Get Maximum Business Value from Your Microsoft Technology Investments

Microsoft® Services, working together with partners from around the globe, offers a wide range of services to help your business achieve rapid and tangible value from your Microsoft technology investments.

Our mission is to help you realize the maximum benefits possible from using Microsoft products. We do this by providing access to our deep internal knowledge and resources to help you implement high-value solutions that generate meaningful results for your business.

Microsoft Services overview

The Microsoft Services Advantage

Committed to Your Business Success

Microsoft shares with its partners an unwavering commitment to provide great customer service. We strive to not only satisfy our customers, but also delight them. Perhaps that's why nine out of ten of our business support customers indicate that they would recommend Microsoft Services to a colleague who needs IT services.*

Your Satisfaction Is Our #1 Goal
Customer satisfaction is our most important business objective. Each of our employees is evaluated on the satisfaction levels of their customers. We regularly conduct customer satisfaction surveys to make sure we're meeting your expectations.

Technology Solutions That Generate Results
We work with you to understand your needs and develop a comprehensive solution—and then help make sure that the solution is generating results. You define your conditions of satisfaction for your project. We don't consider an assignment complete until each of your conditions has been met to your satisfaction.

The Right Services at the Right Time
We aren't looking to lock you into costly, ongoing commitments to onsite resources. Our goal is to complete the job to your satisfaction and to transfer our knowledge to your team to help ensure your future success. Rest assured, though, that we'll be there if you need us—with just the right level of service for your business.

Comprehensive Technology Expertise

Microsoft Services and its partners provide a direct connection to the knowledge and expertise of the world's leading technology company. We offer the right resources to help you optimize solutions for any stage of the IT lifecycle—and generate a more significant business value from your IT investments.

Expertise from the Source
Working with Microsoft Services gives you direct access to our technical expertise and resources. Our professionals and partners work closely with Microsoft product teams, providing unique access to the best experts in Microsoft technology. We're also skilled at integrating our products into mixed IT environments to help deliver your business-critical solutions.

Services for Businesses of All Sizes
With our partners, we provide a wide range of consulting and support services for every stage of planning, deployment, and management. All services can be tailored to fit the needs of any size business and to address specific technology requirements. We have extensive experience delivering services to businesses of all sizes, including many of the world's leading corporations.

Rapid, Effective Deployment of Technology Solutions

Integrating more than 25 years of technology expertise with real-world implementation, Microsoft Services provides proven best practices to help you minimize your risk, reduce project timelines, and deliver tangible business results.

Technical Solutions That Work
Leveraging Microsoft's own best-practice models, Microsoft Services offers frameworks for solutions development and ongoing operations that are used by our own product development and IT groups. We can train your staff on these practices to help ensure that your business is making the best use of Microsoft technology.

Speeding Your Critical Time to Market
With our leading-edge technology centers, we help reduce your risks and time to market by prototyping and evaluating your solutions prior to deployment in your IT environment. Using these centers, Microsoft Services and its partners can often prototype solutions in weeks, not months.

Extensive, Highly Skilled Partner Network

Microsoft Services partners include more than 775,000 partners worldwide, covering nearly every industry, so you have ultimate choice and flexibility when selecting additional IT resources.

The Best of Both Worlds
We work in partnership with companies ranging from established market leaders to emerging market innovators. So you get the advantage of industry-specific expertise, choice, flexibility, and local access, plus the backing of the world's leading technology company.

High-Quality Service
Our certified partners are an extension of our own Services organization—receiving rigorous certification training and the latest product updates directly from Microsoft. Plus, they get advance information and training on new Microsoft technologies before they're launched, so they can help you evaluate and deploy the latest solutions faster.

"We could not have met our schedule without Microsoft Services. Microsoft Services is indispensable. We did an enterprise deployment in a short time with a product on which we had only minor training."

Cecil Somers
Technical Support and Operations Manager for Enterprise Intranet Technology
Wachovia Corporation

*Maritz Research, 2003

Consulting Services

In today's fast-paced business environment, every business is looking to gain a competitive advantage from its IT systems. Microsoft Services exists to ensure that Microsoft technology delivers the performance and return on investment that you expect, while helping to minimize the risk that you may incur with complex implementations.

Our industry partners and consultants combine in-depth technical knowledge with an understanding of your business and industry to help architect, implement, and deploy leading-edge Microsoft technologies and solutions.

We offer a wide range of consulting services for every stage of the IT lifecycle, including:

Assessment and Review Services
These early-stage planning services provide an in-depth evaluation of business requirements, plans, architectures, and designs of operational systems and environments.

Planning, Architecture, and Design Services
For assistance in building solutions from the ground up, these services help you create plans for business solutions and technical architecture, as well as design infrastructure and mission-critical applications.

Proof-of-Concept Services
Subsequent to planning and design, these services provide a limited functionality project prototype to help you mitigate risks and accelerate the formation of a project team prior to development or deployment.

Custom Solution Services
All of our services can be customized to meet your business's unique needs. No matter what your requirements, our consultants will apply solutions according to established best practices and procedures.

Microsoft Technology Centers (MTCs)
Most of our consulting services are performed onsite, but we can also assist you in evaluating a solution at one of our Microsoft Technology Centers (MTCs) worldwide. The MTCs provide everything you need—technology experts, industry leaders, and an outstanding environment—to envision, architect, test, and prove out a complete, customized solution using the Microsoft .NET Framework.

Consulting Services Options

We offer a range of packaged consulting services that are based on years of experience implementing Microsoft solutions. These services, delivered by Microsoft and our partners, can provide the information you need to decide which solution is right for your organization, then guide you through complete implementation faster, with lower risk, and at reduced cost.

Microsoft Technology Strategy Service: A strategy consulting service focused on delivering IT service excellence designed to accelerate time to value, help reduce business risk and help generate long-term business value from investments in Microsoft technology. Senior consulting staff work on-site with you to help you understand key business requirements, map them to your IT services and architecture and develop an IT Strategy Roadmap to support IT in defining the enterprise architecture designed to achieve your business goals.

Microsoft Services Portfolio: A complete roadmap for successfully implementing Microsoft solutions. Based on Microsoft's standardized architectures and proven best practices, Portfolio services are complete implementation services customized to your organization's specific requirements. These services help reduce your exposure to potential risks while delivering business value more quickly and at lower cost than custom consulting.

Microsoft Services QuickPlan: Gain a clear picture of the road ahead before moving to full implementation with two- to four-week fixed-price, fixed-scope, packaged consulting services that help identify potential risks, provide knowledge transfer to your IT managers, and establish a preliminary implementation.

Microsoft Services QuickStart: Designed to help both business and technical decision makers determine which solution will best achieve their goals. Choose from a Strategy Briefing, Architecture Design Session, or Proof-of-Concept Workshop.

Business Support Services

With IT playing a critical role in the successful running of your business, it's more important than ever to have a proactive support strategy in place. Microsoft Services business support options provide direct access to Microsoft's expert technical resources, helping you minimize your risks and maximize the benefits of your Microsoft technology investment.

Our focus is on helping you preempt potential problems before they arise. That's why we provide assistance at the beginning of the planning and deployment cycle. We also share our knowledge and best practices to help ensure that potential problems are minimized or avoided.

When problems do occur, we help ensure that they are dealt with swiftly and efficiently—and by the most highly skilled Support Professionals in the industry. Our response times are based on the severity of the problem and its impact to your business, and our escalation process ensures that problems are routed to appropriate levels within Microsoft for the fastest resolution. For business-critical events, we will even escalate problems to the product teams if necessary.

Each of our business support options may provide the following services:

Support Account Management: Account management and advocacy within Microsoft to help ensure that your business support needs are met.

Support Assistance: Short-term advice and guidance on a variety of IT issues, such as in-depth supportability assessments and design reviews.

Problem Resolution Support: Support for technical issues encountered while using a Microsoft product, as well as escalation management to deliver the best solutions in the shortest time.

Information Services: Extensive online information services to help ensure that your IT staff remains up to date on the latest Microsoft products and technologies.

Business Support Services Options

Microsoft Services provides a range of business support options to meet the needs of businesses of all sizes, including:

Microsoft Services Premier Support
Our comprehensive support offering for enterprises with complex support requirements. Fully customizable to meet your specific support needs, and managed by a Technical Account Manager who can work onsite.

Microsoft Services Essential Support
Our prepackaged support offering for businesses with foundational support needs. A predefined mix of services is provided either by phone or Web and coordinated by a team of Technical Account Specialists.

Microsoft Services Business Solutions Support
An array of support offerings to meet the varied needs of our customers who want support specifically focused on their Microsoft Business Solutions applications.

Microsoft Services Partner Advantage
Designed to meet the unique service needs of our partners, Microsoft Services Partner Advantage is a comprehensive, flexible, and cost effective program that helps partners of all types and sizes more effectively develop, deploy, and support Microsoft solutions.

For more information about Microsoft Services' offerings, programs, and partners, please visit
www.microsoft.com/microsoftservices.

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