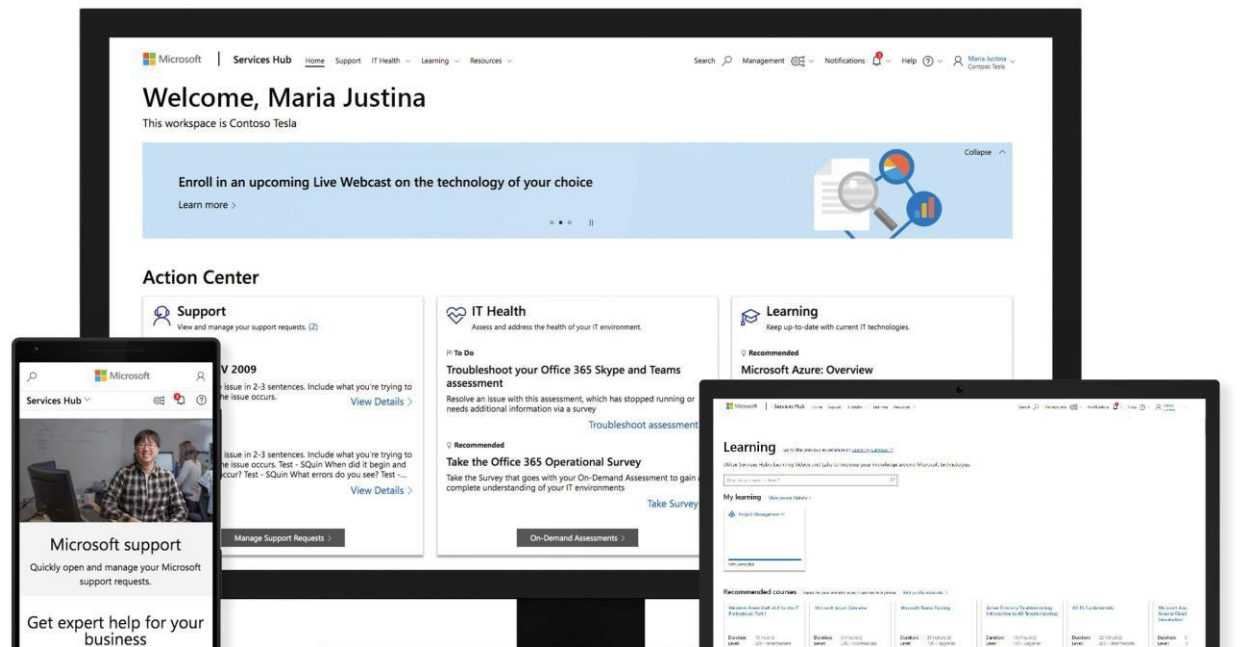


# Microsoft Services Hub Overview

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



## Manage support

- Easily create and manage support requests for your Microsoft cloud and on-premises technologies.
- Track the status of your open support requests at-a-glance and from one central location.
- Ensure key team members stay informed by providing them access to support requests.

## Maintain IT health

- Proactively manage the health of your IT environments with on-demand assessments.
- Help mitigate risk with recommended programs and services in your Services Hub Action Center.
- Plan ahead with personalized updates on upgrades and changes to your Microsoft products.

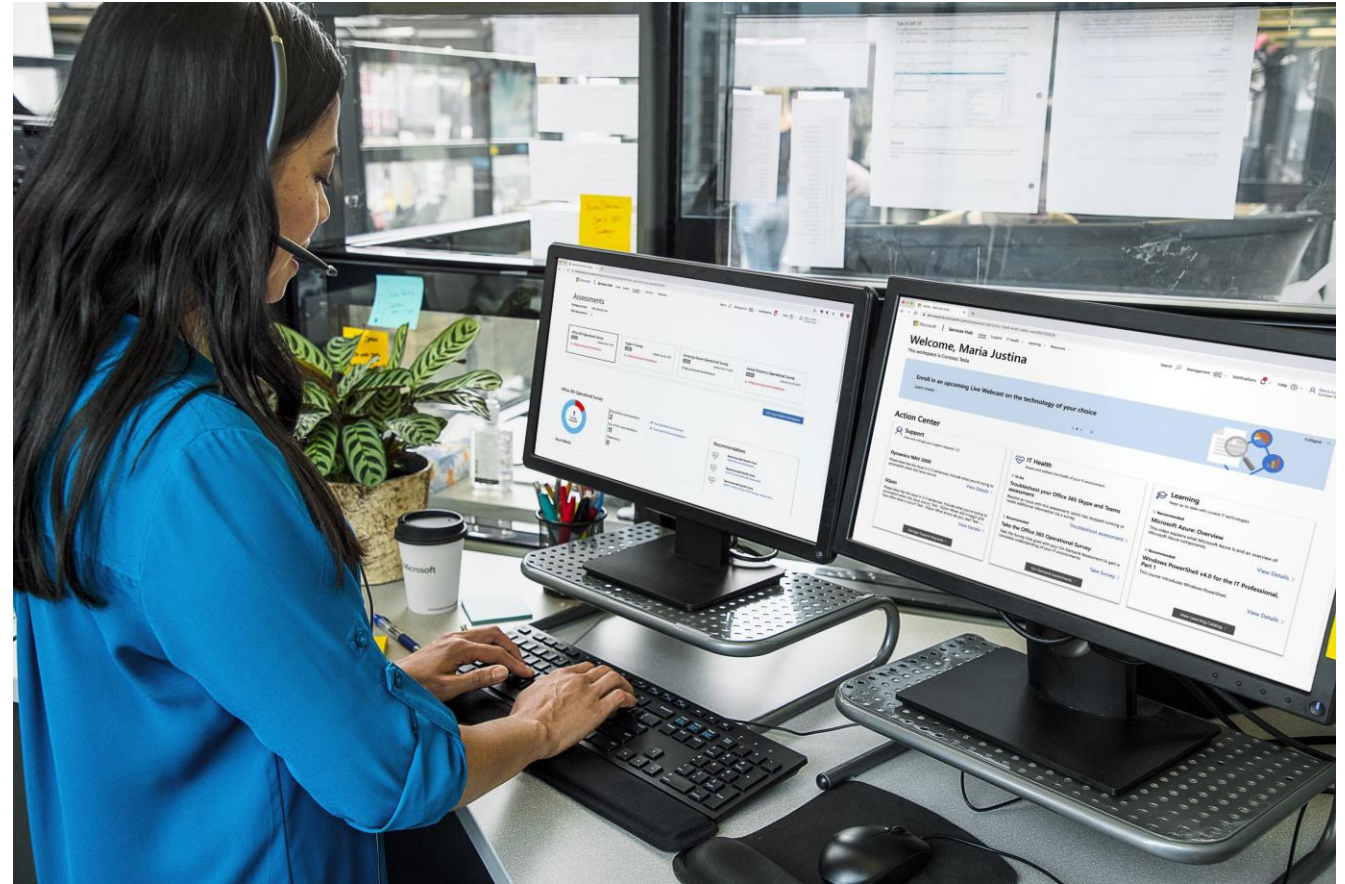
## Build your team's knowledge

- Get access to on-demand learning and resources tailored to your interests.
- Develop targeted skills with comprehensive learning paths curated by Microsoft experts.
- Gain hands-on experience with Microsoft technologies in virtual lab environments.



## Optimize your time with the Services Hub Home Page

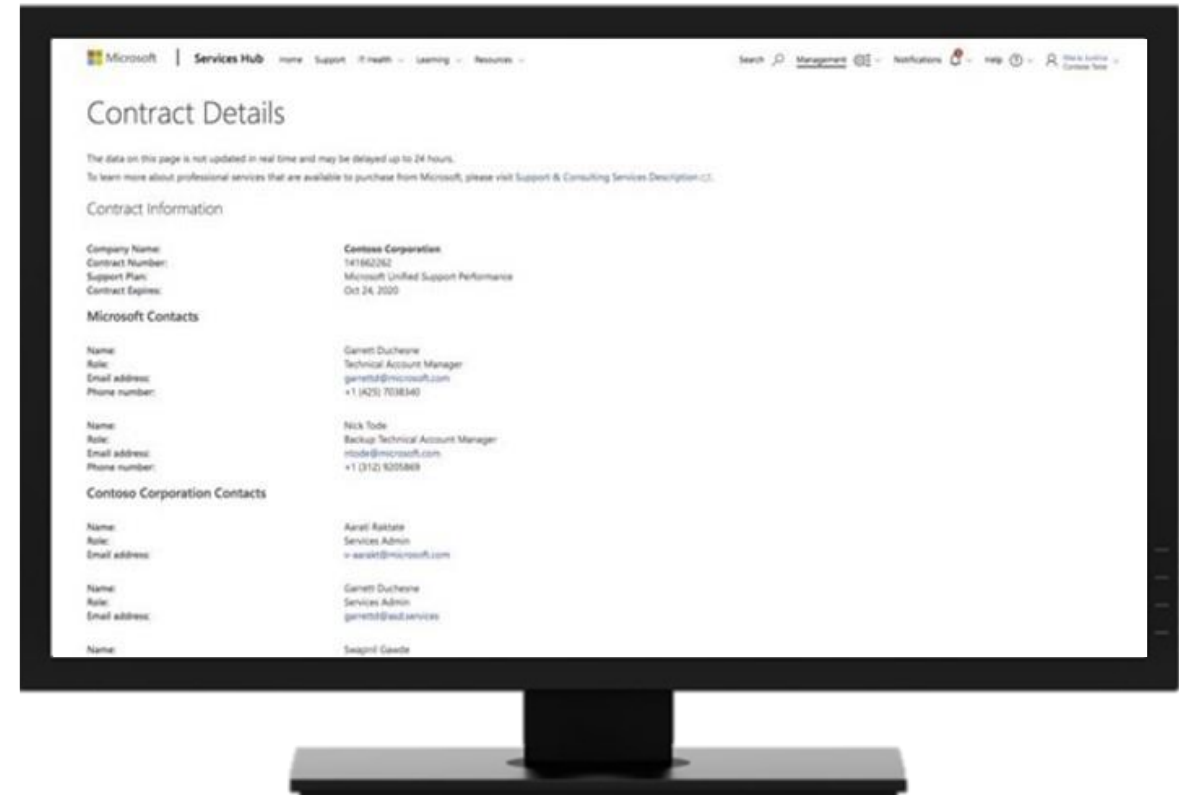
- Easily identify your Services Hub workspace
- See high priority items in the Action Center
- Review recent Services Hub releases
- Easily view your Microsoft representatives and your organization's key contacts



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

## 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

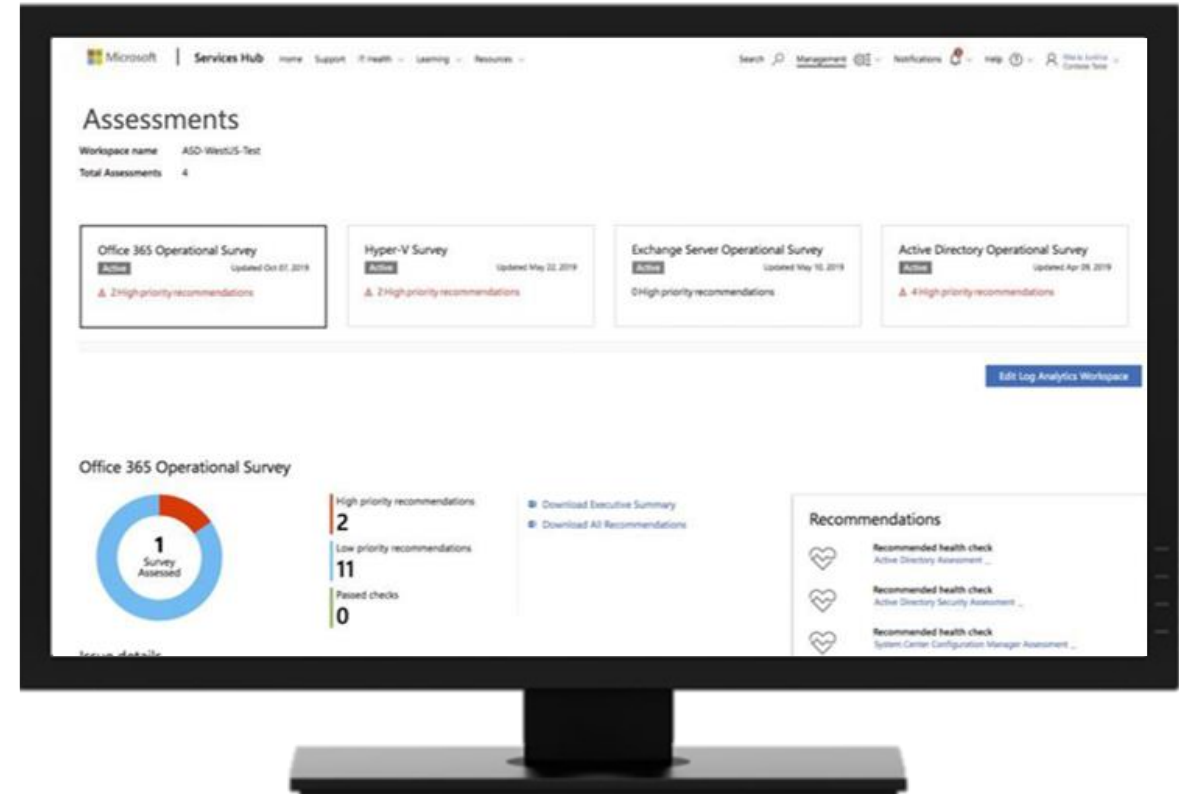


To learn more about the displayed feature: <https://aka.ms/sh-rc/contracts>

## Keep your IT environments healthy with On-Demand Assessments

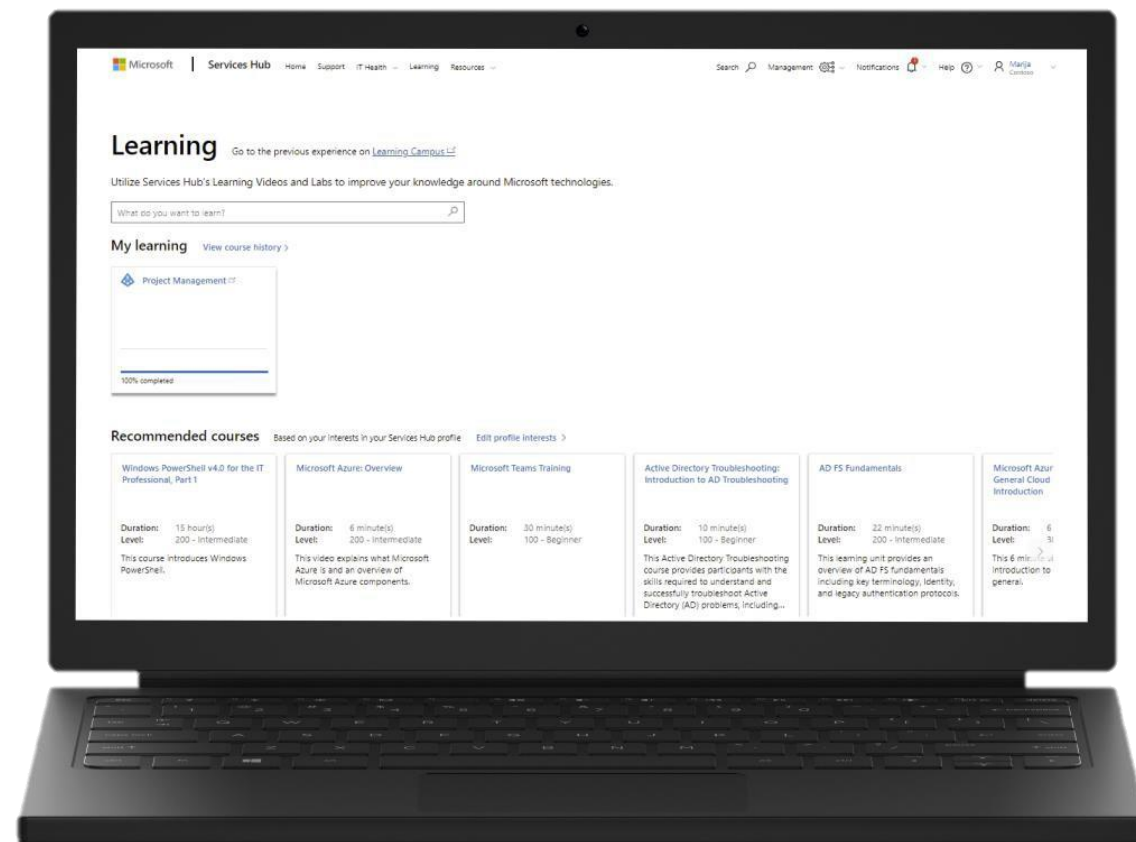
- Leverage predictive analytics based on years of Microsoft analysis
- Remediate issues and risks with expert recommendations
- Drill into recommendations to see root cause analysis
- Use assessment remediation programs to help your team take action
- Configure once and run on your schedule

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

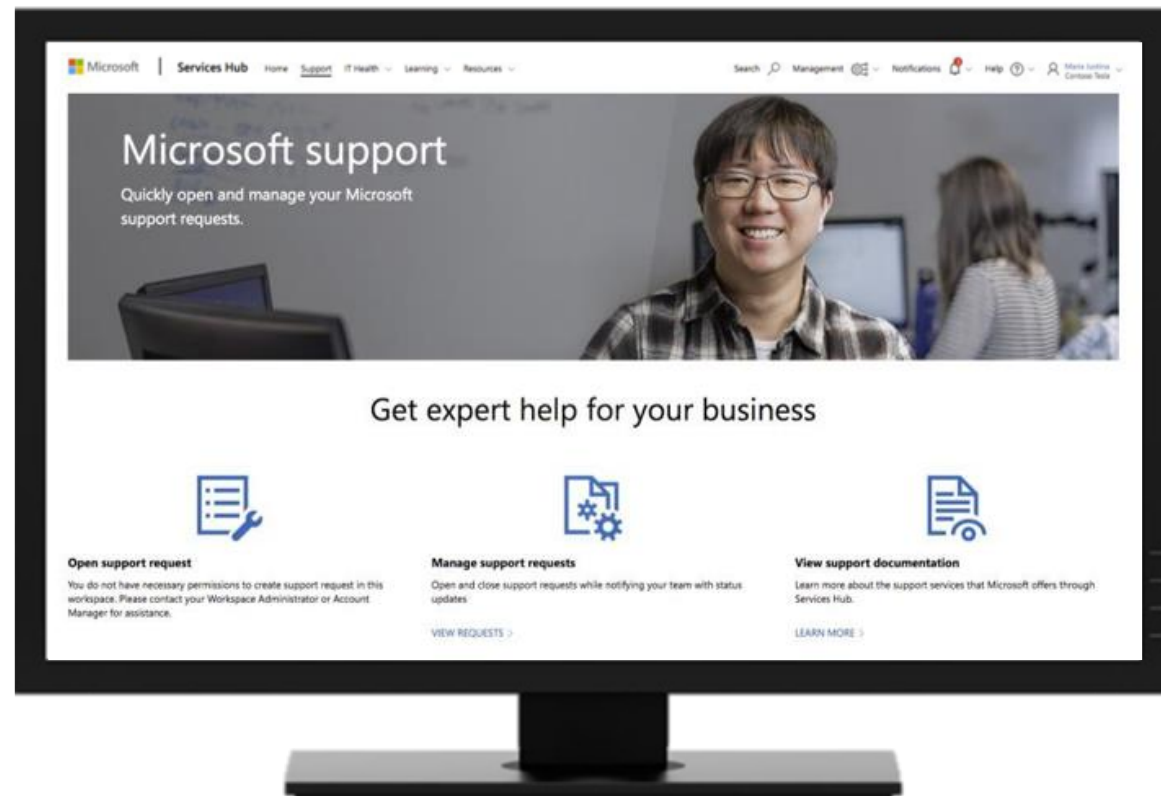


To learn more about the displayed feature: <https://aka.ms/sh-rc/learn>

## Easily manage your Microsoft support activity

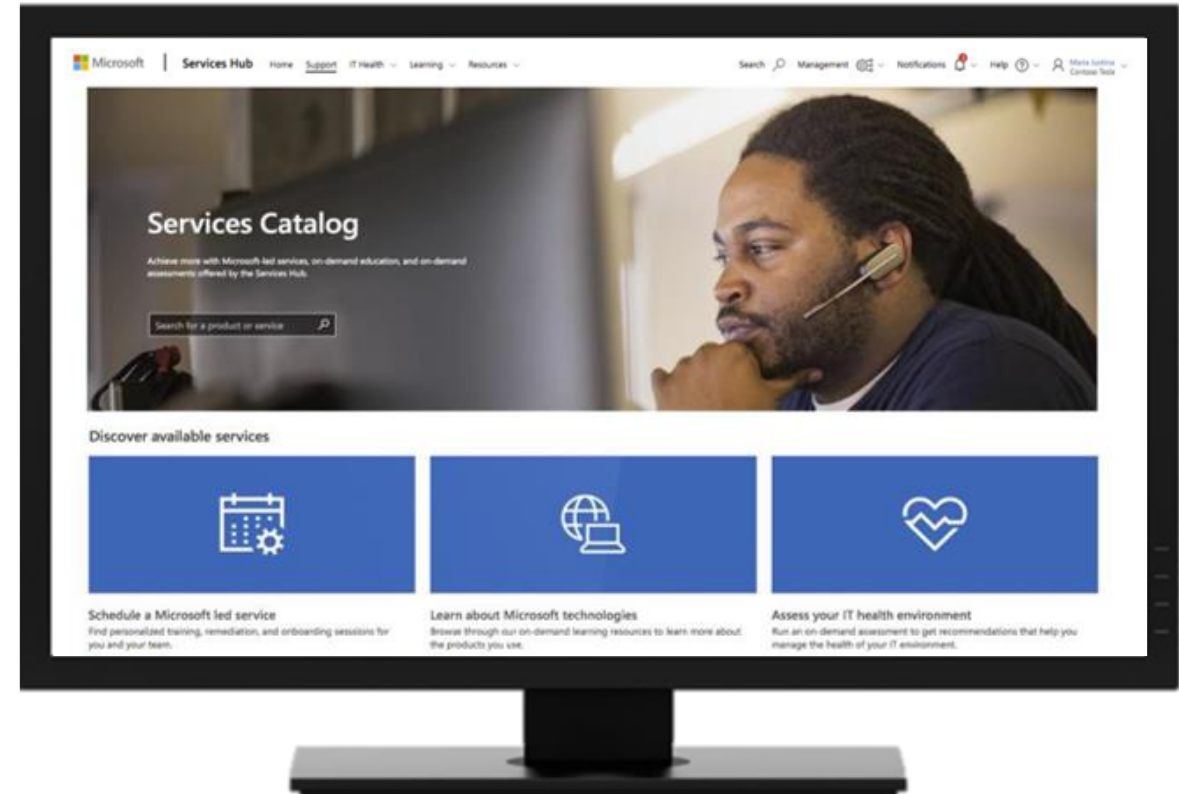
- Open a request for support from Microsoft on the Services Hub
- View and manage your support requests, including cloud support requests created in the Azure and Office 365 support portals
- Assign and manage your Support Contacts online with self-service capabilities
- Create groups and share support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

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



## Connect to the Microsoft Services you need

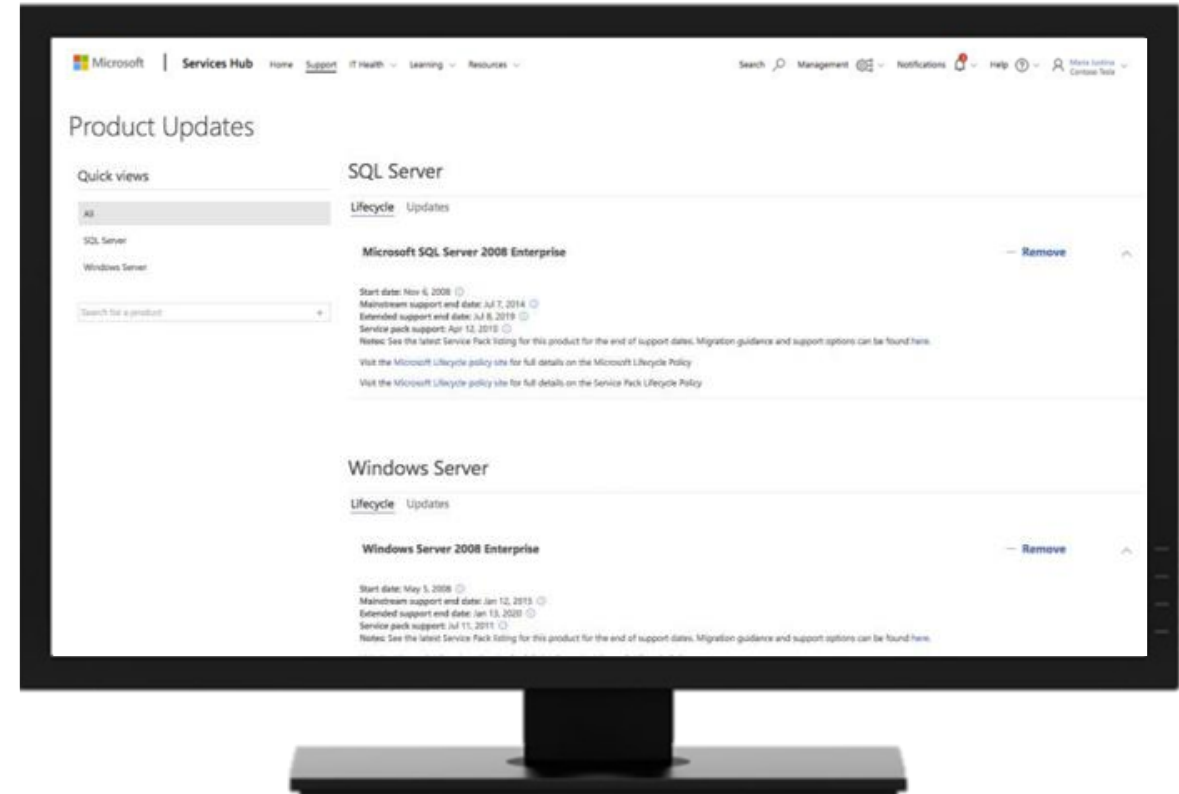
- View the latest Microsoft Services catalog online
- Check seat availability for workshops and online courses
- Click to contact Microsoft to reserve seats or schedule a new service



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

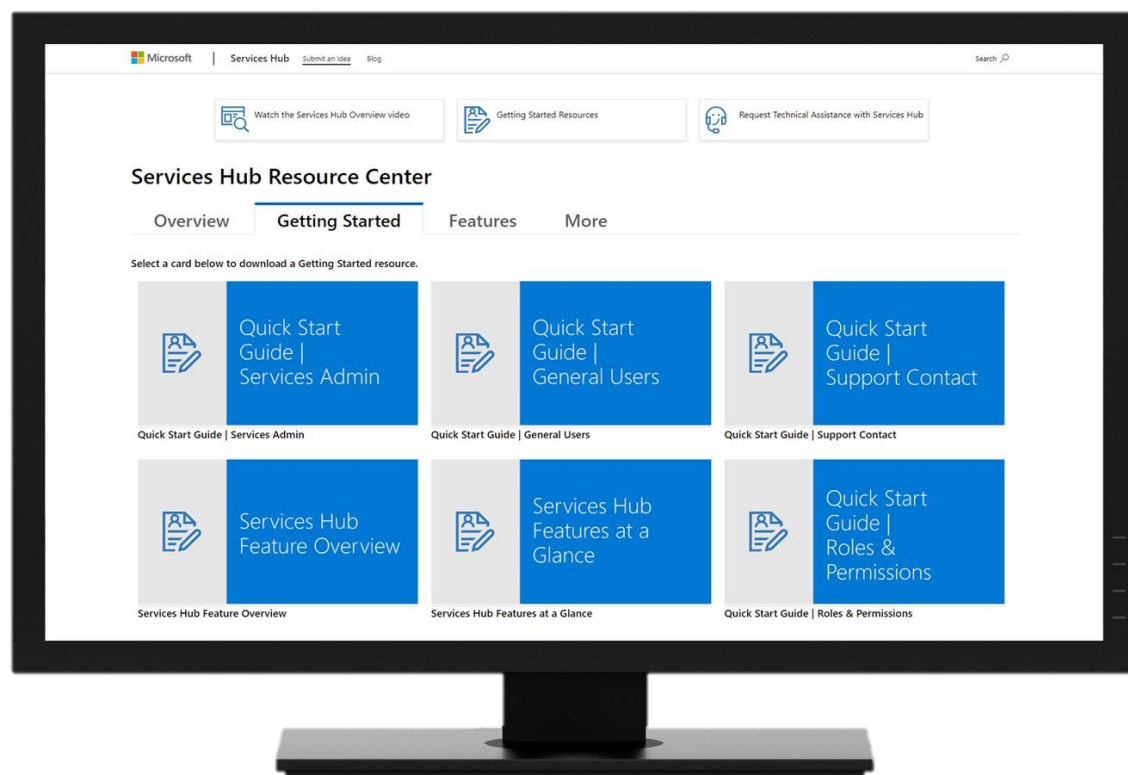
## Keep your Microsoft products current with the Product Updates

- 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

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## Contract and User Management

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## IT Environment Health

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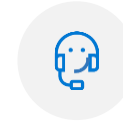
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