



DATA SHEET

# Partner Advantage

*World-Class Services to Further Our Partners' Success*

Microsoft® Services is dedicated to helping our partners achieve success. We created Microsoft Services Partner Advantage to help partners more effectively develop, deploy, and support solutions using Microsoft technologies. Comprehensive, flexible, and cost effective, this services offering is designed to meet the needs and budget of partners of all types and sizes.

Microsoft Services Partner Advantage provides an extensive range of services-including problem resolution support, proactive support consulting services and workshops, and online information resources. It extends the technical support benefits of the Microsoft Partner Program, providing a direct, collaborative relationship with Microsoft and services that you can leverage both to grow your business and enhance your customers' experience.

## Microsoft Services Partner Advantage Overview

### Direct Access to Microsoft Technical Expertise

Acquire direct access to our technical expertise for assistance on your development, deployment, and support issues. We provide proactive advice and guidance to help you identify and address potential problems before they occur. Should a problem surface, we devote our best resources to help resolve it as quickly as possible and minimize disruption to our business.

- Develop the knowledge and skills to mitigate potential development and deployment issues through consulting, hands-on technical training, materials, and workshops, as well as working with Microsoft on customer engagements.
- Cost-effectively increase your knowledge base by leveraging our technical expertise and online resources; drive efficiencies through recommendations based on Microsoft's own experience and best practices.
- Gain insight into current and future technology information, and receive advance notice and materials to help you align with Microsoft's strategic initiatives.
- Receive break-fix resolution support for your and your customers' technical problems; issues receive our priority response and continuous effort until relief is provided

### A Focused Advocate for Your Business

Get a direct connection to Microsoft for all your services needs. Designated resources act as your advocate within Microsoft to address and escalate your problems, and to help ensure that you are satisfied with our services. You also enjoy a voice within our company, with an opportunity to influence future Microsoft technologies.

- Gain a designated services point of contact, who acts as your advocate within Microsoft and helps to ensure that your problems are escalated and managed based on their impact to your business.
- Collaborate with our resources to plan a mix of services to best suit your needs, and we regularly review your service delivery plan to help ensure that it remains effective and relevant to your business.
- Get early notification of business-impacting issues such as virus alerts and security updates, and receive proactive e-mail communications with information that is pertinent to your technical environment.

## Key Benefits

- Gain a direct, preferred services relationship with Microsoft.
- Enhance your skills by working with Microsoft experts and leveraging unique tools and workshops.
- Avert potential problems for you and your customers with access to Microsoft expertise and consulting services.
- Resolve technical issues and save time and money with priority problem resolution support.
- More effectively develop, deploy, and support Microsoft products with your customers, enhancing their satisfaction and loyalty to your business.

## Flexible Services to Meet Your Changing Needs

No matter what your business, we provide a range of services to fit your needs and budget. Packages are tiered with incremental pricing, and span break-fix resolution support to custom consulting services. Select from an extensive catalog of services, and adjust them at any time to address your changing business requirements.

- Choose from a broad catalog of services for every stage of your development or deployment lifecycle.
- Take advantage of unique service options designed for different partner businesses, including System Integrators (SIs) and Independent Software Vendors (ISVs).
- Adjust your service options at any time to meet your shifting business requirements, and add additional hours or incidents at any time without the need for a new contract.
- Enhance your existing Microsoft Partner Program benefits with a designated resource for all your service needs, prioritized problem resolution hours, and access to consulting services and workshops.

## Consistent Support for You and Your Customers

Our global processes and centralized delivery capabilities help ensure that you receive the same consistent, quality service—no matter what your locale. This service can also be extended to your customers, resulting in greater customer satisfaction and loyalty to your business.

- Continue to act as the direct interface to your customers, while meeting their needs by leveraging Microsoft resources and subcontracting Microsoft consulting and support services.
- Experience dependable service, delivered consistently from anywhere in the world, due to our global processes and centralized delivery capabilities.
- Take advantage of Microsoft services to augment your service portfolio; one contract covers your services as well as those you have purchased for customers.
- Simplify your administration with flexible monthly, quarterly, semi-annual, or annual billing, and add available services at any time when necessary.

## Microsoft Services Partner Advantage – Included Services

Microsoft Services Partner Advantage provides the following core services:

### Service Management

**Resource Facilitation**—coordination of the appropriate resources to help solve your service requests.

**Service Delivery Planning**—development of a services plan by a designated services contact to help ensure that you receive the services that are relevant to your business.

**Escalation Management**—managed escalation and application of necessary resources until technical problems are relieved; may involve notification of Microsoft senior management.

**Proactive Information Distribution**—proactive notification of critical product, technology, and security information that may affect your business.

**Global Service Coordination**—services delivery planning and orchestration across partner sites in more than one geography (limited to specific service levels).

## Problem Resolution Services

**Problem Resolution Hours**—prioritized support to help resolve technical problems for you or your customers.

**Rapid Onsite Support Service**—dispatch of support professionals to your site to resolve business-critical problems (additional fee may apply).

**Multi-Vendor Coordination**—collaboration with an extensive network of hardware and software vendors to isolate and resolve problems in complex, multi-vendor environments.

**Dedicated Support Professional/Team**—support professionals that are recognized experts in your selected technology and that may spend up to 100 percent of their time on your account (additional fee may apply).

## Consulting and Workshops

**Development Consulting and Lab Services**—a service catalog of short- and long-term consulting services including architecture/code/design reviews, problem isolation labs, and scalability labs.

**Infrastructure Consulting and Lab Services**—a service catalog of short- and long-term consulting services including operating system and database migration, scalability labs, and application performance testing labs.

**Workshops**—development, deployment, and support workshops that provide hands-on training and best practices for Microsoft technologies.

**Custom Project-Based Consulting**—custom consulting services tailored to meet the unique needs of your business.

## Information Services

**Microsoft Premier Online**—online Knowledge Base and source of advance product information, hotfixes, beta software, support webcasts, and news on critical problem alerts and product flashes.

**Managed Newsgroups**—access to online newsgroups via MSDN® and TechNet to discuss issues and share best practices with your Microsoft partner peers.

## Comparing the Standard and Plus Plans

### Microsoft Services Partner Advantage Plans

Microsoft Services Partner Advantage provides a range of service plans to fit varying partner needs and budget. The Standard Plan covers a partner's foundational support needs with prepackaged service options. The Plus Plan provides a deeper service relationship with customizable service options and greater access to proactive consulting services.

#### Microsoft Services Partner Advantage Standard Plan

- Designed to meet partners' foundational support needs
- Fixed-price, prepackaged service plan
- Phone-based, pooled support resources
- Access to Microsoft technical experts and online resources for problem resolution support and limited consulting services

#### Microsoft Services Partner Advantage Plus Plan

- Designed for partners with complex support needs
- Comprehensive, fully customizable service plan
- Designated support resource who handles service issues by phone or in person
- Access to Microsoft technical experts and online resources for problem resolution support and custom consulting services.

|                                    | Features                                   | Standard Plan     | Plus Plan         |
|------------------------------------|--|-------------------|-------------------|
| <b>Service Management</b>          | Resource Facilitation                      | Included          | Included          |
|                                    | Service Delivery Planning                  | Limited           | Included          |
|                                    | Escalation Management                      | Included          | Included          |
|                                    | Proactive Information Distributed          | Limited           | Included          |
|                                    | Global Service Coordination                | Not Available     | Available For Fee |
| <b>Problem Resolution Services</b> | Problem Resolution Hours                   | Fixed Amount      | Custom            |
|                                    | Coverage Hours                             | 24x7              | 24x7              |
|                                    | Rapid Onsite Support Service               | Available For Fee | Included          |
|                                    | Multi-Vendor Coordination                  | Included          | Included          |
|                                    | Dedicated Support Professional/Team        | Not Available     | Available For Fee |
| <b>Consulting and Workshops</b>    | Development Consulting and Lab Services    | Limited           | Custom            |
|                                    | Infrastructure Consulting and Lab Services | Limited           | Custom            |
|                                    | Workshops                                  | Limited Content   | All Content       |
| <b>Information Services</b>        | Microsoft Premier Online                   | Included          | Included          |
|                                    | Managed Newsgroups                         | Included          | Included          |

\*Included if you are a Certified or Gold Certified partner.

## Building a Successful Future with Our Partners

Microsoft Services is committed to giving our partners the services you need to successfully develop, deploy, and support solutions using Microsoft technologies. Focused on achieving the highest levels of partner satisfaction, we offer a direct support relationship with Microsoft, a predictable and consistent support experience, and comprehensive services to further your business success and enhance the loyalty of your customers.

**For more information** about consulting and support offerings from Microsoft, contact your Microsoft Services representative or visit [www.microsoft.com/microsoftservices](http://www.microsoft.com/microsoftservices).