**DATA SHEET**

# Dedicated Support Engineering

*Designed to keep your enterprise at maximum performance with dedicated support for your core Microsoft technologies*

**You can achieve long-term IT success by helping to ensure successful deployments, planning for supportability and helping to reduce mission-critical downtime.**

Do you have recurring problems with your Microsoft technology, but no time to investigate and identify the root cause? Are staff changes, deployments or upgrades of newer technologies impacting your internal IT resources and exposing gaps in your knowledgebase? If you utilize core technologies like Microsoft® Windows Server®, Exchange Server, SQL Server or other Microsoft technologies, Microsoft Services Dedicated Support Engineering (DSE) can offer you the expertise you need to get off the break/fix merry-go-round and proactively prevent problems so they don't occur. Identify the root cause of recurring problems and address them so they don't reoccur, and give your IT staff the expert training they need to get the most from your Microsoft investment. Coordinated within your broader Premier Support engagement, Dedicated Support Engineering provides a relationship-based solution to your most business critical technology operations.

## Supplement and enhance your operational resources with onsite expertise.

Microsoft Services DSE lets you choose from on-site or remote support by a dedicated or a designated (shared) professional, depending on your needs. Each DSE engagement is focused on a particular Microsoft technology, combining deep technical knowledge, experience and exclusive access to internal Microsoft resources with the unique understanding of needs and expectations derived from aligning with your ongoing Premier Support engagement.

## Partner for successful deployments and migrations

**Designed to reduce the risks of costly IT service disruptions:**

Uncover the root cause of system issues and implement changes based on best practices to prevent them from recurring.

Deploy, upgrade, or migrate to the latest Microsoft technologies with more confidence knowing that DSE resources have reviewed existing architectural and configuration plans and made appropriate recommendations to ensure future supportability. Supportability Reviews provide a detailed assessment of a product's current or planned configuration with recommendations on best practices for your business scenario that can help significantly reduce the time needed for successful deployments or migrations.

## Designed to fix problems so they don't repeat themselves.

Preventing problems is more difficult than resolving them, but it's also far more cost effective. Our trained technicians are adept at isolating root causes and determining the best course of action to take to prevent future occurrences.

## Take advantage of Microsoft and industry-proven best practices.

Microsoft Services DSE experts have access to the latest information and resources from Microsoft as well as from real-world best practices. Combined with their deep expertise and experience, this gives them the tools they need to identify and correct underlying issues with your technology, and to fully support your IT staff knowledge requirements.

**Microsoft** | Services
*Premier Support*

## Give your IT staff the tools to more effectively manage your enterprise.

Deep technical knowledge and unique access to Microsoft resources give Microsoft Services DSE the ability to enhance the level of performance and expertise you can expect from your own IT staff. Your staff will learn how to better manage your core technology through both side-by-side work support and more formal means, such as customized workshops.

## A highly flexible solution to fit your needs.

Not a one-size-fits-all solution, Microsoft Services DSE can be customized to meet the specific and changing needs of your organization, both in the portfolio of services delivered and length of engagement. If you need deeper technological assistance for multiple technology areas, a specialized team of experts can be mobilized – all working together and coordinated as part of your ongoing Premier Support engagement.

## Take IT support and service to the next level.

Microsoft Services DSE provides deeper technical expertise along a particular Microsoft technology, giving you the highest level of preventive maintenance and enhanced operations for your key technologies:

**Coordinated Service Delivery and Service Delivery Planning**

- DSE resources will work with any other Microsoft resources brought onsite to assist in their technology area for reactive troubleshooting or preventative services delivery, such as a Risk Assessment Program (RAP) or Healthcheck. DSE resources can increase effectiveness of those resources by efficiently   and accurately sharing details around your infrastructure, business issues, and product usage – knowledge that only a long-term engagement can build.

- DSE is coordinated within your existing Premier Support engagement, including a detailed, documented service delivery plan,  updated quarterly, which includes technology-specific DSE goals, expectations, projects, recommended services, timelines and facilitation steps.

**Root Cause Analysis**

- Receive root cause analysis of any Critical Situation (CritSit) specific to the covered technology, along with recommendations and plans for preventing recurrences.

**Expert Knowledge Transfer**

- Technology-specific training is conducted via both informal and formal formats to equip your team with increased skills and knowledge along a particular Microsoft technology.

## Help your people to maximize the value of your Microsoft technology investment.

Microsoft Services DSE is committed to giving your people the additional expertise and resources they need to maximize your Microsoft technology investment.

If you're ready to move beyond basic problem resolution and gain proactive control over your IT environment, Microsoft Services Dedicated Support Engineering can help.

**Shift your IT support from reactive to proactive.**

**Get more out of your Microsoft technology.**
Contact your local Microsoft representative, or visit http://www.microsoft.com/premier for more information.