

Maximum system health and performance for your most important technologies



Premier Mission Critical

Why PMC?

- A methodical, comprehensive approach to support, built around your unique needs.
- A dedicated team, backed by the vast resources of Microsoft, that understands your business and infrastructure.
- For high-severity incidents, a 30-minute response time with a financially-backed SLA.
- Peak performance of your solution, enabling your organization to modernize your infrastructure, optimize your cloud solution, and gain new insights from your data.

Extract the most value from your essential solutions with Premier Mission Critical

Microsoft Premier Mission Critical (PMC) support is a packaged, in-depth solution that covers your Microsoft ecosystem of products, cloud services, and business intelligence. With PMC, you get access to a designated team of experts that deliver world-class support along with deep technical expertise, reducing downtime and driving performance in your solution while providing the fastest response time offered by Microsoft.

PMC takes the time to get to know you and your solution inside and out. As a result, we understand your people, business objectives, infrastructure, and future goals, and tailor our plans to meet your strategic vision.

Our programmatic, well-honed approach delivers proactive and reactive services across your people, processes, and technology. Preventative services include onboard assessments, onsite visits, and unlimited Risk Assessment Program (RAP) as a Service that help remove technical blockers. And should an incident response be needed, we offer elevated reactive support with a 30-minute response time.

By partnering to create the most stable environment possible, we aim to help you work smarter, resolve issues more easily, and become more productive. We also lay the groundwork for the digital transformation of your business, optimizing your mission-critical solutions so that you can innovate and capitalize on new opportunities.

Seven available tailored, proactive plans and best response time for top health and performance.

PMC Intelligent Cloud	Windows Including Active Directory, System Center, and Azure (IaaS)	PMC Hybrid Email	Exchange Online
PMC Skype for Business	Skype for Business Skype for Business Online	PMC Dynamics AX	AX If Applicable: SQL Server, SharePoint Server
PMC Azure App Platform	Azure Application Services (PaaS, Redis Cache, etc.)	PMC Dynamics CRM	CRM If Applicable: SQL Server, SharePoint Server, BizTalk Server
		PMC Collaboration & Commerce	SharePoint Server Windows Server SQL Server, BizTalk Server, System Center

The PMC approach: A proactive, prescriptive method that helps you achieve more with your solution.



Assess & Plan

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Rigorous, ongoing assessment and planning

PMC assesses your solution, understanding business drivers and core capabilities across people, processes, and technology. We accomplish this by focusing on continual learning of your solution environment that starts by executing a series of baseline supportability and technology assessments, enabling us to build and maintain a comprehensive plan of improvement activities.

- Key technology assessments
- Establishment and maintenance of a comprehensive optimization plan
- A service delivery plan highlighting services and activities to be delivered



Optimize & Remediate

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Comprehensive optimization across people, process, and technology

PMC executes a proactive approach to system optimization, anticipating and preventing problems through corrective action and remediation and providing advice and guidance to help optimize your mission critical solution. We help drive people readiness through workshops, chalk talks and custom training services. In addition, we offer process optimization services that drive improvement of key operational processes.

- Designated Support Engineer leading a prescribed set of remediation and optimization activities
- Collaborative delivery model driving knowledge transfer, education and best practice use
- Educational and process improvement workshops



Restore & Protect

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Precision restoration and safeguarding of the environment if disruptions occur

PMC delivers a focus on restoring business operations quickly, safeguarding against system issue reoccurrence, and translating root cause analysis learning into solution improvement. We provide differentiated responsiveness from senior level Microsoft support engineers and access 7x24x365.

- Accelerated response financially backed by Service Level Agreement
- Comprehensive knowledge of the solution environment provided by a team that knows you and your solution
- Persistent collaboration throughout the restoration process