



## Premier Support

*Reduce IT Costs and Increase the Value of Your Investments*

### Premier Support Benefits

- Establish a proactive IT environment to reduce costs and focus on delivering business value.
- Gain an advocate within Microsoft to plan and help drive execution of IT improvements.
- Mature IT from a support function to a business asset.
- Improve productivity through leading expertise and training resources.
- Provide maximum business continuity with 24 hours a day, 7 days a week, prioritized problem-resolution support.

Avoid the costs of downtime. Take a proactive approach to IT management and move away from the world of day to day break-fix to better IT reliability and productivity.

With a proactive approach, you will be able to take charge of IT costs and move away from general maintenance to refocus efforts on innovation and delivering the most value to your business.

Microsoft® Services Premier Support helps you achieve all this and more, helping you do more with less in today's economy.

### Comprehensive IT Support Services

Premier Support helps you establish a proactive IT environment by deploying a rich set of Service management and Proactive Services all brought to you by a dedicated Service Management Specialist, helping you reduce risk, and increasing systems reliability and staff productivity. But the support does not stop there. Premier Support also provides the peace of mind that comes with round-the-clock, prioritized problem-resolution support direct from the experts at Microsoft.

Let's take a closer look at the key components of Premier Support:

- **Proactive Services.** Designed to maximize the availability and efficiency of your IT infrastructure, reduce risks, provide proactive solutions for creating and maintaining a healthy state of IT infrastructure, and improve your IT staff productivity.
- **Service Management.** An ongoing Service Management program through a direct relationship to ensure IT operations, improvement projects, and priorities are monitored for progress, and problems are stabilized
- **Problem Resolution Services.** Includes 24 hours a day, 7 days a week, prioritized problem-resolution support, critical-situation escalation management, and rapid on-site support to minimize downtime.

## Proactive Services to Reduce Risks and Control Costs

Proactive Services can help your organization optimize the availability and efficiency of its IT infrastructure by identifying and addressing potential risks before they lead to costly downtime and by providing solutions for maintaining a healthy state of IT operations. A recent research study conducted by Forrester about the impact of proactive services found that with Premier, customers achieved up to a 28 percent reduction in incidents and an average return on investment of 334 percent over three years, with a payback period within the first six months of deployment.\*

Proactive Services through Premier Support includes the following:

- Assessments of the current-state IT infrastructure to prescribe solutions that reduce incidents.
- Proprietary tools and maturity models to establish a road map toward a healthy IT infrastructure with maximum uptime, system stability, and performance.
- A systematic approach to assessing and analyzing the IT infrastructure and then delivering solutions to ensure that it continuously matures over time and evolves from a support function to a business resource.
- Training and information services, such as workshops, and access to an online knowledge base to improve IT staff expertise and productivity.

## Service Management to Help Achieve Your Needs and Proactive Results

A thorough understanding of your current and evolving IT needs is key to providing successful enterprise-wide IT support. Your Premier account representative delivers world class Service Management by identifying key IT challenges and prescribing customized proactive solutions to improve the health of your IT infrastructure and operations, helping align the support resources to your unique IT needs.

In collaboration with you and your IT team, your Microsoft technical representative will:

- Develop an understanding of your business and technology requirements to design a customized service-delivery plan.
- Review service delivery regularly to keep the plan effective and relevant to your business.
- Deliver monthly reporting, trending advice, and incident trend analysis.

- Facilitate support services and resources proactively to help reduce operational risks.
- Act as an advocate within Microsoft, give pertinent technical information, such as product road maps and security information, to your IT staff, and share your feedback with Microsoft for future product and service improvements.
- Recommend appropriate training resources to empower your IT staff to better manage and monitor your IT infrastructure and business processes.
- Manage and report escalations to help ensure timely delivery of solutions.

## Prioritized Problem Resolution Services to Minimize Downtime

When a technical issue arises, you receive the support you need for a quick recovery. Your critical issues receive timely attention so that your IT staff can move beyond fixing problems and toward making productive, innovative use of your technology.

Premier Support customers receive the highest level of problem-resolution support. This includes 24 hours a day, 7 days a week, prioritized problem-resolution support, critical-situation escalation management, and rapid on-site support to minimize downtime. By taking advantage of Problem Resolution Services, combined with Proactive Services and Service Management, you can improve systems reliability significantly.

With Problem Resolution Services:

- Service requests can be logged at any time, either online or by phone.
- Response times are prioritized based on the severity of the problem and its effect on your business, as defined by you.
- Priority response to mission-critical problems is delivered in one hour or less, with maximum support resources applied 24 hours a day, 7 days a week to sustain a continuous resolution effort.
- Rapid on-site support resources will be deployed when it is necessary.
- Critical support issues will be rapidly escalated to as high a level as necessary to resolve severe problems quickly and effectively.
- Multivendor issues are resolved, regardless of where the issue originated, through a network of vendors who share resources to facilitate the resolution of your problem.

(\*The Impact of Proactive Services on IT Operations and the Business is a commissioned study conducted by Forrester Consulting on behalf of Microsoft.)

## Supporting a Proactive Approach to IT — Q&A with Microsoft Services



**Scotty Gresham**

Technical Account Manager

**Q: What are Proactive Services and how are they different from Problem Resolution Services?**

A: Problem Resolution Services provides needs-based reactive support. Proactive Services, on the other hand, offers prescriptive guidance on a variety of issues, including answers to your basic “how-to” questions, and discussion of best practices and advice around deployments, migrations, and administration of your complex environment. Proactive Services help you reduce the risk of support issues by identifying potential issues early on, and Problem Resolution Services help you resolve any issues that arise. The combination of Proactive Services *and* Problem Resolution Services provides you with the most comprehensive support available to both reduce risks before they become threats and rapidly resolve issues that do arise—minimizing downtime and its impact on your business.



**Deepak Shenoy**

Technical Account Manager

**Q: What are the benefits of having a managed support relationship with a Microsoft representative?**

A: My job as your Microsoft technical representative is to help you determine just what level of support and resources will best suit your needs—and then help ensure that you get that support. Think of me as your advocate at Microsoft who represents your interests to its global network of partners. I help them understand your individual business needs and challenges as well as identify and deliver the skills and knowledge needed to address your support requirements. If you are looking to increase the support knowledge of your staff, I can assist with workshops on topics like securing enterprise environments, network monitoring, and product-specific support and troubleshooting. If you are interested in gaining more familiarity with the Microsoft Operations Framework, I can also help you with scheduling the appropriate workshops, assessments, and implementation engagements.



**Zach Huber**

Designated Support Engineer

**Q: What value does a Microsoft Dynamics Designated Support Engineer provide to my organization?**

A: As your Microsoft Dynamics Designated Support Engineer, I am a specialized advisor who understands your systems, people, and processes, and collaborates with your partner to effectively support your implementation of Microsoft Dynamics solutions. By contributing significant value at any phase of the implementation, Microsoft Dynamics Designated Support Engineers help your organization plan implementation activities, schedule supportability reviews before going live, transition to postproduction, and access resources with relevant feedback on implementation health. Ultimately, we help deliver greater productivity, effectiveness, and optimization of your Microsoft Dynamics solutions in conjunction with all your Microsoft technologies.



**Brett Williams**

Technical Account Manager

**Q: How can Premier Support help maintain or support a more stable IT environment?**

A: One of the biggest advantages a customer gets from Premier Support is a managed support relationship. As your advocate, I will seek opportunities to help you create and maintain a more stable IT infrastructure. I will conduct a thorough assessment of the current state of your IT infrastructure and then use our proprietary tools to prescribe a set of solutions, trainings, and courses to ensure that your infrastructure remains healthy over time. I will leverage technical subject-matter specialists throughout Microsoft to help you, as needed, and provide notification of business-impacting issues, such as virus and security notices. Finally, because I have a strong understanding of how you have implemented Microsoft products and technology, I can be there to help ensure that the correct people are addressing any issues that arise with the correct level of escalation needed for a timely resolution.



**Reham Abdelshahid**

Technical Account Manager

**Q: What are the benefits of Problem Resolution Services that I get under Premier Support?**

A: Premier Support can provide you with support for technical issues that you encounter while you are using Microsoft products and technologies. Through dedicated support teams and professionals, Premier Support provides accurate solutions to operational problems at any time. Our support professionals can deliver expert assistance by phone or on site for technical problems that occur. We rapidly respond based on the severity of the problem as you define it, and we work to resolve business-critical issues 24 hours a day, 7 days a week. The Microsoft streamlined critical-situation management process means that your critical problems are escalated as high in our technical organization as required to address your situation. Additionally, our rapid on-site support service can help ensure that senior support professionals are dispatched to your site to resolve mission-critical events.

## Service Offering Details

Service Component	Features	Benefits	Premier Foundation	Premier Standard and Premier Plus	Premier Ultimate	
<b>Service Management</b>	Service-Delivery Plan	<ul style="list-style-type: none"> <li>Provides trusted advisor to help improve the alignment between business and IT</li> <li>Helps increase performance and availability of mission-critical systems</li> <li>Helps reduce the cost of downtime</li> <li>Offers a direct relationship with Microsoft</li> <li>Helps maximize productivity of IT staff</li> <li>Helps optimize and improve IT operations</li> </ul>	Included	Included	Included	
	Service Improvement Planning		Minimal	Suggested and customized	Customized, with jointly agreed-upon accountabilities	
	Remediation Planning		Not included	Included	Included	
	Operational Guidance		Not included	Included	Included	
	Monthly Reporting and Trending Advice		Monthly reporting only	Included	Included	
	Incident Trend Analysis		Not included	Included	Included	
	Escalation Management		Included	Included	Included	
	Account Representative*		Shared, designated contact	Designated contact	Designated contact	
Remote vs. On-Site Resource	Primarily remote	Remote or on site	Primarily on site			
<b>Proactive Services</b>	Health Checks and Supportability Review	<ul style="list-style-type: none"> <li>Helps identify and control platform risks before they become a threat</li> </ul>	Health check only	Included	Customized	
	Operational Excellence Solution		Not included	Available**	Customized	
	Remediation Services	<ul style="list-style-type: none"> <li>Reduces risk during technology migration</li> </ul>	Not included	Available**	Customized	
	Dedicated Supportability Engineering		Not included	Available**	Available**	
	Business Expertise for Microsoft Dynamics**	<ul style="list-style-type: none"> <li>Helps maximize productive use of technology</li> <li>Helps increase platform flexibility and agility</li> </ul>	Available**	Available**	Available**	
	<b>Information Services</b>					
	Proactive Information Distribution	<ul style="list-style-type: none"> <li>Offers exclusive access to knowledge sharing and best practices</li> <li>Provides advanced technical training to help IT staff act proactively and to develop crisis management skills</li> </ul>	Included	Included	Included	
	Microsoft Premier Online		Included	Included	Included	
	Workshops and WorkshopPLUS		Workshop only	Customized	Customized	
	TechNet		Available**	Included	Included	
	<b>Problem Resolution Services</b>	24 hours a day, 7 days a week Problem-Resolution Services (covering all products)	<ul style="list-style-type: none"> <li>Offers peace of mind so that personnel are ready to react when problems arise</li> <li>Decreases resolution time during crisis with direct involvement from Microsoft</li> </ul>	Fixed amount	Fixed amount	Extended*
24 hours a day, 7 days a week Critical-Situation Escalation Management		Included		Included	Included	
Rapid On-Site Support Service		Not Included		Included	Included	
Dedicated Support Team		Not Included		Available**	Available**	
Premier Support covers all Microsoft products and technologies, including Microsoft Dynamics.						

\*In your language

Having the Business Ready Enhancement Plan is required for Microsoft Dynamics Proactive Services. For more information, visit:

\*\*Available for purchase

<https://mbs.microsoft.com/partnersource/resources/services/serviceplans/enhancementprogram/customercommunication/BusinessReadyEnhancementPlanDS.htm>

## Maximize the Value of Your IT Investment

The mission of Microsoft Services Premier Support is to help ensure that you get the most out of your IT investments. Whether you want to control costs, improve productivity, or use technology to realize new business opportunities, Microsoft is ready to help. With Proactive Services, Service Management, and Problem Resolution Services, Premier Support delivers end-to-end support for any stage in your IT life cycle.