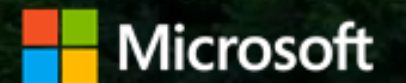2017-2018 **WEBINAR - SEMINAR SERIES**

MICROSOFT PREMIER SERVICE
MEEC
August 14, 2017

Scott Walker
Premier Technical Account Manager

Steve Seaforth
Premier Services Specialist

Microsoft

MEEC

MICROSOFT PREMIER SERVICES   * MSA#U8720739

The agreement is managed directly with Microsoft Premier Services and supports all Microsoft Products to MEEC members.
Sales Account Managers– Primary Contacts for Pricing, Quotes, Ordering or Additional Licensing Information

- Steve Seaforth--stseaf@microsoft.com – 203-710-5161

Microsoft Enterprise Services

Enterprise Strategy

Consulting

Support

Partner Enablement

A Worldwide Footprint
191 countries 46 languages

75% of the Fortune 1,000

35,000
Global Partners

PLAN
Microsoft Services
DEPLOY
OPERATE
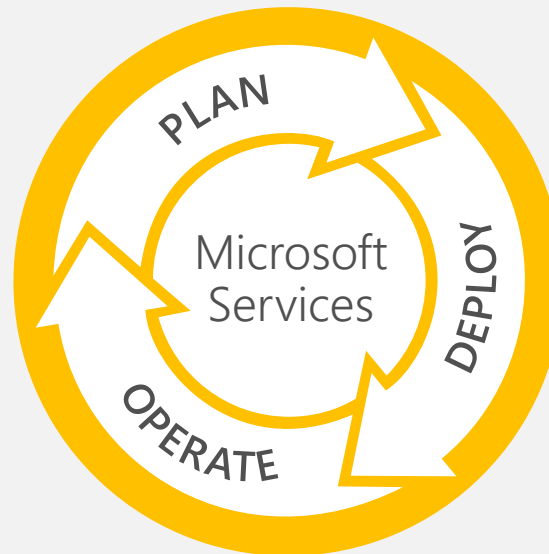
20,000 **employees worldwide**

architects, engineers, consultants, and support professionals with the deepest expertise in Microsoft technologies

6,000
consultants & enterprise architects

5,000
Premier Support professionals

Premier Support Summary

Customer benefits and value
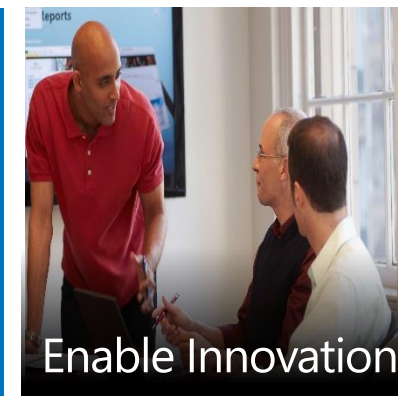
Proactive Services

Focus on People, Process, and Technology
Best Practices and strategic guidance

Deep Expertise

Experts on .NET, Exchange, O365
Ensuring success in complex development

Comprehensive Support

Global Support Network
Escalation management

Strategy Guidance

Personal Service

Best Practices

Deep Technology Expertise

Enable Innovation

Global Microsoft Support Network

Building on the base of Premier Support...

Problem Resolution Services

Responsive: <1 hour response time, senior support engineers.

Escalation Management: 24/7/365, priority routing, escalation to senior support engineers.

Onsite & Remote: Preventative services for all Microsoft products.

Service Delivery Management

Relationship Management: Direct 1:1 relationship with a TAM.

Service Delivery Management: Strategic support & service adoption planning with delivery orchestration.

Incident Management: Preparedness for dealing with unplanned events, escalations or service interruptions.

Proactive Services

People: Equip IT to understand architecture choices.

Process: Process optimization services help accelerate deployment times and reduce overhead costs.

Technology: Preventative services identify scalability and configuration issues to avoid unnecessary downtime.
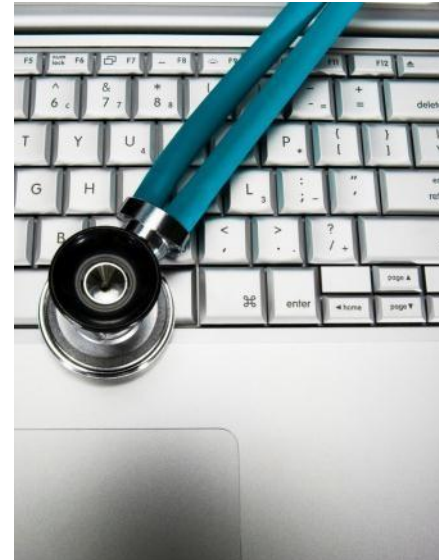
Reactive Services

1-(800) 936-7358

premier.microsoft.com

Engineers vertically aligned

Global remote support capabilities

RAP as a Service

- World Class Security and Privacy

- Convenient, Streamlined, Flexible Engagement

- Comprehensive Assessment

- Access to Microsoft Accredited Engineer
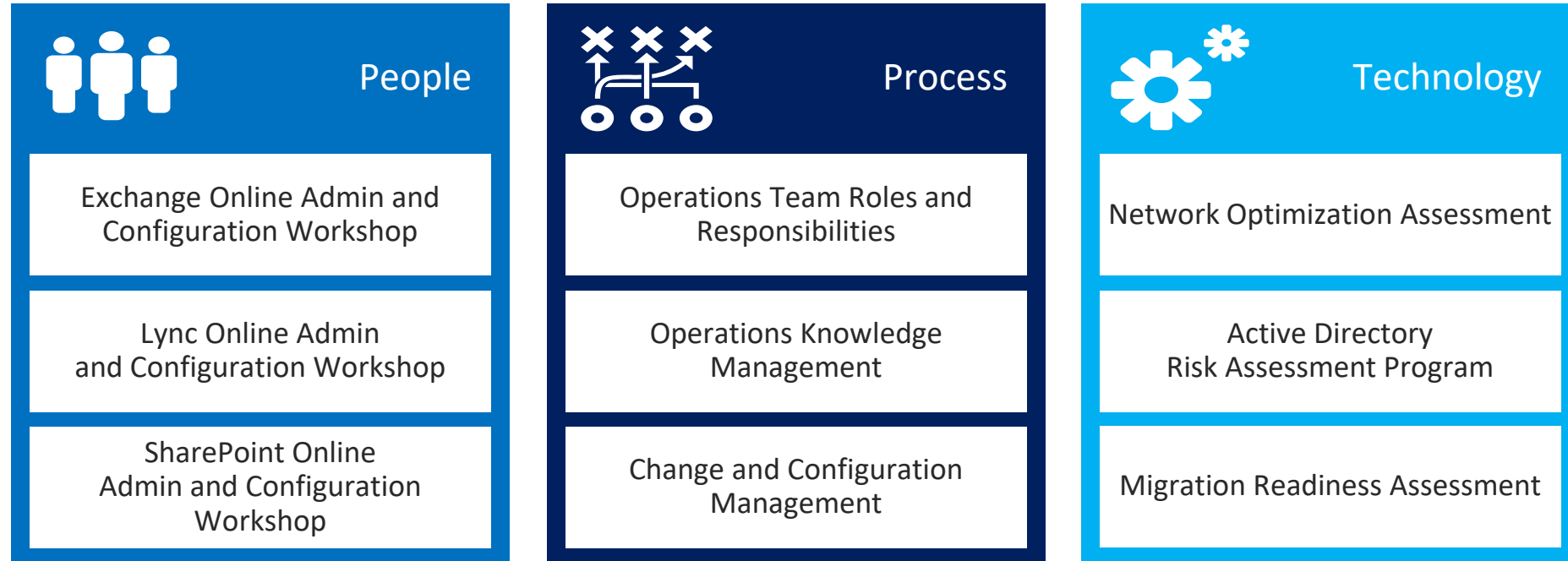
- Ongoing Subscription

Collect

Submit

View

Advise

Persist

Sample Premier Proactive Services for Cloud

People

- Exchange Online Admin and Configuration Workshop
- Lync Online Admin and Configuration Workshop
- SharePoint Online Admin and Configuration Workshop

Process

- Operations Team Roles and Responsibilities
- Operations Knowledge Management
- Change and Configuration Management

Technology

- Network Optimization Assessment
- Active Directory Risk Assessment Program
- Migration Readiness Assessment

MEEC Microsoft Standard 0 Support Package

Designated Technical Resource

TAM On-site visit

280 total hours of support coverage

120 Service Account Management Hours

40 Support Assistance Hours

120 Problem Resolution Support Hours

Fully Flexible

Unlimited access to Premier Online

12 Month Contract Term

Hours are interchangeable between Support Assistance Hours and Problem Resolution Hours

Unlimited hours can be added

$61,124

MSA # U8720739

MEEC Microsoft Foundation Support Package

12 Month Contract Term

Designated Technical Resource

120 total hours of support coverage

80 Support Account Management Hours

40 Problem Resolution Support/Support Assistance Hours

2-Day Custom Proactive Onsite Visit

Workshop Library On-Demand (WLOD)

RAP as a Service Plus

$43,150

MSA# U8720739

Your TAM

Technical Account Manager

Your main point of contact
Your advocate within Microsoft

Owns Operational And Technical Relationship

Escalation, service requests management
Proactive information distribution

Planning and Resource Facilitation

Report, plan and adjust services to your goals and values
Following the Assess, Define, Attain stages

Relationship

Escalation

Management

Information

Life Cycle

Shared Goals
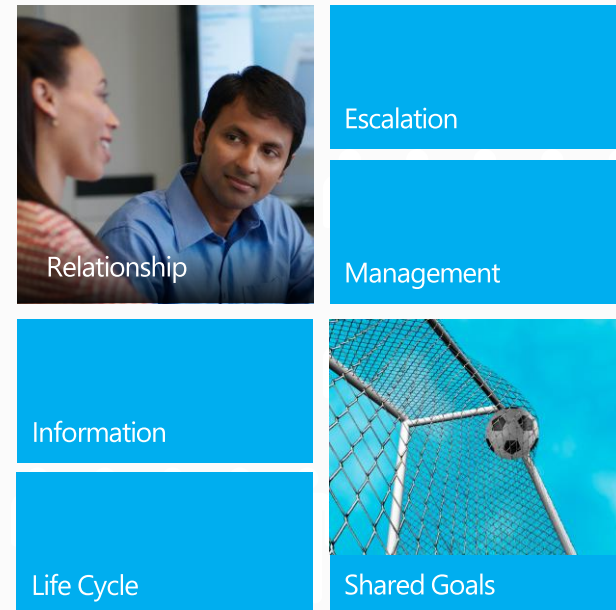
Online Service Delivery Management builds on the base of Premier Support

Problem Resolution Services

Responsive: <1 hour response time, senior support engineers. **+ Direct access to Azure, Office 365 and CRM Online specialists.**

Escalation Management: 24/7/365, priority routing, escalation to senior support engineers. **+ Priority escalations to Azure, O365, and CRM Online operations and 24x7 case management**

Onsite & Remote: Preventative services for all Microsoft products.
+Cloud specialists located worldwide with support in 13 languages.

Service Delivery Management

Relationship Management: Direct 1:1 relationship with a TAM. **+ Cloud Adoption strategic review.**

Service Delivery Management: Strategic support & service adoption planning with delivery orchestration. **+Add Online Service Delivery Management (OSDM) to benefit from essential online MAP, PLAN and REVIEWS.**

Incident Management: Preparedness for dealing with unplanned events, escalations or service interruptions.
+ Includes billing and subscription issues.

Proactive Services

People: Equip IT to understand architecture choices. **+ Build Cloud-ready applications.**

Process: Process optimization services help accelerate deployment times and reduce overhead costs.
+ Extending infrastructure and services to the Cloud.

Technology: Preventative services identify scalability and configuration issues to avoid unnecessary downtime. **+ Whether on premises, cloud or hybrid environment.**

Dedicated Support Engineering for Enterprise Technologies

Dedicated Support Engineer

Key Deliverables

- Proactive advice and guidance within the PFEs technical discipline.
- Comprehensive supportability, performance, and best practice reviews of the infrastructure.
- Design supportability assurance for new and existing solutions.
- **Initial assessment and comprehension of customer's current and desired environmental state.**
- Knowledge and skill transfer.
- Customizable deliveries of existing Premier Offerings (where appropriate).
- Accelerated implementation of projects involving MS technologies.
- Root cause analysis of critical problems and recommendations.

Premier Support for Developers

Premier Support for Developers (PSfD) is the most comprehensive Microsoft support offer that provides complete, end-to-end managed support across the full Microsoft developer platform—on-premises, hybrid, or in the cloud—helping developers throughout the application lifecycle.

Key features

An Assigned Application Development Manager provides advice, code samples, and deep technical experience to help you plan, build, deploy, and support quality solutions.

Enhanced development support including access to Microsoft support-engineering and deep technical services such as labs, workshops, code reviews, and optimization.

Application Lifecycle Management mentoring to enhance your skills, help you develop with industry-best practices, and create higher-quality solutions.

Support assistance and problem resolution with 24x7 reactive support and escalation management on developer technology and products to help triage issues.

Current MEEC Premier Customers

UMB, University of Maryland, Baltimore.

- Joe Mancuso
- jmancuso@umaryland.edu

Anne Arundel County Public Schools

- Manish Patel
- mpatel@aacps.org