

# Microsoft Technology Offerings Available to Enterprise Customers



Offerings Valid Through June 2004

## EDUCATION OFFERINGS

Webcasts	Microsoft's live, interactive online events. Experts from the industry demonstrate, discuss and answer questions on the latest software from Microsoft. <a href="http://www.microsoft.com/usa/webcasts/">http://www.microsoft.com/usa/webcasts/</a>
Training	Certified Training Education Center (CTEC) courses and customized engagements tailored to customer's needs such as Visual Studio.NET & Application Readiness On-Site Training and Windows Server 2003 On-Site Training. **
Local Briefings/Presentations	The Microsoft Account Team can provide presentations about our complete lineup of products/technologies/solutions to include topics such as: Realizing Potential .NET Architecture & Framework, Database and Reporting with SQL 2000, Windows Server 2003, Exchange 2003, Active Directory, Enterprise Application Integration, Portals, Collaboration, Server Consolidation, Patch Management, etc.
Technology Assessments	These 1/2 day technical assessments are currently offered around initiatives such as <u>Infrastructure</u> , <u>Security</u> , <u>Messaging</u> , <u>SQL</u> , and <u>Enterprise Application Integration</u> . For example, the Security Assessment is a no-cost service that will review a company's security architecture and provide a deliverable that includes high level feedback to attain a more secure infrastructure. In addition it covers topics such as Deploying a Secure Desktop, Secure Messaging Planning, Security Operations Assessment, Operating Secure Systems, and Planning Secure Systems.
Technology Workshops	These 1-day on-site workshops offer a detailed review of the solution area mapped to the customers environment and requirements. For example, the enterprise security workshop provides attendees with the knowledge of the tools and techniques needed to secure an enterprise environment operating on Microsoft technologies: Why a secure infrastructure, Microsoft technologies and procedures, Microsoft Consulting Services (MCS) packaged offerings description.
Microsoft Technology Centers (MTCs)	With 4 locations across the US, the MTCs offer a state-of-the-art best practices facility where customers can get immersed in our technology and understand how to reach their business goals. The MTC offerings include (1) .NET Strategy Briefings, (2) Architecture Design Workshops, (3) Proof of Concept Workshops  <b>.NET Strategy Briefing</b> - This 1-day briefing provides CIOs, CTOs, and key IT managers with an overview of Microsoft's .NET strategy and technologies. We will examine the customer's current IT environment, its technical needs, and its business objectives, and deliver a clear picture of how Microsoft .NET technologies can help them reach their business goals. Areas of focus include: Business Intelligence, Enterprise Application Integration, & Internet Business. All briefings are customized to the account and are at no-cost.  <b>Architecture Design Session (ADS)</b> - This up to 2-days with the customer, MCS-delivered session drills down on the application of .NET technology based on the account's specific business objectives. CTO/architects and/or senior members of their development team work in a "war room" environment with several MTC consultants. We provide architectural guidance, best practices input, hands-on demonstrations, simple prototyping and risk analysis. The account defines specific objectives for this no-cost session.  <b>Proof of Concept (POC) Workshop</b> - Typically a 3-week rapid POC engagement is designed to provide a deeper evaluation of a solution using a hands-on approach in an MTC lab environment. This offering is intended to demonstrate the key capabilities of advanced technologies in the context of the customer's specific technical and business requirements. ** Pricing is based on a co-investment model
Executive Briefing	Executive Briefings focus on "WHY/HOW" Microsoft solutions help enterprises, government and partners realize business potential and market growth. These are staged at the Executive Briefing Center [EBC] in Redmond or can be tailored for other venues as needed.
Resource Kits	Technical resources (product code, white papers, etc) specific to a particular product or solution, delivered via CD/DVD
Resource Materials	A variety of case studies, analyst reports (e.g. Directions On Microsoft, Executive Circle Magazine) that demonstrate business value of solutions as well as market position of the products and solutions.
Events	Business and Technical level events on products and solutions (e.g. CIO Summit, Executive Circle, TechNet, etc)

## SERVICE AND SUPPORT OFFERINGS

Microsoft Consulting Services	Microsoft Consulting Services addresses the full range of enterprise customer needs. Working on-site, MCS is committed to transferring knowledge: empowering customers to master the Microsoft® technologies. MCS offers (1) Assessment & Review Services (2) Planning, Architecture and Design Services (3) Proof of Concept Services (4) Custom Solution Services and (5) IT Lifecycle Frameworks Consulting and Training. **
Premier Support Services	Microsoft Premier Support for the Enterprise provides proactive access to the professional services and technical expertise that large enterprises need to help maximize business value and minimize total cost.**
Technical Account Management	Ensuring the successful delivery of all elements of Premier Support is the role of the Technical Account Manager (TAM). TAMs are Microsoft Certified Professionals assigned to work directly with your staff to help anticipate problems and take proactive avoidance steps. Your TAM acts as your advocate within Microsoft to ensure the quality and breadth of support services meets your expectations and unique needs. Working closely with your key operational management, your TAM will develop a customized Service Delivery Plan aligned to your business goals. Ongoing communication and reporting keeps you up-to-date on the status of all the support services you receive through Premier Support. **
Marketing Support	Our marketing team can assist customers in developing strategies for deploying Microsoft product internally.

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## PACKAGED SOLUTION OFFERINGS

Quickstarts and Packaged Offerings	On-site MCS or Partner-lead packaged offerings around solution areas such as Active Directory, EAI, Security and Server Consolidation to jumpstart or accelerate solutions in particular areas.**
Infrastructure Checkups (ICUs)	Consultative no-cost service that will review a company infrastructure and provide a deliverable that includes prescriptive feedback on areas of opportunity for the customer to get more out of their IT infrastructure.
Active Directory ADS	The Active Directory Architecture Design Session (ADS) is a 2-Day engagement, delivered by a TS or a Partner at no-cost. The ADS focuses on understanding the customer's current infrastructure and the requirements that are driving an implementation of Active Directory. The next phase of the ADS is to provide a baseline of Active Directory knowledge to the customer in order to better facilitate the architecture whiteboard session. The whiteboard session will cover a basic design and deployment strategy for the customer. A document that details the results of the 2-Day session will be provided to the customer at the end of the ADS.
Exchange ADS	This is a packaged offering to drive customers through the evaluation process and into a deployment engagement. The offering consists of a Strategy Briefing (1-day) aimed at BDM's and/or an Architecture Design Session (2-day) aimed at TDM's. Both concentrate on infrastructure issues. There is a separate Proof of Concept offering aimed at Notes application developers.
Server Consolidation Offerings	Microsoft customers are under increasing pressure to do more with less and reduce overall IT spending. The Microsoft Quickstart for Server Consolidation is aimed at helping customers reduce cost and simplify management by consolidating infrastructure components. Depending on the customer needs, this offering can be delivered as: 1-day strategy briefing aimed at explaining and discussing the business benefits the customer will achieve by consolidating, 1-2 day Architecture Design Session that provides a detailed review of the technical roadmap for server consolidation, demonstrations of server consolidation technologies, whiteboarding of existing architectures, and a preliminary design session to chart a course of action.**
Security Technical Assessment	A no-cost review of a customer's current and planned infrastructure and operational practices as related to the overall security posture of the customer's information systems. While interoperability with other platforms and non-Microsoft applications is addressed, the primary focus is on Windows-centric infrastructure, as this is where we offer the highest value-add and deepest security expertise. <ul style="list-style-type: none"><li>• Duration: half day to full day, depending on customer readiness and availability of necessary information</li><li>• Audience: Security and other infrastructure-focused TDMs as well as security-focused BDMs</li><li>• Topics Covered include Network Infrastructure, Perimeter Networking, Firewalls, VPN/Encryption, Wireless, Disaster Recovery, Site and Network Redundancy, Active Directory, Domain Infrastructure and Policy, Servers, Base OS Hardening, Domain Controllers, IIS, Exchange, Infrastructure server, Desktops, Office, Authentication, PKI, Management, Patch Management, Auditing</li></ul>
MOM Proof Of Concept	The Microsoft Operations Manager (MOM) Proof of Concept (POC) is a structured 2-5 day engagement focused on educating the customer on the capabilities of MOM and demonstrating how MOM will meet the customer's management requirements. The first phase of the POC will define the environment that will be monitored and the customer's management requirements. The second phase of the POC will include the installation of the MOM infrastructure and basic knowledge transfer of key MOM concepts. The third and final phase of the POC will focus on demonstrating how MOM meets the customer's requirements. At the end of the MOM POC, a document will be provided to the customer that details how MOM was able to meet the customer's requirements. **
SMS Proof Of Concept	The Microsoft Systems Management Server (SMS) Proof of Concept (POC) is a structured 1-2 day lab exercise focused on educating the customer on the capabilities of SMS and demonstrating how SMS may meet the customer's desktop/server management requirements. The first phase of the POC will define the environment that will be managed and the customer's desktop/server management requirements. The second phase of the POC will include the installation of the SMS infrastructure and basic knowledge transfer of key SMS concepts. The third and final phase of the POC will focus on demonstrating how SMS meets the customer's requirements. At the end of the SMS POC, a document will be provided to the customer that details how SMS was able to meet the customer's requirements. **
TCO Studies	Within a period of two weeks Microsoft will deliver a TCO comparison between Windows and LINUX on the server. This study will encompass all costs over a period of three years. If required, a desktop comparison will also be included. The methodology used will be based on Gartner's TCO methodology. All project materials will be provided to the organization to ensure the process is repeatable.**
Platform Strategy Briefing	This session provides key business decision makers interested in understanding better the business value of the Windows platform over Linux and other Non-Commercial Software solutions. The session will include an overview of the business benefits of the Windows platform, a discussion of key Microsoft programs to increase customer satisfaction and reduce your TCO, a discussion of the strengths of commercial software, presentation of key industry studies, and a review of the Microsoft roadmap.
Enterprise Data Assessments (EDA)	Consultative engagement to understand customer data environments as enabler to improve customer success and satisfaction. The focus areas are Database Server, BI, Upsize/Migration, and Reporting Services. Value-add to clients include: recommendations on how to improve efficiency, blueprint of a solution that addresses customer pain points, and recommendations on roadmap.
Intra/Extranet eBiz Discovery Session	Consultative no-cost service that will provide a basic review of a company's Content Management and Portal architecture and provide a deliverable that includes prescriptive feedback on areas of opportunity for the customer to get more out of their LOB investment
.NET Development Quick Starts	MCS or Gold Partner lead 3-day architecture design session (ADS), 1 week proof of concept (POC), or 2 week project deployment consulting investment for application development projects.
Unix Migration Solution Offering	Many organizations are migrating from UNIX to the Windows platform in order to gain better business value, a greater choice of solutions and richer capabilities for addressing their enterprise computing needs. This offering enables customers to get in depth briefings on the business and technical benefits of migrating from UNIX to Windows. The offering can be delivered as (one or more may apply): <ul style="list-style-type: none"><li>• 1-day Strategy Briefing aimed at providing business decision makers with the key benefits, risks, and strategies for UNIX migrations.</li><li>• 1-2 day Architectural Design Session. During this session we will deliver in-depth technical information on UNIX migration to your technical decision makers and work together to determine how the new technology will deliver on your business goals and integrate into your existing IT environment. This interactive session will include presentations, demonstrations, whiteboarding, and plan of action discussions.</li><li>• 15-day Proof of Concept. This engagement is an in-depth engagement where Microsoft and partner technology consultants work closely with key members of your technical staff to develop prototypes of your custom UNIX migration. **</li></ul>

\*\* Indicates investment from customer may be required.