



DATA SHEET

Solution Support Services

Provides pre-production to post-production high-value support services for your business-critical solutions centered on Microsoft technologies.

Solution Support Services can help you:

- Integrate and coordinate support as one-stop shop.
- Reduce IT lifecycle costs
- Improve productive use.
- Transfer knowledge to your IT personnel.

Overview of Solution Support Services

Solution Support is a suite of high-value services tailored to support solutions built on Microsoft® technology and custom code* for Premier customers.

Solution Support includes proactive and reactive services spanning across your solution lifecycle (from the planning and design phases, through the deployment stages, to production support and maintenance). Components of Solution Support include:

- Single point of contact provided for support of your solution. Solution support services designate engineers to perform problem isolation and coordinate resolution with the code development groups. Code development groups can include Microsoft product groups, custom code development teams, and, potentially, Independent Software Vendors.
- Onsite proactive services include code reviews for security, performance and reliability, threat modeling, and test plans reviews, in addition to regular solution health checks during production.
- Code maintenance and fixing services (application sustenance) for maintaining and fixing the custom code identified as part of the solution.
- Solution Support Dedicated Support Engineering (DSE) services are available for deployment in the case of critical solutions that require continued onsite presence of an engineer.

Solution Support Benefits

- **One-stop shop approach:** at each stage, a Microsoft designated contact for coordinating support of the Solution from pre-production to post-production.
- **Designed to reduce IT lifecycle costs:** continued strong business partnership with Microsoft from solution design to production support.
- **Designed to improve productive use:** optimized alignment of Microsoft development tools and framework with Microsoft products to reduce operational risks.
- **Knowledge transfer:** solution-focused monitoring and troubleshooting training for your IT personnel.

Highlights

- Smoother transitioning from your solution pre-production phase to the production phase. A more supportable, load-tested, and scalability-tested solution.
- Designated engineer with global team support providing comprehensive knowledgeable advice about supporting your Microsoft solution.
- Training of your staff on first level support of your Microsoft solution.
- Support of your Microsoft solution during the production phase, including custom code support.
- Supportability assistance to help you ensure new solution releases are reviewed in context of upgrade planning and performance testing.
- Sponsorship of a close relationship with the Microsoft solution teams.

Customers Who Benefit from the Solutions Support Services

If you have the following business and operational conditions, you can benefit from adding Solutions Support to your organization's Premier Support contract:

- Your solution contains custom code developed under Microsoft Consulting Services supervision, and you would like Microsoft to directly support the solution.
- You are deploying a solution based upon Microsoft technologies, such as the Microsoft Connected Services Framework 3.0, the Microsoft Customer Care Framework 2008, the Microsoft Solution for Hosted Messaging and Collaboration, the Microsoft Solution for Windows-based Hosting or other Microsoft industry-specific or product-specific solutions

Maximize the Value of Your IT Investments

The mission of Microsoft Services is to help ensure that you get the most out of your IT investments. Whether you are looking to improve your bottom line, enhance productivity, or use technology to realize new business opportunities, Microsoft is ready to assist. From business support to strategic consulting, we offer a full range of Premier Support services for any stage in your IT lifecycle.

*A separate service plan must be purchased for ongoing support of custom code.

For more information

Please visit the Premier Support Web site at www.microsoft.com/premier or contact your local Microsoft Services representative.