

Microsoft Support Options

There are many options for obtaining support for Microsoft products.

- Microsoft Premier Support
- Microsoft Professional Support
- Microsoft PC Security Support (free)
- Microsoft Community Resources (free)

Microsoft Premier Support Services

The primary benefits of Premier support:

- A direct relationship with a Technical Account Manager (TAM) that knows your environment and IT Staff. The TAM provides personalized support facilitating communication between the customer and product support group, helps with escalations, coordinates all proactive services, and monitors your support cases and escalates as appropriate.
- Priority access to the product support group 24/7 with a one-hour critical response time.
- If you open a case and the issue is a result of a defect in the Microsoft Product the incident is no charge.
- Proactive services with an extensive catalog of what proactive services are available 4) knowledge transfer and custom training - which can be delivered either on-site at your facility or over Live Meeting.
- Access to Premier Field Engineers which can be dispatched to your organization for critical support, training, or knowledge transfer.
- The ability to add-on other services to the contract.

This is a partial list of benefits and options. More information on Premier can be found on the [Premier Services Web Page](#) and a [comparison of the Premier Support Services](#).

Microsoft Professional Support

The primary benefits of Professional Support:

- Assistance with a specific support problem
- Support purchased on a per case basis, so no contract is required.
- If you purchased Microsoft software with Software Assurance (SA), you may have some free support cases available to you.
- If you open a case and the issue is a result of a defect in the Microsoft Product the incident is no charge (determination of the support engineer)
- You can get advisory services from Microsoft at an hourly rate.

More on [Microsoft Professional Support options](#).

Microsoft PC Security Support (Free)

Primary benefits:

- Free phone based support in the event of a Virus or Malware outbreak in your organization.
- Free support if you are having issues applying a critical security patch to PC's.
- Web-based resources to educate users on PC security best practices.

More on the [free Microsoft security resources](#).

Microsoft Community Support (Free)

Primary benefits:

- Free access to knowledge base articles based on more common support issues.
- Guidance on technology architecture, deployment, operations and troubleshooting from Microsoft Employee Blogs
- Free training through webcasts, technical chat event, community developed training roadmaps, free regional Microsoft events
- News Groups and forums which are monitored by Microsoft support staff where you can ask questions.

More on [Microsoft Technical Communities](#).