



# Accelerate the value of your IT investment

## Microsoft Services Premier Support

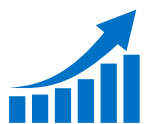


Premier Support offers end-to-end managed support for customers and partners across the full Microsoft spectrum of products and services. Tailored to your unique business priorities, Premier Support helps you accelerate the value of your on-premises and cloud-based software investments by minimizing risk, reducing downtime, and lowering support costs.

At Premier Support, we work closely with you to gain a deep understanding of your business and goals so that we can help your company achieve peak performance and reduce costs. Our proactive services help you maintain IT operations health with customized service management and prioritized 24x7 problem resolution support.

With our flexible, managed support offerings, you can better assist your mobile workforce, drive innovation, and capitalize on the cloud potential.

### Benefits



#### Increase productivity

Streamline operations and help IT become a strategic asset and competitive differentiator



#### Reduce business costs and risks

Proactively identify operational risks to minimize costly disruptions



#### Optimize your IT environment

Access in-depth expertise and enhance your in-house IT skills



#### Deliver better business value

An IDC study of 11 organizations showed that Premier Support delivers significant business value to companies seeking to stay a step ahead of their competitors.



Five-year ROI



Reduction in downtime



Investment break-even point

#### Make a big financial impact

IDC measured the financial impact of using Premier Support.



or **\$39,274**

per 100 users of Premier Support  
Average five-year benefit



#### The Microsoft Services Advantage

Microsoft Services provides end-to-end support across the entire platform of Microsoft technologies and across environments—on premises, hybrid, and the cloud.



**21,000**  
people

#### Serving customers in

**191** countries

**46** languages



IDC source: [The Business Value of Premier Support](#)



## Premier Support features

Problem resolution services	Service delivery management	Proactive services
<b>Responsiveness:</b> Receive <1 hour response times; Easily access senior support engineers	<b>Relationship management:</b> Work directly with a Technical Account Manager (TAM)	<b>People:</b> Help equip IT with tools to understand architecture choices
<b>Unlimited access:</b> Receive 24x7 support, 365 days a year	<b>Escalation management:</b> Escalation to senior support engineers	<b>Process:</b> Help accelerate deployment times and reduce overhead costs
<b>Onsite &amp; remote:</b> Take advantage of onsite and remote support for all Microsoft products	<b>Incident management:</b> Be prepared for unplanned events, escalations, or service interruptions	<b>Technology:</b> Minimize downtime with preventive services

## Performance improvements

Premier Support offers an extensive portfolio of services to help you maximize your business investments:



### Assess

Proactive monitoring services to help minimize risks and inefficiencies in your environment



### Operate

Guidance on design, development, and deployment to help reduce cost, time, and risk and operational best practices to help IT become a strategic and agile asset to your business



### Educate

Exclusive educational resources to help increase IT staff capabilities and productivity



### Increase uptime

Use technology as a business driver. Reduced downtime and greater agility keep productivity and revenue high.



**\$123,800** ↑

average revenue increase over five years due to reduced downtime



**31.1%**

fewer downtime incidents per year

**56.4%**

reduction in incident resolution time

**43.8%**

fall in time waiting for helpdesk support



### Boost efficiency and lower IT costs

IDC looked at how accessing industry-leading experts instead of investing in additional IT staff can increase productivity and lower costs.



**\$537,172**

per organization

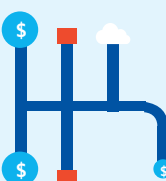


**or \$1,785**

per 100 users

over a five-year average of annual productivity gains

### Average annual IT infrastructure savings



**\$221,617**

per organization

**or \$736**

per 100 users

average annual IT infrastructure savings over five years for the 11 organizations

## Premier Support offerings

Premier Support provides a comprehensive portfolio that targets the specific business needs of enterprises, partners, and developers.



For more information contact your Microsoft representative  
or visit [Microsoft.com/services](https://Microsoft.com/services)

