



Microsoft Unified Enterprise

Proposal for **SASRIA PTY LTD**

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1. Executive Summary

Microsoft Unified appreciates the opportunity to present this proposal to **SASRIA PTY LTD**

*During our conversations with your team, goals and expectations were identified for the upcoming support agreement between Microsoft and **SASRIA PTY LTD** our Success – Our top priority*

The primary priority for Microsoft Unified is to ensure **SASRIA PTY LTD** has the support needed to maximize its investment in Microsoft technologies by aligning to your desired business outcomes.

Your Microsoft Unified team will work with you to help overcome your business challenges so you can achieve your technology objectives and realize the following:

- Minimize downtime and disruption for end users with as-needed, organization-wide problem resolution, on-demand risk assessments, and customizable service alerts.
- Reduce your backlog of defects and support tickets, as well as the randomizing pressure of reactive support for your IT staff, through as-needed problem resolution and advisory support, on-demand health assessments, and the right combination of strategic add-ons.
- Drive cloud adoption with Microsoft-led onsite migration support when needed, and on-demand self-service training, readiness, and risk prevention resources.
- Enable IT to grow its technical competence and offer greater value to the business without significant training costs by taking advantage of on-demand education
- Accelerate innovation, entrance to new markets, customer satisfaction, and higher revenue with the right combination of reliable reactive, Microsoft-managed proactive, and anytime self-service support.



2. Support Experience

Comprehensive support experience

This modernized support experience covers your Microsoft investments in these keyways:

		
Protect my organization Get advice to proactively manage IT health and maximize uptime with a comprehensive response plan	Accelerate my outcomes Partner with a team of Microsoft experts who know you to co-design, configure, and implement solutions	Enable me to do more Transform your most critical solutions for success in a cloud-first world and maximize your investment
<i>Keep my business running smoothly</i>	<i>Understand my goals and technology</i>	<i>Activate my business and my people</i>

With Microsoft Unified there are two key components of your base agreement, foundational services that cover your organization’s most common needs and specialized services you can get through tailoring to deepen your engagement and drive the outcomes you need most.

By combining both foundational services and tailoring, you’ll experience support that enables you to fully realize the potential of your Microsoft solutions.

Microsoft Unified can help you:

- **Maximize your uptime:** Get 24x7 problem resolution support to maintain continuity and risk assessment capabilities to prevent issues and proactively manage IT health
- **Partner with a team that knows you:** Partner with a team who knows your business, with a designated Customer Success Account Manager focused on maximizing your business outcomes
- **Be empowered to do more:** Transform your organization for success in a cloud-first world with advisory support from experts and an online hub of on-demand learning content
- **Proactively engage with our experts:** Move your technology initiative forward by working proactively with Microsoft experts to maintain, onboard, and optimize your solutions

Introducing Flex Allowance

The Flex Allowance is a flexible component of Microsoft Unified, based on a percentage of your contract list price, which you can use to customize your support package in a way that meets your needs. You can apply it towards the cost of Enhanced Solutions to gain truly tailored support experience*.

	Decide what services you’d like to apply your Flex Allowance towards upfront	➡	Enhanced Solutions: Relationship-driven, in-depth support experiences
	Convert part of the Flex Allowance to Proactive Credits to choose more services later	➡	Proactive Credits: Credits that can be swapped for more services throughout the contact term

*All Flex Allowance must be applied at the time of contract signing



3. Scope of Services

What you get with your Microsoft Unified agreement

Foundational services	Technical Support (As-needed, 24/7)	- Expected response times: - Critical Sev 1: 15-min for Azure/1-hour for all other products 1-hour Sev A/2-hour Sev B/4-hour Sev C
	Escalation Management	- For Critical Business System Down issues, resource assigned after 15-minutes for Azure, or 1-hour for all other products - For Critical Business System Degraded issues, resource assigned after 1-hour for all products
	IT Health	As-needed on-demand assessments with setup and configuration services
	Cloud Assistance	Billing support provided by the Azure Support team (included in the free support)
	Account Management	Assigned Customer Success Account Manager
	Advisory Support	As-needed Advisory Phone Support (limited to six hours or less per incident)
	Technical Training	On-demand videos, hands-on labs, learning paths, and expert-led webcasts
	Enhanced Solutions*	Relationship-driven, in-depth support experiences, including Support for Mission Critical, Designated Engineering Portfolio, Azure Rapid Response, Azure Event Management, Office 365 Engineering Direct, GitHub Engineering Direct, Developer Support

*Available through Flex Allowance or for purchase as add-ons



4. Summary and Fees

Microsoft Unified – Services Summary and Fees

Microsoft Unified – Services by Location (01/06/2026 – 31/05/2027)

Quantity	Services	Services type
As-needed	Organization-wide 24x7 problem resolution support	Problem Resolution
As-needed	Reactive Support Contacts	Problem Resolution
Included	Resource assigned for critical issues	Problem Resolution
Included	Services Hub portal for support management, recommendations, and product updates	Administrative
As-needed	On-demand assessments and setup and configuration services	IT Health Assessment
Included	Designated Customer Success Account Manager	Service Delivery Management
As-needed	Advisory Phone Support	Advisory
Included	On-demand videos, hands-on labs, learning paths, and expert-led webcasts	Education

Unified Proactive Services & Add-ons

Unified Enterprise Support - 2026-27 South Africa 2026/06/01 - 2027/05/31		
Quantity	Service	Service Type
Included	Enterprise Advisory Support Hours As-needed	Advisory Services
Included	Enterprise Azure Problem Resolution Hours As-needed	Problem Resolution Support
Included	Enterprise On-demand Assessment	On-Demand Assessment
Included	Enterprise On-Demand Education	On-Demand Education
Included	Enterprise Online Support Portal	Administrative
Included	Enterprise Problem Resolution Hours As-needed	Problem Resolution Support
Included	Enterprise Reactive Support Management	Service Delivery Management
Included	Enterprise Service Delivery Management	Service Delivery Management
Included	Enterprise Webcasts As-Needed	Webcast
Included	Reactive Enabled Contacts	Problem Resolution Support
100 ea	On-Demand Assessment - Setup and Config Service As-needed	On-Demand Assessment Remote

Unified Proactive Services Add on Unified Proactive Svcs Enterprise Azure Infra - 2026-27 South Africa 2026/06/01 - 2027/05/31		
Quantity	Service	Service Type
1 ea	Onboarding Accelerator - Microsoft Sentinel (Discovery & Planning) - 2 days	Onboarding Services
1 ea	Onboarding Accelerator - Microsoft Sentinel (Enablement) - 5 days	Onboarding Services
1 ea	Intune Optimization - 5 days	Proactive Operations Program

Enhanced Designated Engineering Data Security - 2026-27 South Africa 2026/06/01 - 2027/05/31		
Quantity	Service	Service Type

200 hr	Enhanced Designated Engineering Data Security	Designated Support Engineering
Included	Service Delivery Management Extended	Service Delivery Management

Support Service Fees

Services Summary	Billing Date (yyyy/MM/dd)	Fee USD
Unified Enterprise Support - 2026-27	2026/06/01	50 000,00
Unified Proactive Services Add on Unified Proactive Svcs Enterprise Azure Infra - 2026-27	2026/06/01	36 629,74
Enhanced Designated Engineering Data Security - 2026-27	2026/06/01	47 084,80
Subtotal		133 714,54
First-Time Buyer Advantage		(16 000,00)
Flex Allowance		(25 000,00)
Total Fees (excluding taxes)		92 714,54

Billing Schedule

Billing Schedule	Billing Date (yyyy/MM/dd)	Fee USD
Unified Support & Add-ons	2026/06/01	92 714,54
Total Fees (excluding taxes)		92 714,54

Payment Terms: within 30 calendar days of the date of Microsoft invoice (Invoice date is the contract start date)

Our commitment is simple: to help **SASRIA PTY LTD.** and its employees achieve their full potential.

Microsoft Unified can help **SASRIA PTY LTD.** - which enables IT to improve systems health and stay ahead of risks in your environment, while also enabling line of business owners to adopt the right technologies faster and accelerate innovation and solution release cycles for faster time to market. As **SASRIA PTY LTD.** As growth and organizational

needs evolve, Microsoft Unified can evolve in a locked step to address future priorities, key outcomes, and even bigger opportunities.

5. Disclaimer

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