

# Extend your Lync Server support business with Microsoft Premier



Microsoft Services  
Premier Support for  
Lync Partners

## Benefits

- Provide customers one stop Lync support with access to Tier 3 support provided by Microsoft Lync escalation engineers
- Support multiple customers with a single add-on offering
- Access to Microsoft proactive services library to help improve system health and performance

## Give customers one-stop Lync support! Add the Microsoft Services Premier Support for Lync Partners offering to your unified communications support solution

Every business – from small to large – looks to avoid business disruptions and to minimize issue resolution times. From a service delivery perspective, multiple escalation paths and interactions to establish incident root cause can lead to cost inefficiencies and challenges tracing accountabilities across the solution environment. Maintaining deep, in-house technical expertise for every platform, service and peripheral in an environment is often impractical. However, access to deeply skilled, effective and streamlined customer support is essential for organizations to run a successful business.

As a Lync Support Partner, you know that effectively supporting your Microsoft Lync customers' unified communications environment – hardware, networking, telephony and software – requires careful planning and a breadth of partnerships that incorporates all aspects of the solution.

Microsoft Services helps Lync Support Partners be their Lync customer's one-stop support team. With direct access to Tier 3 support from Microsoft the Premier Support for Lync Partners support offering enables partners to more confidently respond to complex incidents; assess and remediate issues in the unified communications environment and increase their value and brand proposition.

## Increase long-term recurring revenue opportunities in a high-growth market

The Microsoft Services Premier Support for Lync Partners support offering helps you grow your business and strengthen your support portfolio, offering significant benefits:

- **Take advantage of the market opportunity** presented by millions of PBX end-users looking to upgrade their systems to include unified communication
- **Ride the wave of Lync voice solution demand** to build a recurring support services revenue stream
- **Offer support services** to all sizes of business and public sector organizations

This offering helps you troubleshoot and resolve the most common Microsoft Lync support scenarios for both cloud/hosted and on premises environments including:

- **Customers without internal Lync Server support capabilities** wanting product support for their unified communications environment
- **Organizations looking for complete end to end solution support** from a single partner across software, hardware, network and devices.
- **Complete lifecycle support**, from deployment through production for either Lync Server product support or the complete end to end solution

# Support Offering, Eligibility & Requirements

**Lync Support Partners** confidently service multiple Lync customers with this single Microsoft Services add-on, starting at \$14,250\* (USD).

## Access Microsoft's catalog of proactive services

Options include Microsoft delivered preventative services such as RAP as a Service (RaaS) for Lync Server. Lync RaaS evaluates your customer's Lync environment, identifying issues and risks that you can remediate to improve overall solution health and performance. A wide range of workshops, chalk talks and on demand services is also available for delivery to both partners and customers.

Learn more. Contact your local Microsoft Premier Seller for local pricing\* terms.

## Support Offering Overview

Services Provided To Partners	Premier Support for Lync Partners – Support Offering
Direct access to Escalation Engineers (Tier 3) Standard business hours**	Premier Hours based
Premier level response times	✓
24x7 support (English) for Severity A incidents	✓
Voice training and assessments	✓
Proactive Services	Optional – qualified to purchase
Onsite Support Services	Pay for PFE hours plus T&E
Pricing	Premier Hours based
All Lync Workload – IM/Presence/Conf/Voice	✓
Deployment Environment	On Premises, Private Cloud, Hosted

\*\*Standard business hours vary by region

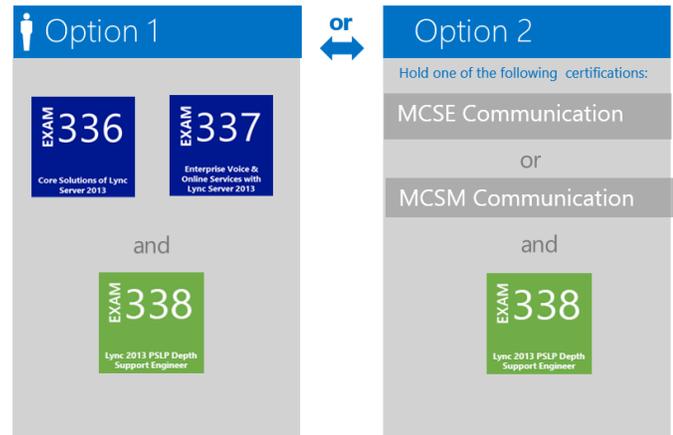
Lync Support Partners may purchase the Microsoft Services Premier Support for Lync Partners support offering by meeting the following requirements.

**MPN Gold Communications Competency** that has been renewed or attained after May 12, 2014.

**Lync Support Partners whose Lionbridge Technologies' certification remains valid** (certification is valid for 12 months from the date on which the certification was awarded).



Systems integrator track exam and certification requirements



Resources	Website
Microsoft Premier Support for Partners	<a href="http://www.microsoft.com/en-us/microsoftservices/premier_support_partners.aspx">http://www.microsoft.com/en-us/microsoftservices/premier_support_partners.aspx</a>
Lync on Microsoft Partner Network	<a href="https://mspartner.microsoft.com/en/us/pages/solutions/lync.aspx">https://mspartner.microsoft.com/en/us/pages/solutions/lync.aspx</a>
Lync Partner Ecosystem	<a href="http://products.office.com/en-us/Lync/microsoft-lync-partners-lync-support">http://products.office.com/en-us/Lync/microsoft-lync-partners-lync-support</a>
Lync Support Partners Catalog	<a href="http://catalog.lync.com/en-us/support-partners/">http://catalog.lync.com/en-us/support-partners/</a>
Lync Product Information	<a href="http://lync.microsoft.com">http://lync.microsoft.com</a>