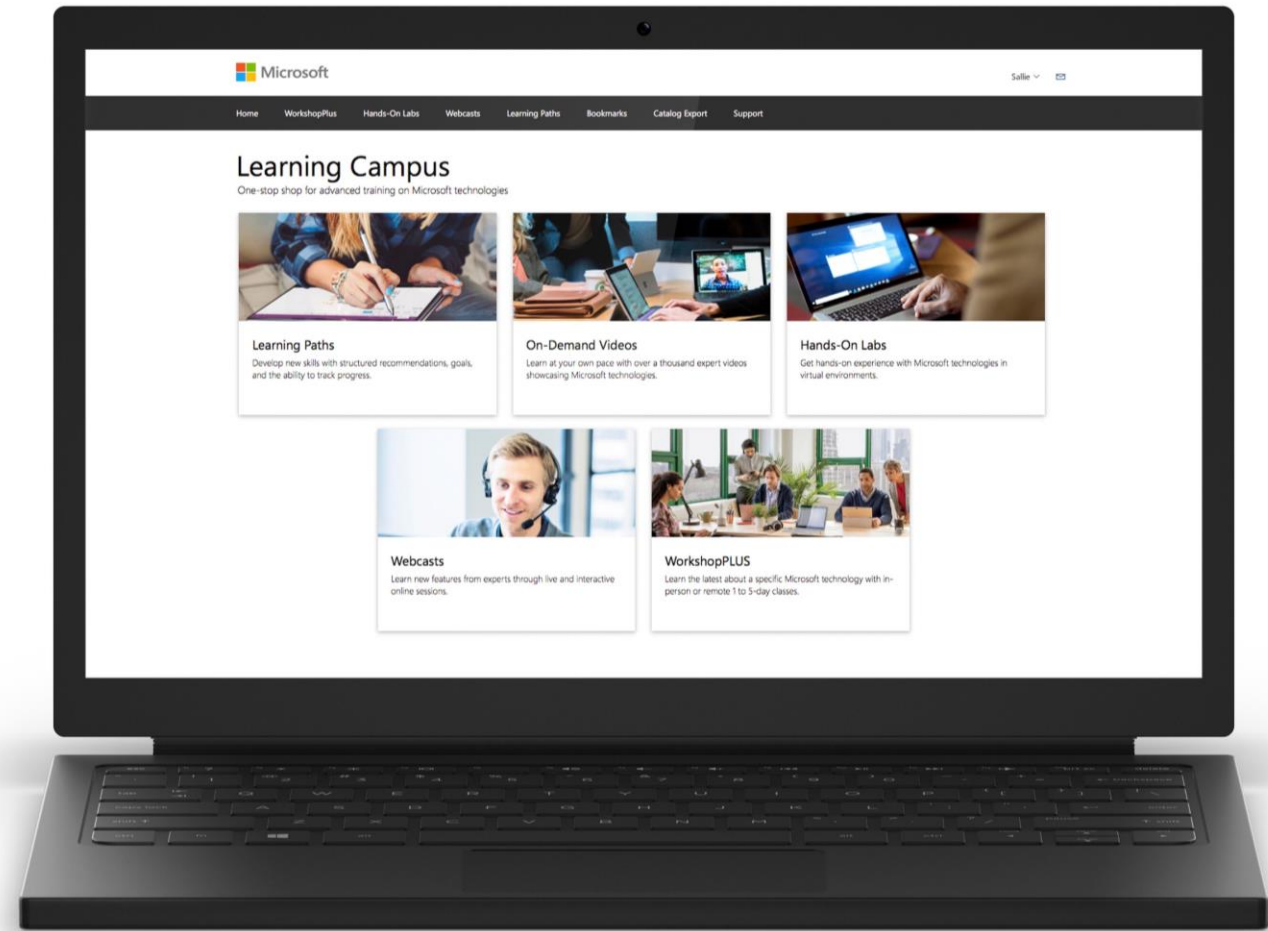
- Leverage predictive analytics based on years of Microsoft analysis
- Remediate issues and risks with expert recommendations
- Drill into recommendations to see root cause analysis
- Use remediation plans to help your team take action
- Configure once and run on your schedule



To learn more about the displayed feature: <https://aka.ms/sh-rc/assessments>

Stay current on Microsoft products and technologies with on-demand learning

- Online access to learning content for your organization's Services Hub users
- Improve your team's knowledge with a variety of learning experiences
- Participate in live instructor-led webcasts
- Learn at your pace with learning paths and on-demand videos
- Practice skills interactively with Hands-on Labs

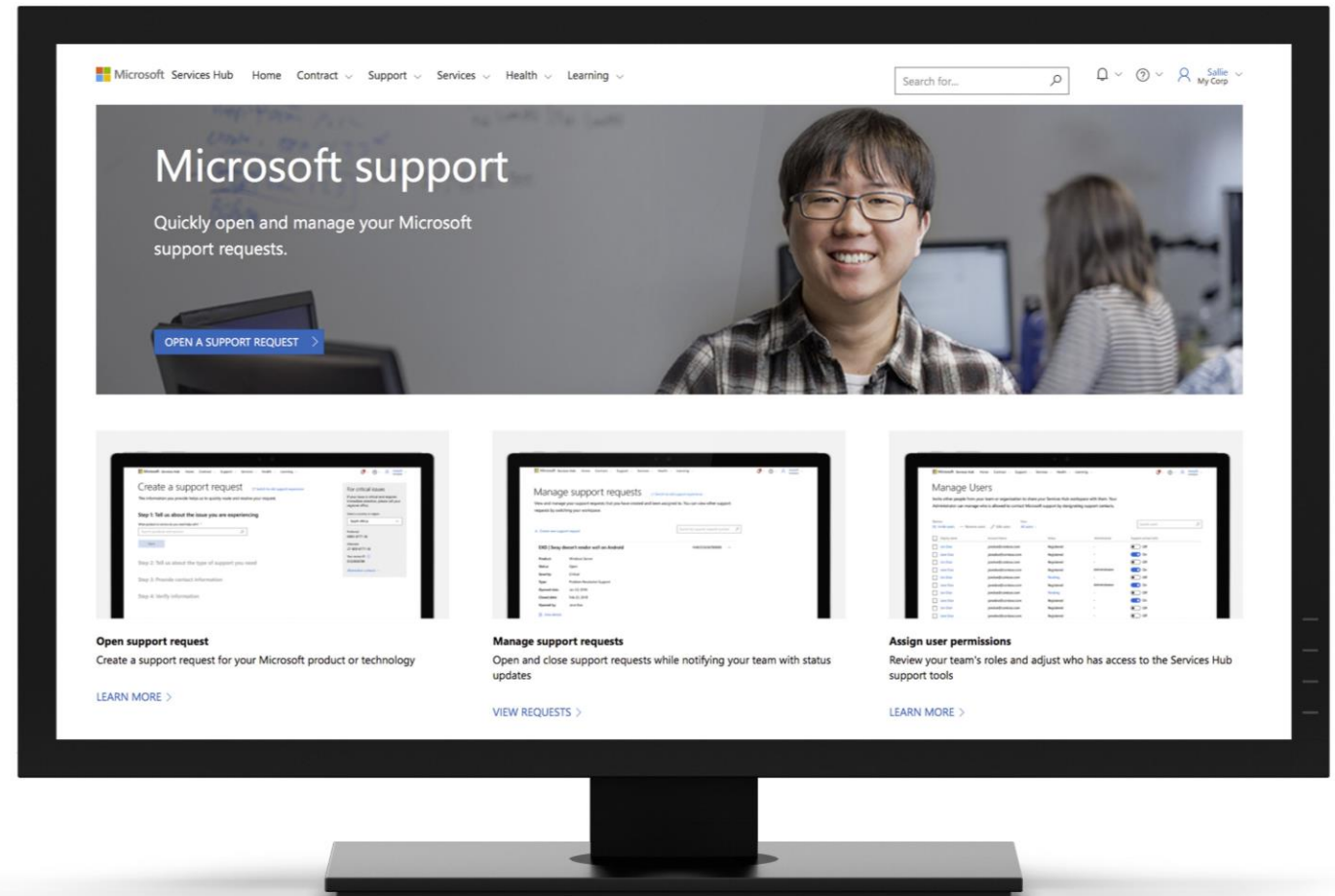


To learn more about the displayed feature: <https://aka.ms/sh-rc/learn>



Easily manage your Microsoft support activity

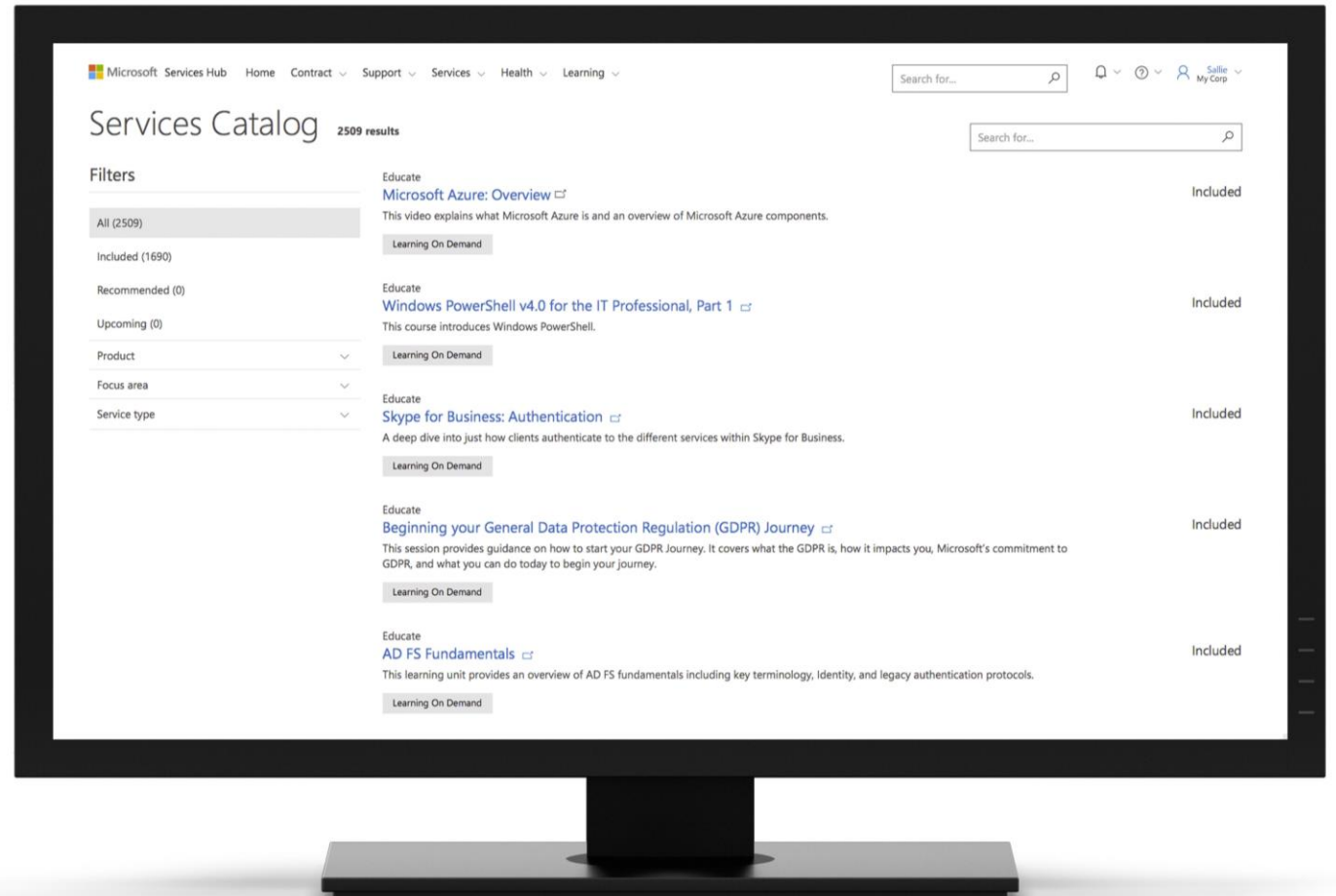
- Open a request for support from Microsoft on the Services Hub
- View and manage your support requests, including cloud support requests created in the Azure and Office 365 support portals
- Assign and manage your Support Contacts online with self-service capabilities
- Create groups and share support requests among your teams



To learn more about the displayed feature: <https://aka.ms/sh-rc/support>

Connect to the Microsoft Services you need

- View the latest Microsoft Services catalog online
- Check seat availability for workshops and online courses
- Click to contact Microsoft to reserve seats or schedule a new service

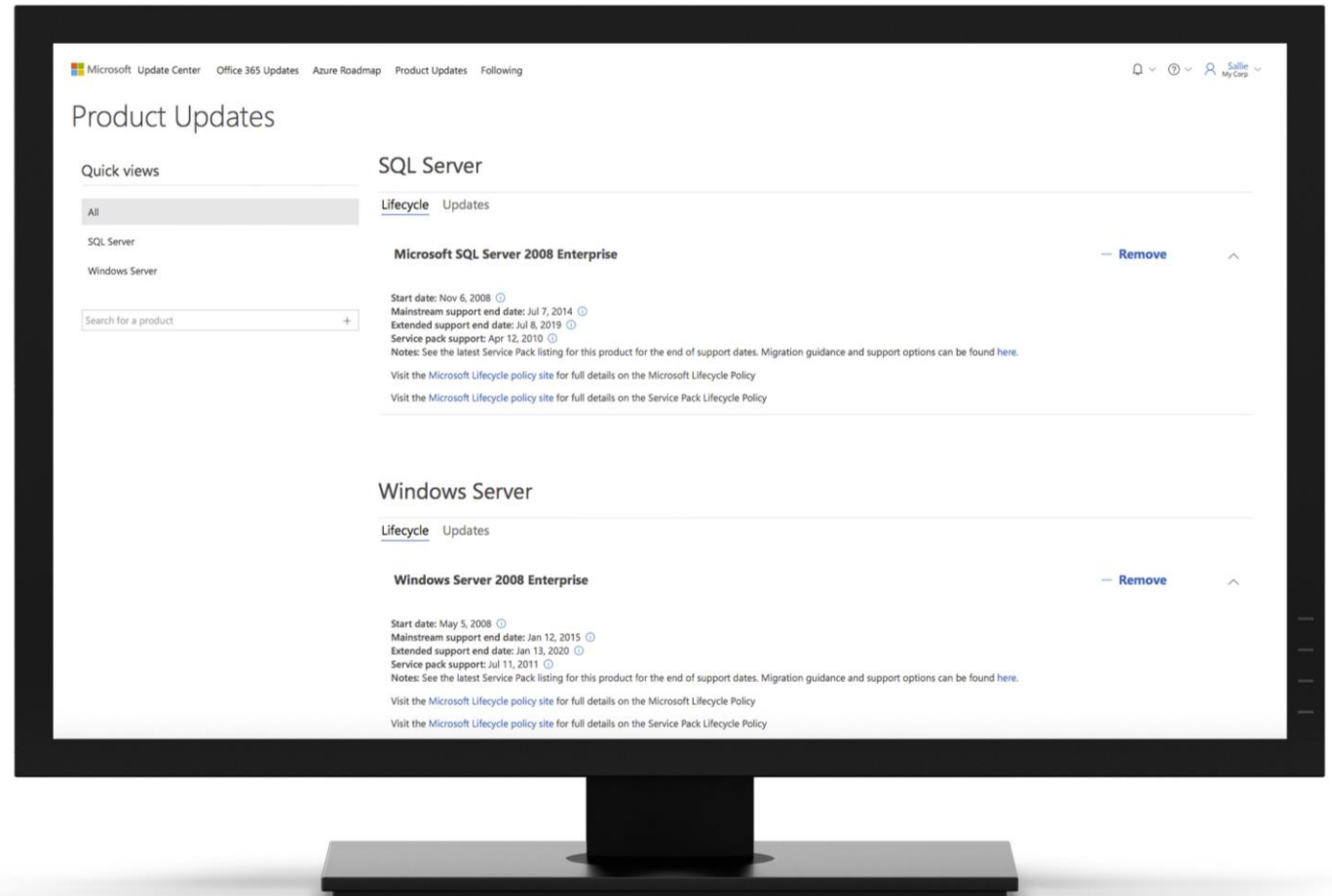


To learn more about the displayed feature: <https://aka.ms/sh-rc/services>



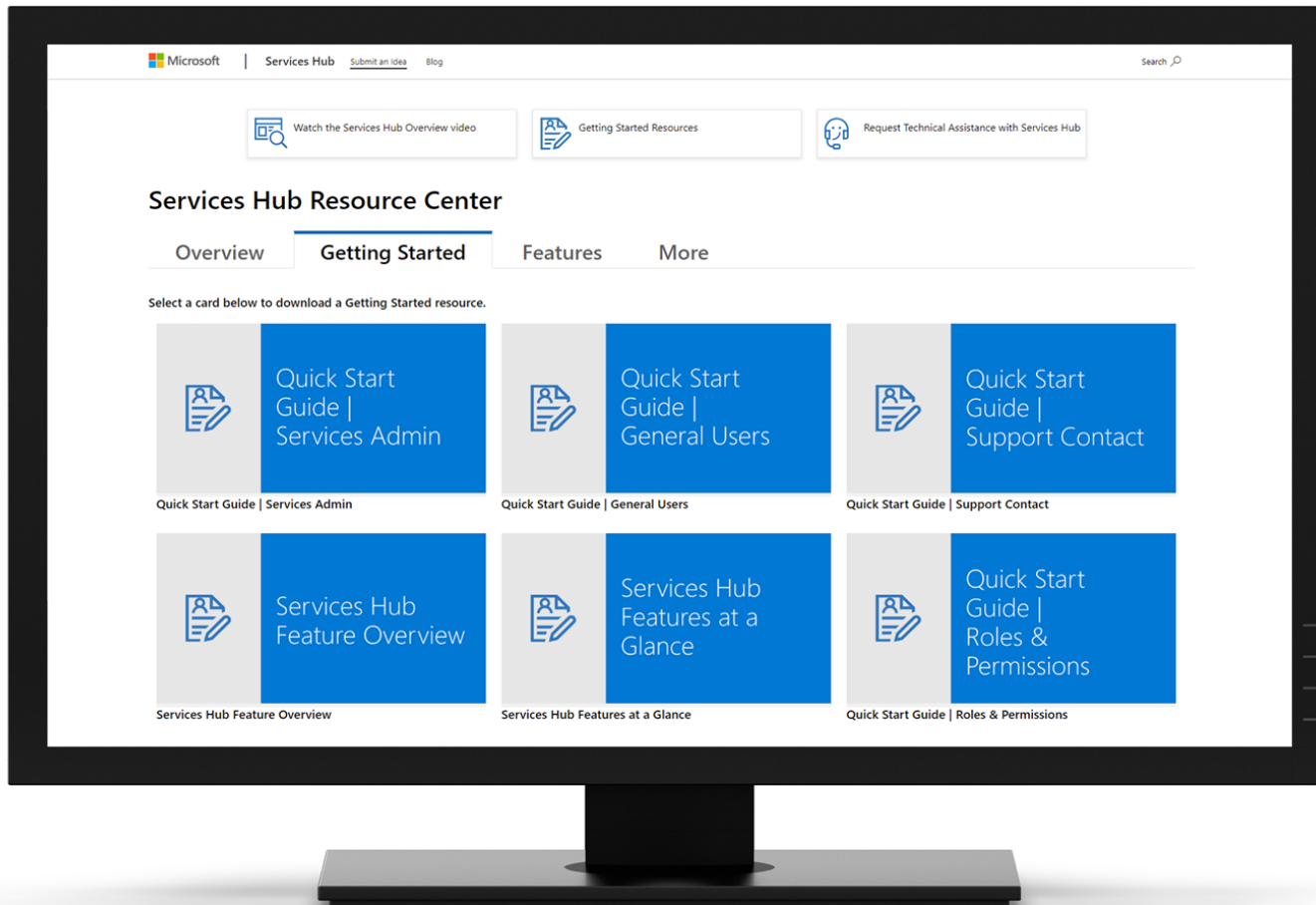
Keep your Microsoft products current with the Product Updates

- Get updates about Microsoft Office 365 and Azure as they become available
- Get notifications about changes to Microsoft on-premise products
- Track Microsoft product lifecycles



To learn more about the displayed feature: <https://aka.ms/sh-rc/updatecenter>

Learn More



Microsoft Unified Support:

<https://aka.ms/Unified-Support>

Sign in to the Microsoft Services Hub:

<https://serviceshub.microsoft.com>

Services Hub Resource Center:

<https://aka.ms/sh-rc>

Key Resources:

- Overview videos: <https://aka.ms/sh-rc/overview>
- Getting started resources: <https://aka.ms/sh-empower>
- Feature documentation: <https://aka.ms/sh-rc/features>

Microsoft Privacy and Security

Microsoft Services Hub is subject to Microsoft's Privacy Statement

<https://go.microsoft.com/fwlink/?LinkId=521839>

To learn more about how Microsoft meets industry regulations, implements and supports security, privacy, compliance, and transparency, please visit our Trust Center to review specific areas:

<https://www.microsoft.com/trustcenter>

Services Hub Features at a Glance



Home Page



Contract and User Management



IT Environment Health



Learn On-demand



Support



Services Catalog



Product Updates

Optimize your time with the Services Hub Home Page

- Easily identify your Services Hub workspace
- See high priority items in the Action Center
- Review recent Services Hub releases
- Easily view your Microsoft representatives and your organization's key contacts

Maximize your Microsoft Unified Support benefits

- Review the details of your support contract
- View your Microsoft contacts and your organization's contacts
- Reference your standard and critical support response times
- View the services you've purchased
- Provide more granular permissions for your users with multiple Services Hub workspaces

Keep your IT environments healthy with On-Demand Assessments

- Leverage predictive analytics based on years of Microsoft analysis
- Remediate issues and risks with expert recommendations
- Drill into recommendations to see root cause analysis
- Use remediation plans to help your team take action
- Configure once and run on your schedule

Stay current on Microsoft products and technologies with on-demand learning

- Online access to learning content for your organization's Services Hub users
- Improve your team's knowledge with a variety of learning experiences
- Participate in live instructor-led webcasts
- Learn at your pace with learning paths and on-demand videos
- Practice skills interactively with Hands-on labs

Easily manage your Microsoft support activity

- Open a request for support from Microsoft on the Services Hub
- View and manage your support requests, including cloud support requests created in their product portals
- Assign and manage your Support Contacts online with self-service capabilities
- Create groups and share support requests among your teams

Connect to the Microsoft Services you need

- View the latest Microsoft Services catalog online
- Check seat availability for workshops and online courses
- Click to contact Microsoft to reserve seats or schedule a new service

Keep your Microsoft products current with the Product Updates

- Get updates about Microsoft Office 365 and Azure as they become available
- Get notifications about changes to Microsoft on-premise products
- Track Microsoft product lifecycles

