



Microsoft Services Premier Support

IT Support Tailored to Your Needs.

A Primer on Microsoft Premier Support

- Three premium support offerings from Microsoft Services that can be tailored to meet your needs
- A comprehensive selection of support resources, including proactive services, infrastructure support assistance, problem resolution services, and knowledge transfer resources
- A personalized support relationship guided by your designated Technical Account Manager
- Direct, preferred access to Microsoft's best technical experts by phone and in person
- 24x7 total environment coverage of your Microsoft technologies

What support services could add the most value to the management of your IT infrastructure? Designated Technical Account Managers who are at your call to facilitate your support needs? Direct priority access to Microsoft® technical experts day or night? Rapid-response problem resolution that covers your systems 24x7? Extensive proactive support to help minimize downtime and maximize your technology ROI? Training, workshops, and online services to keep your people up to date?

Microsoft® Services Premier Support offers your people all these services and more. Customizable to your needs, Premier Support gives you the flexibility to choose the support options that best fit your organization. Three levels of service — Premier Foundation, Premier Standard, and Premier Plus — let you select the right amount of support to meet your needs and fit your budget. The result? Minimized risk to your IT infrastructure, higher productivity and efficiency, and maximizing benefits from your existing IT investments.

Proactive Planning to Help Avoid Critical Outages and Data Loss

With Premier Support, you gain a Technical Account Manager who is your eyes, ears, and voice within Microsoft. Your Technical Account Manager partners with you to help identify and address potential problems before they occur — which can reduce the risk of downtime and interruption to your business. You benefit from increased system availability that can keep your end users productive and allows your IT resources to become the assets that you want them to be.

- Strategic advice and recommendations on the operation of technology solutions based on Microsoft's own experience
- Access to Microsoft product and technology specialists to assist in deploying new solutions quickly and correctly, helping to reduce future support and expense
- Collaboration with third-party software vendors to help ensure that your entire solution works properly and integrates seamlessly into your environment
- Availability and Diagnostic Labs to enable your IT staff to improve system availability and reduce the risk of prolonged downtime
- Supportability reviews to examine your Microsoft deployment and identify opportunities for improving system availability and supportability

For more information

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

A Knowledgeable Advocate to Ensure All Your Support Needs Are Met

Your Technical Account Manager is your go-to resource for any support issues. As your designated internal advocate within Microsoft, this highly skilled professional will help ensure that your support needs are met.

Working with you, your Technical Account Manager will:

- Develop an understanding of your business and technology requirements in order to design a customized service plan — then regularly review service delivery to help ensure that it remains effective and relevant to your business
- Proactively facilitate support services and resources to help mitigate operational risk within your unique business applications and IT infrastructure
- Act as a communication conduit to give pertinent technical information to your IT staff, as well as share your feedback with Microsoft product teams to affect future product improvements
- Engage, in your local language, appropriate knowledge transfer and training resources to help to increase the skills of your IT staff and help them better manage and monitor your IT infrastructure
- Manage and report on the escalation of problem resolution requests to help ensure timely delivery of the necessary solution

Fast, Expert Resolution of Technical Issues on a Priority Basis

In the event a technical issue arises, your Premier Support team can see to it that you receive the priority support you need for a quick recovery. Our problem resolution service can help ensure that your critical issues receive our attention until they are resolved — and your business is up and running. Which means your IT staff can spend less time putting out fires and more time helping to maximize the productive use of your technology.

- Log problem resolution requests anytime, either online or by phone — whichever is most convenient for you
- Response times are prioritized based on the severity of the problem and its impact to your business — as defined by you
- Response to mission-critical problems in one hour or less, with maximum support resources applied 24x7 to sustain a continuous effort, and rapid onsite support resources deployed when necessary
- Rapid escalation of critical support issues as high up in the Microsoft technical, development, and executive organizations as needed to resolve the most severe problems
- Multi-vendor issue resolution through TSANet, a network of vendors who share resources to facilitate the resolution of your problem — regardless of where the issue originated

Knowledge Transfer Services to Help Boost IT Efficiency

Premier Support offers extensive knowledge transfer services to help your IT staff develop the skills and resources to mitigate potential IT issues before they occur. Among these services are a wealth of online resources, personalized support portal, exclusive technical reference materials, and valuable hands-on training and best practices for Microsoft technologies.

- Local and global workshops help to provide your IT team with the in-depth knowledge and skills to help them more effectively troubleshoot problems, proactively protect your Microsoft infrastructure, and build a road map for operational improvements
- Microsoft Premier Online provides valuable resources such as Microsoft Premium Knowledge Base with partner-level articles not available to the public, security bulletins, product newsflashes, critical problem alerts, support Webcasts, and Web Response
- Microsoft TechNet, featuring 12 monthly issues on CD or DVD, puts a wealth of comprehensive technical information about Microsoft products at your fingertips

Supporting a Proactive Approach to IT — Q&A with Microsoft Technical Account Managers



Scotty Gresham
Technical Account Manager

Q: What are proactive services and how are they complementary to problem resolution support?

A: Proactive services offer prescriptive guidance on a variety of issues, including answers to your basic “how-to” questions, as well as discussion of best practices and advice around deployments, migrations, and administration of your complex environment. Proactive services can actually help you reduce the risk of support issues by identifying potential issues early on. Problem resolution support, on the other hand, is the reactive service that helps resolve issues that do arise. In the event of a support issue, I will engage the necessary resources, including onsite resources if applicable, to quickly resolve the issue.



Deepak Shenoy
Technical Account Manager

Q: What are the benefits of having a Technical Account Manager?

A: My job as your Technical Account Manager is to help you determine just what level of support and resources will best suit your needs — and then to help ensure that you get that support. I bring a high level of planning and proactive resource facilitation to your account. Think of me as your inside connection at Microsoft who represents your interests to other Microsoft business units to help them understand your individual business needs and challenges.



João Brazão
Technical Account Manager

Q: What types of knowledge/skills transfer can a Technical Account Manager facilitate?

A: As your Technical Account Manager, I am your company’s advocate both within Microsoft and with its global network of partners, charged with identifying and delivering 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 knowledge-transfer workshops in support consulting topics such as securing enterprise environments, network monitoring, and product-specific support/troubleshooting. If you are interested in gaining more familiarity with the Microsoft Operations Framework, I can help you with scheduling the appropriate workshops, assessments, and implementation engagements.



Brett Williams
Technical Account Manager

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

A: One of the biggest advantages a customer gets from Premier Support is a Technical Account Manager, a managed resource who will aggressively seek opportunities to help you create and maintain a more stable IT infrastructure. I can leverage technical subject matter experts throughout Microsoft to assist as needed and provide notification of business-impacting issues such as virus alerts and security notices. Finally, because I have a strong understanding of how you have implemented Microsoft products and technology, in the event a support matter does arise, I can be there to help ensure that the right people are addressing the issue — with the right level of escalation needed for timely resolution.



Reham Abdelshahid
Technical Account Manager

Q: What are the benefits of the problem resolution support I get under Premier Support?

A: Premier Support can provide you with support for technical issues encountered while using a Microsoft product, with dedicated support teams and professionals available to provide accurate solutions to operational problems anytime. The Microsoft support professionals can deliver expert assistance by phone and on site for technical problems that occur when you use a Microsoft product. Response times are 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. Microsoft’s streamlined critical situation management process means that your critical problems are escalated as high in the Microsoft technical organization as may be required to help address your situation. Additionally, our Rapid Onsite Support Service (ROSS) can help ensure that senior support professionals are dispatched to your site to resolve mission-critical events.

Service/Offering Details		Offering Brand	Premier Foundation	Premier Standard	Premier Plus
Key Benefits	Key Features				
Proactive Services	Support Assistance	Fixed amount	Flexible	Custom	
	Custom Support Services	Not available	Not available	Custom	
	Dedicated Support Professional	Not available	Not available	Available	
	Dedicated Support Team	Not available	Not available	Available	
	Health Check and Infrastructure Workshop	Included	Available	Available	
	Global and Regional Workshops	Included	Available	Available	
Problem Resolution Support	Problem Resolution Support	Fixed amount	Flexible	Custom	
	24x7 Coverage	Included	Included	Included	
	24x7 Critical Situation Escalation Management	Included	Included	Included	
	Rapid Onsite Support	Included	Included	Included	
Knowledge Transfer	Proactive Information Distribution	Included	Included	Included	
	Microsoft Premier Online	Included	Included	Included	
	TechNet with Online Concierge	Available	Available	Available	
Direct Relationship	Account Representative*	Shared, designated contact	Shared, designated contact	Designated contact	
	Remote vs. Onsite Resource	Primarily remote	Partly on site	Primarily on site	
	Account Profiling and Reporting	Monthly	Monthly	Customized	
	Case Monitoring and Escalation Management	24x7	24x7	24x7	

* In Local Language

Maximize the Value of Your IT Investments

Ensuring you get the most out of your IT investments is the mission of Microsoft Services. 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.

For more information please visit the Premier Support Web site at www.microsoft.com/premiersupport or contact your local Microsoft Services representative.