

DCG ENTERPRISE SUPPORT

How We Keep Your Microsoft Escalation Path Open



The Question We Hear Most

"If we move to DCG, do we lose our ability to escalate to Microsoft when we truly need it?"

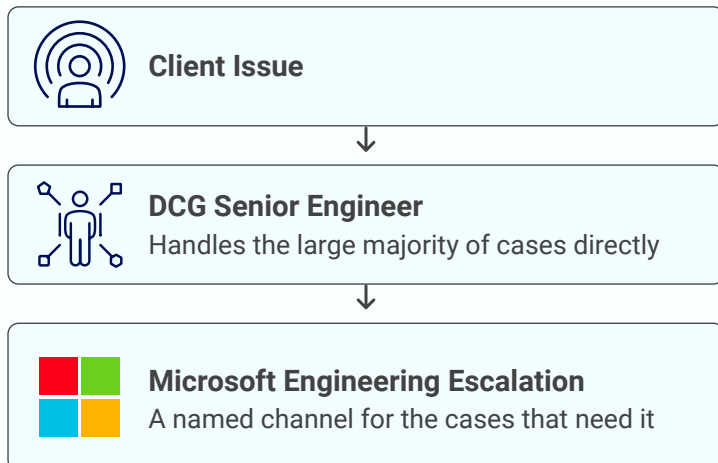


Our Answer, at a Glance

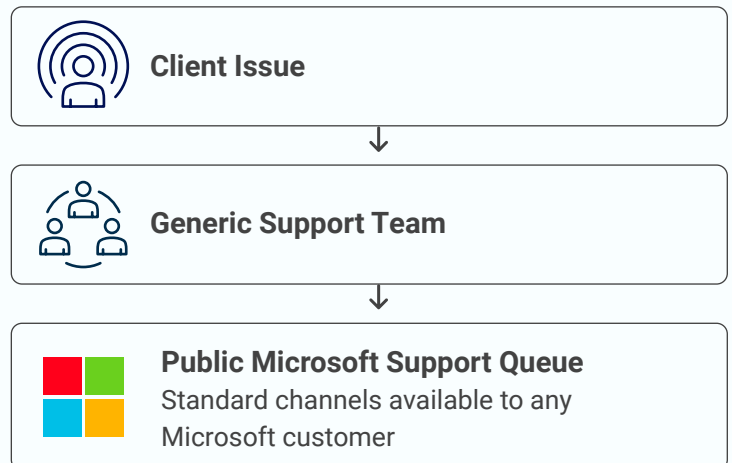
No. DCG holds a formal, named support agreement with Microsoft, the same tier of access that many enterprises negotiate for themselves. That agreement gives your account a direct channel into Microsoft engineering for the cases that genuinely need it, and DCG manages that channel from the moment a case opens. Moving your support to DCG adds this channel on top of the Microsoft relationship you already have. The reverse side explains how that channel works in practice

The Escalation Path

DCG PATH



A GENERIC ALTERNATIVE



Where Cases Actually Go

92%

DCG cases get resolved directly by
own engineers

8%

Escalate to Microsoft through a named,
direct channel

Source: dynamicconsultantsgroup.com published support metrics.

How the Microsoft Escalation Path Works



The Agreement

DCG holds a formal, named support agreement with Microsoft. It gives DCG's engineering team standing access into Microsoft's escalation structure, independent of any single case. DCG qualifies for this tier through its Microsoft solution partner status. When a DCG engineer decides a case needs Microsoft's product engineering, they open it directly through this channel.



Who Manages the Case

DCG manages the Microsoft relationship for the life of the case. Your team keeps one point of contact, your assigned senior engineer, whether the case stays with DCG or moves into a Microsoft escalation. That engineer is backed by a Client Service Manager (CSM), who stays engaged on the account and can step in on relationship or escalation matters. Your engineer can tell you where a case stands, who owns it, and what happens next.



What Carries into an Escalation

Your engineer stays on the case through a Microsoft escalation, with your CSM remaining engaged in the background. The troubleshooting steps, environment details, and business impact already documented go with it. Microsoft's engineering depth gets added on top of that work.



A Real Example

FHI, a global health nonprofit, moved its Microsoft support to DCG after growing frustrated with its prior support experience. Tom Maloney, FHI's Director of Infrastructure and Operations, described the change as producing a "dramatic improvement in the quality and responsiveness" of their support. Several other FHI business units adopted DCG's Enterprise Support afterward.

Talk to DCG About Your Escalation Path

[Contact us](#)