

# Microsoft Dynamics® Dedicated Support Engineer Packages

## Overview

Get the most from your investment in Microsoft Dynamics® by bringing expertise directly from Microsoft to your team. The Microsoft Dynamics Dedicated Support Engineer service provides trusted, relationship-based technical support for your Microsoft Dynamics solution. A Premier Field Engineer becomes your single point of contact and becomes specialized in *your* Microsoft Dynamics implementation. The Premier Field Engineer will collaborate with your key stakeholders, partners, and ISVs by delivering the expertise needed to optimize your infrastructure, aid in resolving critical application problems and provide root cause analysis of support issues.

## Dedicated Support Engineer (DSE) Packages:

Below are three package **examples** of the value and services a DSE can provide at different investment levels. Each package shows the estimated time a DSE would spend with a customer in three major categories. The services listed for Proactive Assistance and Knowledge Transfer are the most popular services requested by customers. However, each customer has the freedom to customize the time spent in each area. Additional options for services can be found in the respective Microsoft Dynamics product [Menu of Services](#) document.

### 400 Hours

Proactive Assistance: 40–50%

- Infrastructure Design & Review
- Health Check
- Performance Review
- Upgrade Assistance & Planning

Knowledge Transfer: 15–30%

- Administration & Troubleshooting Workshop

Strategy and Planning: 10–20%

- 1 day chalk talk
- Service delivery planning
- Status Meetings

Reactive Support: 15–30%

- Issue resolution/root cause analysis
- Partner/ISV Collaboration
- Escalation assistance

### 800 Hours

Proactive Assistance: 40–50%

- Infrastructure Design & Review
- Microsoft Dynamics Benchmark
- Health Check(s) – Repeat 1 or 2 times
- Monitoring
- Performance Review
- Upgrade Assistance & Planning

Knowledge Transfer: 15–30%

- Administration & Troubleshooting Workshop
- Performance Workshop

Strategy and Planning: 10–20%

- 2 – 4 one day chalk talks
- Service delivery planning
- Status Meetings

Reactive Support: 15–30%

- Issue resolution/root cause analysis
- Partner/ISV Collaboration
- Escalation assistance

### 1600 Hours

That customer will be able to determine the proper balance of the DSE's time between proactive services and reactive assistance to meet their organization's objectives. The following are key points of value realized from the DSE:

- Flexible engagement, customizable to your needs depending on where you are in the Microsoft Dynamics implementation lifecycle
- Typically local to your area/region, having an onsite focus
- Acting as a team member for customer's IT/Administration team
- Delivering proactive services, knowledge transfer activities and operational support