

TD SYNnex CSS Partner Program - Comparison

TD SYNnex CSS Partner Program	BASIC	CSS Elite Core	CSS Elite Core White Label	CSS Elite Core All-in	CSS Elite Core All-in White Label
Standard Features					
Unlimited CSP tickets	✓	✓	✓	✓	✓
Contact methods: Webform	✓	✓	✓	✓	✓
Contact methods: Live chat		✓	✓	✓	✓
Contact methods: phone			✓		✓
24/7 access and 9-6 BH Incident Management	✓				
24/7 access and Incident Management		✓	✓	✓	✓
IRT ¹ SLA: 1, 2, 4, 6 hours according severity		✓	✓	✓	✓
IRT ¹ SLA: 4, 8, 12, 16 hours according severity	✓				
Language 24/7: English	✓				
Language BH ² : Spanish, Italian, French, German		✓	✓	✓	✓
Premier support L3 escalation to Microsoft		✓	✓	✓	✓
Escalation management		✓	✓	✓	✓
12 months contract with auto-renewal policy		✓	✓	✓	✓
Partner's brand service setup and customization			✓		✓
Direct access for every end customer				✓	✓
end customer Customization with Add-ons		✓	✓	✓	✓
ADD-ONS enabled					
End customer access		✓	✓		
On-premises support		✓	✓	✓	✓
5 Tickets end customer access	✓**	✓	✓		
Enterprise Agreement		✓	✓	✓	✓
Partner Gold SLA (45 Mins; 1.5 Hours; 2 Hours; 3 Hours)		✓	✓	✓	✓
Partner Platinum SLA (30 Mins; 45 Mins; 1 Hours, 2 Hours)		✓	✓	✓	✓
Partner Diamond SLA (15 Mins; 30 Mins; 1 Hours; 2 Hours)		✓	✓	✓	✓
End customer Diamond SLA (15 Mins; 30 Mins; 1 Hours; 2 Hours)		✓	✓	✓	✓
Other CSS benefits					
TD Cloud Express - Managed Services discounts		✓	✓	✓	✓
TD Academy - MS certifications discounts		✓	✓	✓	✓

¹ IRT: Initial Response Time

² BH: Business Hours Mon-Fri 9-6 CET (holiday excluded)

** BASIC 5 Tickets Pack has an extra charge. Ask your sales representative