

## A SERVICE PLAN DESIGNED TO MEET YOUR NEEDS

**Deluxe Support Services (formerly known as Premier Services) can help you to:**

- Optimize efficiency and increase productivity with your business solution
- Receive faster resolution to your support requests
- Take advantage of the resources available at Microsoft to maximize the benefits of your business application

What if you could expand the close working relationship you have with your local partner to include your software vendor? Imagine if your partner could bring professionals from Microsoft® Business Solutions directly to you—so together they could focus on your unique business, your specific service needs, and, most importantly, your success.

Together with your partner, Deluxe Support Services provides your company with a personalized service relationship focused on your business applications. Most importantly, you'll receive the services of a trusted advisor from Microsoft—an advocate for your company that can provide the focused attention you need to maximize the investment in your Microsoft Business Solutions product.

### CHOOSE THE DELUXE SUPPORT SERVICES PLAN THAT IS RIGHT FOR YOU

Deluxe Support Services offerings are designed to meet your specific service needs, with access to a wide range of features that focus on your business success.

		<b>Plus</b> (for Great Plains®, Solomon, Navision®, and Axapta®)	<b>Standard</b> (for Great Plains, Solomon, Navision, and Axapta)	<b>CRM</b> (for Microsoft Business Solutions CRM)
<b>Account Management</b>	Technical Services Account Management (TSAM)	✓	Available for additional fee	✓
	Services Account Management (SAM)	✓	✓	✓
	Escalation Management	✓	✓	✓
	On-site Supportability Review and Report	✓	Available for additional fee	✓
	Remote Supportability Review and Report	Delivered on-site	✓	Delivered on-site
	Resource Facilitation	✓	✓	✓
	Orientation and Planning Session	✓	✓	✓
<b>Support Coverage</b>	24x7 on Severity 1 Issues	✓	✓	✓
	One-hour guaranteed Response Rate with Priority Support Delivered by Senior Engineers	✓	✓	✓
	Support Incidents	Unlimited	10	Included with Software Assurance or FPP Maintenance enrollment*
<b>Information Services</b>	Support Webinars	✓	✓	✓
	Managed Newsgroups	✓	✓	✓
	TechNet Plus	✓	✓	✓
	Deluxe Support Services Newsletter	✓	✓	✓
	Six Foundation Library Seats (available in North America only)	✓	✓	✓
	20% Discount on eCourses (available in North America only)	✓	✓	✓

\*Please refer to your Software Assurance agreement for the number of support incidents included.

## BENEFITS OF DELUXE SUPPORT SERVICES

### RECEIVE TRUSTED ADVICE FROM YOUR ACCOUNT MANAGER

Your account manager will serve as an advocate for your company within Microsoft Business Solutions and manage the support relationship with you and your partner.

The Deluxe Support Services plan you choose will define the type of services your account manager provides:

- **Standard** includes *Services Account Management from a Deluxe Support Services Professional*. He or she will provide the following services:
  - Manages your support relationship with Microsoft
  - Manages and facilitates the escalation of your support incidents
  - Acts as your advocate within Microsoft Business Solutions
  - Connects you with the resources you need to resolve issues or gain optimum performance from your business application
- **Plus and CRM** include *Technical Services Account Management from a Deluxe Support Services Professional*—which provides all of the services of the Services Account Manager, plus several additional features to meet your technical needs:
  - Assists in update planning and service pack evaluation and deployment
  - Advises your company on Microsoft Business Solutions–related technical issues
  - Works with you to establish help desk best practices
  - Participates in application-related technical meetings with your organization
  - Provides you with a Supportability Review Report detailing findings from your on-site supportability review
  - Manages the delegation of support between Microsoft Business Solutions products and third-party applications

### ANSWER TECHNICAL QUESTIONS QUICKLY WITH SENIOR-LEVEL SUPPORT

The technical team that handles your day-to-day support requests includes our most senior-level support professionals, providing answers you can trust in a critical situation.

### REDUCE RISK AND INCREASE EFFICIENCY WITH PROACTIVE SUPPORT

Experience a more efficient, more secure system when you utilize these proactive support services delivered by the Deluxe Support Services team:

- An orientation meeting to begin the service relationship
- Proactive support alerts from your account manager to prevent technical issues before they happen
- A supportability review of your business and your related systems, and a report that details the findings

### KEEP YOUR MISSION-CRITICAL SOLUTION RUNNING SMOOTHLY

You can rely on your technical team's veteran engineers to provide technical support with a priority status and a one-hour guaranteed response time.

- **Plus** includes unlimited telephone or electronic support incidents
- **Standard** includes ten telephone or electronic support incidents
- **CRM** support coverage is defined by your Software Assurance or FPP Maintenance enrollment. Each applicable support incident will be updated to receive priority status and the one-hour guarantee. Additional incidents are available for purchase.

### CALL AROUND-THE-CLOCK WHEN EMERGENCIES OCCUR

Deluxe Support Services provides the added security of telephone support available outside of regular business hours to address severity one issues such as system-down situations.

### REDUCE DOWNTIME THROUGH BUILT-IN ESCALATION PROCEDURES

Your account manager will work with you and your partner to establish a contingency plan that consists of documented steps that can be followed to bring your system back into production and minimize costly downtime.

### LEARN MORE ABOUT YOUR SOLUTION

Optimize how you use your solution by utilizing these timesaving features of Deluxe Support Services.

- Access for six users to the Foundation Library of our online training system, which consists of tutorials on your product
- A 20% discount on eCourses provides you with savings on additional training with content that is equivalent to that used for classroom training
- A deluxe newsletter, delivered periodically by your account manager, provides valuable, topical information
- Access to managed newsgroups enables collaboration with other customers to answer technical questions. Plus, Microsoft Business Solutions support professionals monitor the issues posted and provide responses to standard product questions that are not answered within two business days.
- TechNet Plus, a monthly subscription service on CD or DVD, provides quick access to resources that help you support the range of technology used in your business
- Product Advisory Board Survey: Influence future versions of your solution by participating in the Product Advisory Board Survey or by using our online product suggestions tool

### RECEIVE ADDITIONAL BENEFITS WITH YOUR BASE PLAN ENROLLMENT

A critical requirement of Deluxe Support Services is your enrollment in a base plan—either the Enhancement Program, FPP Maintenance, or Software Assurance. This plan, purchased separately from Deluxe Support Services, provides you with the latest in product features. Your base plan also includes access to the CustomerSource Web site, valuable self-support resources, and more.

### SHAPE DELUXE TO YOUR BUSINESS NEEDS WITH ADD-ON SERVICES

Do you want more out of Premier? With valuable add-on services, your plan can be customized to meet additional support needs, such as coverage for multiple locations or products.

### FOR MORE INFORMATION

Find out more about the additional benefits of the Deluxe Support Services Plan, including add-on service options, by contacting your local partner or sending an e-mail to [MBSPProfessionalServices@microsoft.com](mailto:MBSPProfessionalServices@microsoft.com)

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