Dedicated Support Engineering

Maximize IT performance with dedicated technical expertise direct from Microsoft

Empower your IT team to drive successful deployments, plan for supportability, and improve systems availability.

Focused on helping you improve IT health, Dedicated Support Engineering will provide the expert resources needed to:

- Drive ongoing efforts to achieve a proactive IT operation.
- Deploy, upgrade, or migrate a specific Microsoft technology following proven best practices.
- Uncover the root cause of IT issues.
- Build new skills to improve IT services and support.

If you want to get the most from your investment in Microsoft® products and technologies, bringing expertise directly from Microsoft to your team can be the answer. With expert resources working side-by-side with your IT team, you can discover how to truly deliver the most value to your business; drive successful deployments, upgrades, and migrations; find the root cause of recurring issues; and continue to mature your IT organization through expert knowledge transfer, training, and ongoing, proactive service initiatives. Moreover, if Microsoft products and technologies are central to your IT environment, Microsoft Services Dedicated Support Engineering might be just the solution ayou need.

Build on the Capabilities of Your IT Team

Through Dedicated Support Engineering, your IT team will gain a senior technical expert from Microsoft with deep knowledge around a specific Microsoft technology or solution. Combining this expertise with an understanding of your unique IT environment, staff capabilities, and long-term goals, your dedicated support engineer will carefully communicate with your design, support, and other teams to deliver the most value. As your key resource for supportability advice and guidance, your engineer will also empower and inform your team through side-by-side knowledge transfer and customized workshops and training programs. Depending on the level of support you need, a dedicated support engineer can be available on site or remotely, and on site full- or part- time.

Team for Successful Deployments and Migrations

To help you deploy, upgrade, or migrate to the latest Microsoft technologies with more confidence, your dedicated support engineer can engage in the earliest stages of the IT lifecycle, review existing architectural plans, and make appropriate recommendations to aid future supportability. Through in-depth project reviews, your dedicated support engineer will also provide a detailed assessment of a product's current or planned configuration, and then

provide recommendations based on best practices around your particular business scenario. Such a process will not only help streamline the entire project but will also prepare operational staff to better manage the new solution when it goes into production.

Get to the Root Cause of Issues, Preventing Reoccurrences

Preventing problems requires more IT sophistication than merely resolving an issue, but it's also far more cost effective. To help you develop a proactive IT operation, dedicated support engineers are adept at discovering and isolating root causes and determining the best course of action to prevent future occurrences.

Take Advantage of Proven Best Practices

Dedicated support engineers draw on real-world best practices and the latest information and resources from Microsoft. This, combined with their deep knowledge and experience, gives them the tools they need to identify and correct underlying issues with your technology, provide effective and comprehensive training to your IT team, and help increase overall project success while reducing risks.

Maximize Your IT Investment and Help Your IT Operation Go Proactive

The Dedicated Support Engineering Offering is designed to deliver on the commitment of Microsoft Services to help you get the most from your investment in Microsoft products and technologies. In doing so, your dedicated support engineer will not only provide you with the knowledge needed to best utilize and support your systems, but will also help you carry out initiatives and instill best practices to transform IT operations from a reactive support function to a proactive business resource. The Dedicated Support Engineering Offering will help you do this through its three main components:

- **Coordinated Service Delivery and Service Delivery Planning.** The Dedicated Support Engineering Offering is coordinated within your existing Premier Support agreement. The engagement includes a detailed service-delivery plan, which includes technology-specific goals, expectations, projects, recommended services, timelines, and next steps for the dedicated support engineer. Furthermore, throughout the engagement, your dedicated support engineer will share a comprehensive knowledge of your business with other Microsoft resources to help them more effectively deliver proactive services, such as Health Checks and Risk Assessment Programs, and facilitate problem-resolution efforts should any issues arise.

- **Root Cause Analysis.** Your dedicated support engineer will provide root-cause analysis of any critical situation that is specific to the covered technology, as well as recommendations and plans for preventing recurrences.

- **Expert Knowledge Transfer.** Your dedicated support engineer will provide technology-specific training through both informal and formal channels to increase your team's skills and knowledge of a particular Microsoft technology.

Gain a Flexible Solution, Focused on Your Needs

You can customize the Dedicated Support Engineering Offering to meet the specific and changing needs of your organization, both in the portfolio of services delivered and in the duration of the Offering itself. If you need deeper assistance for multiple technology areas, Microsoft can mobilize a specialized, coordinated team of experts as part of your ongoing Premier Support engagement.

In addition to tailoring the solution to exacting requirements, you can take advantage of Dedicated Support Engineering across any of the four following areas of specialization:

- **Enterprise Technologies.** This specialization will foster successful deployments that help reduce service downtime and increase operational capabilities. This specialization is essential for organizations that want to maximize the system availability and operational performance of their Microsoft infrastructure.

- **Custom Solutions.** This specialization is essential if you want to maximize system availability, operational performance, and ongoing sustainability for custom code solutions based on Microsoft technologies. Once you've made the investment in a business-specific solution, this specialization provides a highly trained expert who understands and helps support your custom code solution.

- **Business Solutions.** Technology-based business solutions are complex, often with Microsoft technologies acting as the critical glue that holds them together. Unlike other Dedicated Support Engineering engagements, this specialization will provide you with an entire team to support the multiple products and technologies that constitute your business solution.

- **Developer.** This specialization provides your team with an expert who can engage across the entire software development lifecycle. This expert will work with technical architects to help you develop supportable solutions that are in line with Microsoft best practices; engage with IT support groups to foster the optimal configuration of your implementation; and transfer key technical skills to your team.

For more information

About consulting and support offerings from Microsoft, contact your Microsoft Services representative or visit www.microsoft.com/ microsoftservices.