

## Office 365 & Microsoft Dynamics CRM Online

Microsoft and its affiliates operate the Office 365 & Microsoft Dynamics CRM Online services. We use subcontractors for certain limited functions.

<p><u>Operations and Service Maintenance:</u> These subcontractors assist with incident response and troubleshooting problems, such as changes to configurations and settings, server updates, patch maintenance, and security investigations.</p>	<p>3MD Technologies Inc (Denali Integration); Aditi; Allegis Group Services Inc; Arryve; Binary Tree Inc; Business Builders; Catalysis Corporation; Catalytic Software Inc; Chinasoft; Ciber; Composable Systems LLC; CompuCom Systems Inc; Direct Apps Inc; Exverse Solutions LLC; H10 Capital; HCL Technologies Ltd; Idea Entity Corporation; Insight Global; ITech US Inc; Language Line; LG Consulting Services; Lincoln Bay Company; Longtop; McKinstry Co; Mindsource; Murphy &amp; Associates; NCS; Prithvi Catalytic Inc; Ramp Technology Group LLC; Redmond Technology Partners; Sapphire Technologies Canada; Siemens; SolutionsIQ; Spectrum Consultants India Pvt Ltd; Statera Inc; Tata Consultancy Services; Tech Mahindra Ltd; TEKsystems; Velocity Partners; Wicresoft; Wimmer Solutions Corporation</p>
<p><u>Troubleshooting and Debugging Incidents:</u> These subcontractors assist engineering teams by creating software patches.</p>	<p>3MD Technologies Inc (Denali Integration); Aditi; Beyondsoft; Business Builders; Casaba Security LLC; Cascade Business Group LLC; Catalytic Software Inc; Chinasoft; Ciber; Cognizant Technology Solutions; Composable Systems LLC; CompuCom Systems Inc; Convergys; Covestic Inc; Exverse Solutions LLC; GEM Service Group; H10 Capital; Idea Entity Corporation; Insight Global; ITech US Inc; McKinstry Co; Metra Tech Corporation; Mindtree Consulting PVT LTD; NCS; Prithvi Catalytic Inc; Ramp Technology Group LLC; Schakra Inc; Siemens; Slalom LLC; Sogeti; Sonata; Spectrum Consultants India Pvt Ltd; Tata Consultancy Services; Tech Mahindra Ltd; TEKsystems; Velocity Partners; Wicresoft; Wimmer Solutions Corporation; Xtreme Consulting Group Inc</p>
<p><u>Physical Infrastructure and Network Operations:</u> These subcontractors assist in the course of server troubleshooting, such as maintaining networks and routers.</p>	<p>3MD Technologies Inc (Denali Integration); Aditi; Averro; Chameleon Technologies Inc; Ciber; CompuCom Systems Inc; Covestic Inc; Evergreen Group; Exverse Solutions LLC; G Edward Business Solutions; H10 Capital; HCL Technologies Ltd; Infosys Technologies Ltd; Insight Global; McKinstry Co; Mindsource; Mindtree Consulting PVT LTD; Murphy &amp; Associates; NTT; Redmond Technology Partners; Resources Global Professionals; Siemens; Spectrum Consultants India Pvt Ltd; Tata Consultancy Services; TEKsystems; Velocity Partners; Wicresoft; Wimmer Solutions Corporation; Xtreme Consulting Group Inc</p>

<p><u>Customer and Technical Support:</u> These subcontractors assist in providing technical support and access support ticket information.</p>	<p>2RBConsulting Inc; Aditi; Aeshen LLC; Arvato Digital Services LLC ; Avanade Inc.; Averro; Binary Tree Inc; Business Builders; Cairn Solutions; Cascade Business Group LLC; Chinasoft; Ciber; CompuCom Systems Inc; Convergys; Curo Resourcing LTD; Cybage Software PVT Ltd; E-Resourcing LTD; Exverse; Solutions LLC; GEM Service Group; H10 Capital; Harte Hanks; Harvey Nash; Hewlett-Packard; Idea Entity Corporation; Infosys Technologies Ltd; Insight Global; International Agency; ITech US Inc; IQ ESM; Manpower International; McKinstry Co; Mindtree Consulting PVT LTD; MP Tech Consulting; NTT; Ramp Technology Group LLC; Receivable Management Services; Revel Consulting; Schakra Inc;</p>
<p><u>Subprocessor Affiliates:</u> These Microsoft affiliates are data subprocessors.</p>	<p>Microsoft Ireland Operations Limited; Microsoft Operations Pte Ltd; Microsoft Licensing, GP; Microsoft Japan Co., Limited; Europäisches Microsoft Innovations Center GmbH; Microsoft Limited; Microsoft Israel Research and Development (2002) Ltd.; Microsoft Egypt, a Limited Liability Company; Microsoft Research Lab India Private Limited; Microsoft (China) Company Limited; Microsoft Datacenter Holdings (HK) Limited; Microsoft Datacenter Netherlands B.V.; Microsoft Research &amp; Development France SAS; Microsoft Development Center Copenhagen ApS; Microsoft Canada Development Centre Co.</p>
<p><u>Windows Azure platform services subcontractors:</u> Office 365 services utilize Windows Azure platform services. These subcontractors assist with various aspects of Windows Azure platform services.</p>	<p>Mindtree Consulting PVT Ltd.; GEM Service Group; Spectrum Consultants India PVT Ltd.; Society Consulting, f/k/a Pentad Solutions; Umbrella, Inc.</p>

## Microsoft® Online Services

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