

Microsoft Dynamics® Dedicated Support Engineer

Gain access to a designated Premier Field Engineer for your Microsoft Dynamics solution

A single point of contact from a senior technical expert from Microsoft with deep knowledge around your Microsoft Dynamics solution

The Dedicated Support Engineer service provides many benefits:

- A trusted-advisor, relationship with your Premier Field Engineer.
- Prepare for business growth
- Flexible engagement, customizable to your needs depending on where you are in the Microsoft Dynamics implementation lifecycle.
- High availability for your Microsoft Dynamics system by finding root cause and following best practices.
- Knowledge transfer around service pack guidance, upgrade planning, product roadmap insight, and recommended training plans.

Build on the Capabilities of Your Team

Through the Dedicated Support Engineer service, your team will gain a senior technical Premier Field Engineer from Microsoft with deep knowledge around your specific Microsoft Dynamics solution. Combining this expertise with an understanding of your unique Microsoft Dynamics environment, staff capabilities, and long-term goals, your Premier Field Engineer will carefully communicate with your design and support teams, your Microsoft Dynamics partner and other key teams to deliver valuable insight to your organization. As your resource for supportability advice and guidance, your engineer will also empower and inform your team through side-by-side knowledge transfer and customized workshops and training programs.

Trusted Advisor Relationship

With the Microsoft Dynamics Dedicated Support Engineer service, you can form a trusted relationship with your Premier Field Engineer, who will recommend specific services, including Health Checks, Workshops, and Upgrade assistance. Your Premier Field Engineer can collaborate with your ISVs and partners and facilitate customization, integration, and support for issues and questions that are related to Microsoft Dynamics products, helping you to gain more value from your technology investments.

Grow Your Business Comfortably

The Microsoft Dynamics Dedicated Support Engineer service helps your organization be prepared for rapid growth aligning your technology investment with your business objectives. Your Premier Field Engineer provides your organization with insight into business processes. These services, such as facilitating the deployment of new service packs, help to ensure minimal business disruption, while maximizing the use of your IT and business investments.



Get to Root Cause and Prevent Reoccurrences

Preventing problems requires more sophistication than merely resolving an issue, but it's also far more cost effective. To help you develop proactive operation, Premier Field Engineers are skilled at discovering and isolating root causes and determining the best course of action to prevent future occurrences.

Team for Successful Deployments and Migration

To help you deploy, upgrade, or migrate to the latest Microsoft Dynamics technologies with more confidence, your Premier Field Engineer can engage in the earliest stages of the implementation lifecycle, review existing architectural plans, and make appropriate recommendations to aid future supportability. Engaging early will not only help streamline your projects, but will also prepare staff to better manage the new solution when it goes into production.

Take Advantage of Proven Best Practices

Premier Field Engineers draw on real-world best practices and the latest information and resources from Microsoft. This, combined with their deep knowledge and experience, gives them the tools they need to identify and correct underlying issues with your technology, provide effective and comprehensive training to your team, and help increase overall project success while reducing risks.

Gain Valuable Knowledge

When your employees receive effective training in Microsoft Dynamics, you can get the maximum return on your technology investment. Your named Premier Field Engineer will recommend training courses for your staff based on your infrastructure, business environment, and support staff skills mix. You will also stay up-to-date on new releases of Microsoft Dynamics products and receive guidance on how emerging releases can benefit your organization and support your business goals.

Coordinated Service Delivery

The Dedicated Support Engineering service is coordinated within your existing Premier Support agreement and includes a detailed service delivery plan. The service delivery plan is flexible as projects change, includes technology-specific goals, expectations, recommended services, timelines, and next steps for the named Premier Field Engineer. Your Premier Field Engineer is able to share knowledge of your business with key Microsoft resources, such as the Premier Technical Account Manager, to help them more effectively deliver proactive services for your entire organization

For more information about Premier Services and Support from Microsoft, contact your Microsoft Services representative or visit www.microsoft.com/microsoftservices

The availability of the Microsoft Dynamics Dedicated Support Engineer service may vary by product across regions. For more information about proactive services, contact your local Premier Services lead.