

Third-Party Technology Support

A streamlined support solution for a multi-vendor environment

Why Third-Party Technology Support for Cloud?

When you work with multiple technology providers, getting the right support in a timely manner can be complicated. Google makes diagnosing problems simpler, regardless of the system origin.

With Google Cloud Premium Support, you can rely on the Google Cloud subject-matter experts to help identify, diagnose, and resolve technical issues when they occur outside of the Google Cloud platform and reside on other platforms.

The cloud Customer Care team streamlines support by troubleshooting and resolving issues across multiple vendors. That means you avoid multiple handoffs across organizations, reach the right experts quickly, and resolve problems with minimal intrusion.



Joint troubleshooting

Avoid the back-and-forth across multiple support organizations with streamlined troubleshooting for complex issues.



Access to experts

Reach the right experts quickly, regardless of system origin.



Speed to resolution

Resolve your most high-impact issues as quickly as possible with minimal intrusion.



Support designed to optimize your critical business processes

Google Cloud Premium Support delivers the technical guidance, hands-on assistance, and comprehensive support you need to successfully manage your business-critical workloads while extracting the full benefits of cloud. When failure isn't an option, Premium Support enables strengthened business continuity, ensures proactive system optimization, and provides the desired technical expertise to reduce concerns about any cloud unknowns.

To learn more about how Premium Support can meet the needs of your business, talk to your Google Cloud sales representative or visit <https://cloud.google.com/support>.