



**PREMIER SUPPORT SOLE SOURCE LETTER**  
**(VERSION 1, 8.18.06)**

**Re: Microsoft Premier Support Service**

Dear Sir/Madam

Microsoft is pleased to provide the following information regarding its Premier services offering to assist the **Ministry of Social Affairs and Social Services** in making a determination relative to a sole source justification. "Premier" is Microsoft's primary enterprise-level product support offering.

Microsoft Premier support services are a unique and distinct offering which only Microsoft Corporation (including full time employees) can directly provide and perform as a complete and comprehensive integrated offering that includes all of the components described below. While third party vendors may offer and perform certain individual components of Premier, they can only offer on a resale basis certain other key components that can only be performed by Microsoft Corporation.

**Key Elements of Microsoft Integrated Premier Services**

**Direct, expedient and unique access** to Microsoft software developers and source code for current and future products enabling (a) specialized insight into the architecture of current solutions that can facilitate smooth migrations to existing and future unreleased products/versions; (b) quick and comprehensive resolution of product support, trouble-shooting and hot-fix type issues; and (c) immediate and focused technology feedback link between our customers and the Microsoft product development teams to help shape the direction, features and functionality of future products;

**Specialized training** of Microsoft personnel from Microsoft product development teams on how enterprise customers can best plan for, deploy, manage and maximize productivity of existing and future Microsoft products;

**Support Account Management** from an assigned Microsoft Technical Account Manager which helps to build and maintain relationships with your management and service delivery staff and helps you arrange each element of the Premier Support to assist you with your business requirements;

**Premier Specialized Workshops** which help you prevent problems, increase system availability and assist with creating products and solutions based on Microsoft technologies;

**Premier Problem Resolution Support** provides assistance for problems with specific symptoms encountered while using Microsoft products, where there is a reasonable expectation that the problem is caused by Microsoft products;

# **Microsoft®**

---

## **Services**

**Premier Support Assistance** provides short-term advice and guidance for problems not covered with Problem Resolution Service as well as requests for consultative assistance for design, development and deployment issues; and.

**Information Services** provide your staff with the latest knowledge on Microsoft technologies to enhance your in-house support capabilities.

- a. Premier online website. The Premier online website provides access to the following information resources at no additional charge:
  - Regularly updated product news flashes documenting key support and operational information about Microsoft products.
  - Critical problem alerts notifying you of potentially high-impact problems.
  - Web response tool for submitting and checking the status of support incidents.
  - Microsoft KnowledgeBase of technical articles and troubleshooting tools and guides.

Should you have any questions regarding this letter, please do not hesitate to contact me.

Sincerely



Raymond Yates

**Microsoft** | Services

[Raymond Yates](#) | [Area Director](#) | [Microsoft Services](#) | [Middle East & Africa](#) |

[Mobile: +971501897420](#) | [Office: +97143917000](#) |

[Mail: rayyates@microsoft.com](mailto:rayyates@microsoft.com) |