

# Accelerate the value of your IT investment

Microsoft Premier Support for Enterprise



Premier Support for Enterprise offers end-to-end managed support for customers across the full Microsoft spectrum of products and services. Tailored to your unique business priorities, Premier Support for Enterprise 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 for Enterprise, 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.

Our flexible, managed support offerings help you optimize operations, transform products, empower employees, and engage your customers.

## 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 skill

## Deliver better business value

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



Five-year ROI



Reduction in downtime



2-month

Investment break-even point

## Make a big financial impact

IDC measured the financial impact of using Premier Support for Enterprise.

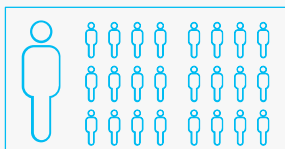


or \$39,274

Average five-year benefit per 100 users of Premier Support for Enterprise

## 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

100+ countries

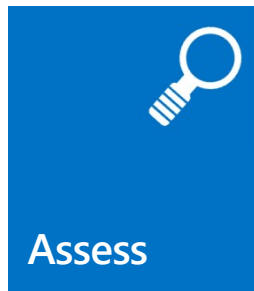
46 languages

# Premier Support for Enterprise Features

Problem resolution services	Service delivery management	Proactive services
<p><b>Responsiveness:</b> Receive &lt;1 hour (available 15 minute) response times</p> <p><b>24x7 access to support:</b> Receive 24x7 support, 365 days a year</p> <p><b>Onsite &amp; remote:</b> Take advantage of onsite and remote support for all Microsoft products</p>	<p><b>Relationship management:</b> Work directly with a Technical Account Manager (TAM)</p> <p><b>Incident management:</b> Be prepared to manage unplanned events or service interruptions</p>	<p><b>People:</b> Help equip IT with tools to understand architecture choices</p> <p><b>Process:</b> Help accelerate deployment times and reduce overhead costs</p> <p><b>Technology:</b> Minimize downtime with preventive services</p>

## Performance improvements

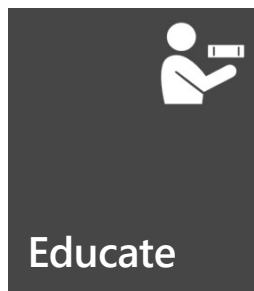
Premier Support for Enterprise offers an extensive portfolio of services to help you maximize business investments:



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



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



Exclusive educational resources to help increase IT staff capabilities and productivity

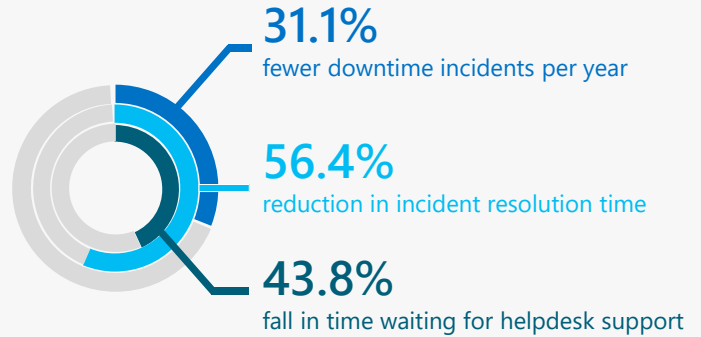
## Increase uptime

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



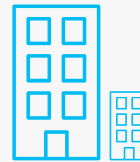
**\$123,800** ↑

average revenue increase over five years due to reduced downtime



## 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.



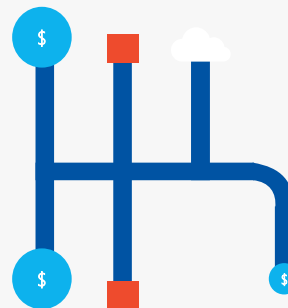
**\$537,172**  
per organization



**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 for Enterprise offerings

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