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Microsoft®
Premier Support for the Enterprise

OVERVIEW

Microsoft Premier Support provides access to the professional services and technical expertise that enterprises need to help them maximise business value and minimise total cost.

Our support professionals are fully committed to ensuring we match your requirements and support your business goals through Premier Support's comprehensive suite of services, which is focused on four key areas of customer needs:

- Technical Account Management
- Technical Support Services
- Incident Prevention Services
- Information Services

Following is a description of each of these areas, detailing precisely how we work with you to deliver these Services. Our primary goal in this process is Customer Satisfaction, something we monitor regularly to make sure we are delivering fully to your expectations.

SERVICE OUTLINE

Technical Account Management

Ensuring the successful delivery of all elements of Premier Support is the role of your Technical Account Manager (TAM). TAMs are Microsoft Certified Professionals, assigned to work directly with your staff to help anticipate problems and take proactive avoidance steps. Account Management services help to ensure all Premier Support services meet the unique needs of your organisation, with that key goal of customer satisfaction in mind. TAMs provide the co-ordination and management of your support relationship with Microsoft. Your TAM acts as your advocate within Microsoft to ensure the quality and breadth of support services meets your expectations. Working closely with key operational management, your TAM will develop a customised Service Delivery Plan, aligned to your business goals. On-going communication and reporting keeps you up to date on the status of all the support services you receive through Premier Support.

TECHNICAL ACCOUNT MANAGEMENT	
Orientation and Planning Session	At the beginning of the support agreement, your Technical Account Manager (TAM) will conduct a meeting with key members of your staff to review and discuss how to make the best use of the services of Premier Support.
Service Delivery Plan	Your TAM will work with you to develop a Service Delivery Plan, documenting how your use of Microsoft technology supports your key business goals, and the actions the Premier Support team will take to help you achieve those goals. The plan is used as the primary guide for delivering Incident Prevention Services.
Regular Status Meeting	Your TAM conducts a regular review to discuss the status of Premier Support services in your organisation, revisit the Service Delivery Plan, and agree actions and priorities for the coming months.
Regular Status Reports	Your TAM prepares a report, detailing the status of all support services delivered under Premier Support. Review of these reports may highlight actions to be taken to help reduce overall support costs.
Escalation Management	Premier Support has established formal escalation processes to help ensure that complex problems are solved quickly and efficiently. Your TAM co-ordinates problem escalation, enlists expert resource throughout the Microsoft organisation and provides regular management updates.

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Incident Prevention Services

Anticipating and eliminating problems before they occur is key to system availability and user productivity. Incident Prevention Services are available as part of Microsoft Premier Support and provide troubleshooting assistance, reviews and services to help reduce your exposure to system problems or help ensure faster resolution.

INCIDENT PREVENTION SERVICES	
SUPPORT CONSULTING	A portion of the time spent by your TAM will fall under the classification of Support Consulting. This includes time focused on meeting your support needs, such as answering general 'how to' questions, helping you understand areas of Microsoft technology and product capability, and providing information specific to your organisation.
SUPPORTABILITY REVIEWS	When you are planning a major product or application migration or roll-out, you want to be sure that your configuration is optimised and not prone to support problems in the future. You will also want to be assured that any problems that do arise can be resolved with minimal disruption and design modifications. Supportability Reviews can ensure that by: • Providing a structured assessment of a specific customer implementation, migration or upgrade project • Examining information about your system design and management to identify potential modifications aimed at reducing overall support costs Supportability Reviews may range in scope from 50 hours to more than 125 hours, depending on the complexity of your environment.

Technical Support Services

When software problems start to impact your business operations, you need a fast, reliable route to a support structure with the depth of resources available to effect a speedy resolution. Premier Support gives you round-the-clock access to Microsoft's expert engineers.

TECHNICAL SUPPORT SERVICES	
Problem Resolution	Through Premier Support, you have direct telephone access to teams of engineers who can help you with problems or questions on any Microsoft product. Day or night, product experts are available to assist with business-critical problems. You have access to our experts via a specific Premier Support telephone line, or support requests may be submitted via the Internet.
Remote Diagnosis and Debug	To aid faster troubleshooting, the Premier Support team may access your systems via remote dial-up to analyse problems, run diagnostics or review system configurations. Remote access is performed only with your authorisation.
Replication Labs	Microsoft has extensive facilities for replicating problems and removing from you the burden of interrupting live systems to provide diagnostic material.
Software Hotfixes	The Premier Support organisation has close contact with Microsoft's product development teams. When a problem is having a significant business impact, and no feasible workaround can be found, specialist development engineers are mobilised to develop code changes specific to your environment. Hotfixes are periodically collected into Service Packs, which undergo rigorous testing before distribution.
Onsite Emergency Support	In critical situations, where an unresolved issue is having an extreme impact on your business, then emergency onsite assistance is available. You can request onsite assistance or Microsoft may determine the need as part of the escalation management process. Onsite assistance is provided at an additional charge.

Information Services

Fast, easy access to technical information is critical for planning and keeping operational systems running at peak performance. Premier Support offers a wide range of Information Services tailored to the needs of large enterprise customers and developers.

INFORMATION SERVICES	
Premier Online	Premier Online is a secured website for the use of Premier Support customers and provides a comprehensive series of enterprise support resources, including: • Unique information, such as the Premier NewsFlash product bulletins • Web Response tool for reporting and checking status on support issues • Troubleshooting tools and guides used by Microsoft support engineers • Archives of Expert Roundtable conferences • Online access to Hotfixes and Service Packs • Hints and Tips on how to get the best from Premier Support
Critical Problem Alerts	Your Premier Support Team will notify you via electronic mail of selected problems that may have high impact in your environment. The alerts summarise potential critical issues and recommend solutions or workarounds. Notification is specific to your environment.
Product News Flashes	You also receive a subscription to regular product bulletins, documenting key support and operations information created specifically for Premier Support customers. Product NewsFlashes contain information about known problems, fixes and technical articles covering product plans, troubleshooting and other support-related material.
Expert Roundtables	Premier Support customers may participate in regularly scheduled telephone briefings. Expert Roundtables are led by Microsoft developers, engineers and programme managers, and provide discussions on key areas of Microsoft technology, focusing on support and operations management. This service attracts more than 500 registrations per month from Premier Support customers. Customers also receive a quarterly CD containing archives of previous Expert Roundtables and other Premier ServiceDesk content.
Microsoft TechNet CD-ROM Subscription (server licence) **Microsoft Developer Network (MSDN) Subscription (Universal Edition)**	Microsoft TechNet is packed with 300,000 pages of technical information, enlightening case studies, all the Microsoft Resource Kits and the entire Microsoft KnowledgeBase, with answers to more than 60,000 questions. For more details, go to: www.microsoft.com/uk/technet/ MSDN is Microsoft's broad programme for providing developers with the tools, technologies, education, information, events and other technical material they need. The MSDN Universal Edition provides the information, testing platforms and the suite of Microsoft developer tools for any developer looking to integrate clients/server solutions with Internet technologies. For more details, go to: www.microsoft.com/uk/msdn/

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Flexibility and Choice

Premier Support is highly flexible and can be customised and scaled to meet the needs of your business. Support may be customised from three core packages, depending on the amount of Account Management and Incident Prevention Services you require,

- Premier Support, with a dedicated TAM

- Premier Support, with a half dedicated TAM

- Premier Support, with base level account management.

Each package includes full access to the Premier Online and other information services, and allows for the submission of up to 100 support incidents.

Optional Services

Each contract may be customised with a range of add-on components, including additional TAM hours, Incident Prevention Services and Support Incidents. Dedicated TAMs may be based at Microsoft or on site, as required. Premier Support can also be offered as a global contract, covering support in multiple countries.
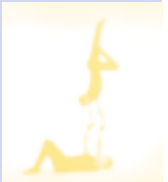
NEXT STEPS

If you'd like to learn more about how Microsoft Premier Support in the UK, or other related services, can help improve your IT environment, then the next step is to discuss your requirements with a Microsoft Technical Account Manager, Services or Business Manager or your preferred Microsoft Services Partner. They will explore with you how this Service could deliver value to your organisation, and the best approach for implementing the Service.

For more information on this and other Microsoft services, please visit:

www.microsoft.com/uk/enterpriseservices

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