Premier Support Software Assurance

Getting the most from Software Assurance benefits with Premier Support

Based on your Volume licensing agreement, some of your organizations Software Assurance benefits can be transferred to a Premier Support Agreement.

Within the Software Assurance "24X7 Support" benefit your organization. SA Incidents can be converted into Premier's Problem Resolution Services (AKA Reactive or PRS) hourly rate. Incidents converted this way are subject to conversion rates determined by local pricing and bill rates.

There are limitations and terms associated with the transfer of these support incidents so it is important to discuss them with your Technical Account Manager (TAM). Transfers are executed through the Microsoft Volume Licensing Service Center (VLSC). Some things to consider about transfers are as follows:

Once incidents are converted, they become Premier and are governed by the existing business rules in the customer's Premier support contract.

Limits are imposed on the total number of transfers allowed.

SA incidents can only be converted to reactive services.

SA transfer does require TAM time and customers may be charged for this service.

More info about Software Assurance

For more information on Licensing and Support Options:
- Software Assurance information available at Microsoft's Volume Licensing Web site www.microsoft.com/licensing
- Microsoft Enterprise Services including Premier Support visit www.microsoft.com/services
- All support options from Microsoft visit www.support.microsoft.com

About Premier Support & Problem Resolutions Services

Your Premier agreement provides your Organization has access to a global pool of resources providing managed support for all Microsoft products within lifecycle and a services organization that understands your specific business.

Your Technical Account Manager provides case management, including escalation management, trend analysis, monthly reporting, and anything else you may need to assist in managing reactive issues including coordinating onsite support.

In critical situations, a set of actions are taken to ensure your service is restored soon as possible to minimize downtime lost. Post mortem for critical situations is conducted to learn from the incident and provide guidance for continual improvement.

Incidents may be submitted at Microsoft Premier Online (MPO) a secured online portal exclusively available for Premier customers. The site provides a wealth of support resources to help you troubleshoot issues and stay knowledgeable about Microsoft technologies.

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