



# Achieve the full potential of your Microsoft technology.

## Microsoft Services Premier Support

Over 11,000 enterprises, backed by 8,000 world class support specialists

"Because of the help we received from Premier Support, we are no longer running from one crisis to the next. Instead, we have turned IT into a strategic asset for the company, saving 120 hours of productivity time and an estimated \$60,000 in personnel costs through greater efficiency"

Barkin Yazıcı  
Quality Manager at Mitas

"We easily realized a 5 to 10 percent increase in productivity across the entire development life cycle because of the assistance of Microsoft Services Premier Support. We can now respond to customers and new opportunities more quickly and efficiently."

Fabrice le Turluer  
Service Manager at Capgemini

"As a result of higher staff productivity and fewer reactive support incidents, we've lowered our IT operating costs by approximately 25 percent within the past year."

Murshed Shaarawi  
IT Solutions and Operations Section Head at Marafiq

## Choose Support That Drives Your Business

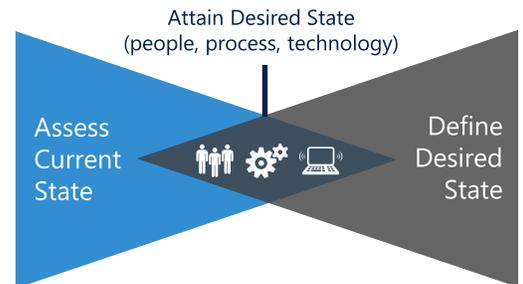
### Enable your IT organization to achieve greater results for your business.

In today's world, mature support-aware business buyers like yourself put great value on increased availability and performance of their IT operations. We at Microsoft understand that IT is an important part of your business investment. That is why Premier Support is tailored to customer's business and IT priorities, establishing and reinforcing a strong IT organization that serves the needs of the business.

### Gain business resilience, productivity and innovation through your people, processes and technology.

Whether you are planning a new solution or an update, merger or migration, Premier Support will be with you every step of the way. We have an extensive portfolio of Proactive Services that will optimize your Microsoft IT environment and ensure a highest value, lowest cost implementation and maintenance by providing:

Assess	Proactive monitoring services geared to pinpoint inefficiencies and risks in your environment
Stabilize	Guidance on infrastructure design, development and deployment to reduce cost, time and risks
Improve	Operational best practices to help IT organizations become a strategic and agile asset to the business
Educate	Exclusive IT staff education to increase their capabilities and productivity



In case an issue does arise, you are backed by a 24/7 global network of experts with unmatched knowledge of Microsoft products.

Microsoft welcomes the opportunity to help position your IT assets on the path to greater capability, enabling technology to deliver value and innovation to your business. For more information, go to [Microsoft.com/premier](https://Microsoft.com/premier) or talk to your Microsoft contact.