



**Ready  
when others  
are not.**

## **Sovereign support for the public sector: Fully prepared when it matters most.**

Imagine this: a critical IT emergency – and no one is available. Calls unanswered, endless queues, language barriers. It is in such moments that the true strength of your IT support becomes clear – or its weakness.

Public sector organisations need more than just a support hotline. They need partners who understand what is essential when the pressure is on: short response paths, clear answers, native-language experts, and a genuine sense of ownership.

With the SoftwareOne MultiVendor Premium Support, public sector institutions receive exactly that: reliable, planned, and sovereign support – both in daily operations and in critical situations.

### **At the same time, you strengthen your digital sovereignty:**

- through services **delivered from your region**,
- in full **GDPR-compliant** manner,
- and by **gradually reducing dependencies on non-regional providers**, wherever national or European solutions can ensure greater sovereignty and security.



### **Who is the SoftwareOne MultiVendor Premium Support designed for?**

Public sector organisations, non-university research and education institutions, municipal, regional and federal authorities, as well as higher education providers.



## What you gain with SoftwareOne MultiVendor Premium Support:



**Planned, reactive support** based on defined Service Level Agreements (SLAs) – combined with **proactive services**.



**Escalation to the 3rd Level Support of the respective manufacturers** – with guaranteed response times and direct escalation paths for complex incidents.



**German-speaking 2nd Level Support Centre** based in Leipzig – providing direct support for customers in Germany, Austria, and Switzerland.



**Flexible support model:** services can be billed on an hourly, ticket-based or flat-rate basis.



**Multi-vendor support:** SoftwareOne manages communication and coordination with up to **18 manufacturers** for your support cases.



**Cost certainty, independent of licensing volumes:** your support costs remain predictable – without hidden dependencies.

### In short:

You remain fully capable of action – whether dealing with disruptions, service requests or major challenges.

## About SoftwareOne

SoftwareOne is one of the leading providers of Microsoft licensing advisory and services in the DACH region and one of Microsoft's largest partners worldwide.

With over 25 years of experience, SoftwareOne supports public sector organisations through its proprietary **SoftwareOne MultiVendor Premium Support**:

Municipalities, data centres, universities, critical infrastructure operators (KRITIS), and public research and education institutions rely on this solution.

Our **German- and English-speaking 2nd Level Support Centre in Leipzig** is staffed with highly qualified support engineers operating at manufacturer level – providing sovereign IT support whenever you need it.

We place special emphasis on regional proximity, GDPR-compliance and the gradual reduction of dependency on global manufacturers wherever possible.

**Get in touch with us – and secure sovereign IT support when it matters most.**

## CONTACT US TODAY

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