Microsoft Enterprise Services

Across the IT lifecycle our services help drive innovation and efficiency

Enterprise Strategy
Consulting
Premier Support
Partner Enablement

A Worldwide Footprint
191 countries 46 languages

75% of the Fortune 1,000

35,000 Global Partners

20,000 employees worldwide
architects, engineers, consultants, and support professionals with the deepest expertise in Microsoft technologies

20,000
6,000 consultants & enterprise architects
5,000 Premier Support professionals
Enterprise Strategy
What’s front of mind for leaders in 2015?

Enhancing the citizens experience

- 7 in 10 managers agree that social/digital interaction is the new imperative.
- 60% of managers now look to partners who will have an equal hand in creating business value.
- 60% of tech budgets are controlled by departments other than IT.

Transforming to a digital government

- Managers believe they make better and faster tech decisions than IT.
- 79% of high level executives believe they make better and faster tech decisions than IT.
- 70% of CIOs would increase risk to reduce IT costs and accelerate business agility.

Becoming more responsive

- Outperforming enterprises are 44% more likely to collaborate extensively with their customers.
- 79% of high level executives believe they make better and faster tech decisions than IT.
- 70% of CIOs would increase risk to reduce IT costs and accelerate business agility.

Manager priorities

- Engaged employees
- Satisfied citizens
- Top priority: Enhancing citizens experience
- Dual goals: Exploiting a fundamentally different digital paradigm
- Responding to ongoing needs for efficiency and growth
- Make/sell business model
- Sense/respond business model

Growing expectation

- Personal, individualized service

Managers believe social/digital interaction is the new imperative.

- 60% of tech budgets are controlled by departments other than IT.
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Growing expectation

- Personal, individualized service
Reimagining your life with Microsoft

<table>
<thead>
<tr>
<th>Deliver fluid experiences that transcend time, place, context, and device</th>
<th>Work like a network in a modern workplace</th>
<th>Unlock insights on any data and make smarter, faster decisions</th>
<th>Respond more quickly to changing business needs with a flexible, hybrid cloud</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.5 billion people use Windows every day</td>
<td>1.1 billion people use Office</td>
<td>60% of the Fortune 500</td>
<td>Microsoft Azure</td>
</tr>
<tr>
<td>200 million Windows 8 licenses</td>
<td>85% of Fortune 500 + 8 million users</td>
<td>Microsoft SQL Server</td>
<td>57% of Fortune 500</td>
</tr>
<tr>
<td>More than 90% of Fortune Global 100</td>
<td>7 of the top 10 Fortune 500 companies</td>
<td>Mission-critical usage has jumped 10%</td>
<td>2 in 3 servers run Windows Server</td>
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<td>2/3 enterprise seats covered</td>
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</table>

**Devices & Mobility**

**Cloud Productivity & Enterprise Social**

**Business Insights & Mission Critical**

**Cloud Platform**
Public sector priorities & Microsoft’s perspective

Today’s technology trends are sparking opportunity:
- Big data
- Mobile
- Cloud
- Internet of things
- Enterprise Social

Priorities:
What new capabilities will be required?
- Natural disasters
- Rapid urbanization
- Petty crimes, homicide, terrorism
- Coordinate relief efforts
- Need for faster response times

Microsoft’s Industry PoV:
- Data and predictive analytics
- Digital response, policing and justice
- Enhanced surveillance
- Cross-agency collaboration
- Real-time communication

Common Initiatives:
- Mobility
- Connecting to the citizens
- Cloud-enabled computing
- Productivity & Social enterprise
- Platform for business evolution

What Enterprise Strategy does to drive industry transformation:
- Business insights and analytics
- Consumerization of IT
- Optimizing costs
- Innovation

Innovation
Optimizing costs
Consumerization of IT
Platform for business evolution
Cloud-enabled computing
Connecting to the citizens
Mobility
Enhanced surveillance
Digital response, policing and justice
Cross-agency collaboration
Real-time communication
Data and predictive analytics
Digital response, policing and justice
Enhanced surveillance
Cross-agency collaboration
Real-time communication
Data and predictive analytics
Strategic technology partner to you - providing technology leadership for business advantage

- 358 Practitioners
- 1,275 customer engagements within 4 years
- 20+ years experience
- Deployed across 62 countries
- Business value focused, industry accredited, technical know-how
- Supported by global network of over 20,000 technology, business, industry and geographic experts
Why Enterprise Strategy?
Enterprise Strategy provides customers with unparalleled expertise of the Microsoft mobile first, cloud first portfolio to accelerate business value through outcome-based solutions.

The Enterprise Strategy Difference

- **Strategic technology partner** to your most senior decision makers by **providing technology leadership** to solving complex problems by using technology for business advantage.

- **Unparalleled expertise of the Microsoft portfolio** to fuel technology-enabled business change and performance improvement.

- **Proven patterns and practices** built on extensive knowledge and experience that accelerate business value and outcome-based solutions.

- **Enviable track record** of unlocking and accelerating unique customer value at the intersection of business, end user experience and technology.
## Enterprise Strategy – Catalogue of Services

<table>
<thead>
<tr>
<th>Lifecycle Stage</th>
<th>“Strategy &amp; Envisioning”</th>
<th>“Architecture &amp; Program Planning”</th>
<th>“Program Execution”</th>
</tr>
</thead>
<tbody>
<tr>
<td>Value Discovery Workshop</td>
<td>Architecture Options &amp; Recommendations</td>
<td>Adoption &amp; Change Management</td>
<td></td>
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<tr>
<td>Enterprise Agreement Value Roadmap</td>
<td>Value Planning</td>
<td>Value Management</td>
<td></td>
</tr>
<tr>
<td>Portfolio Optimization</td>
<td>Business Case Development</td>
<td>Program, Governance, Risk &amp; Compliance Management</td>
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</table>
## ESP SKU Architecture

### SERVICES INCLUDED

**Enterprise Architect and Service Delivery Team**
- Up to 400 hours in aggregate of a Microsoft Enterprise Architect and the Enterprise Service Delivery Team
- Up to 800 hours in aggregate of a Microsoft Enterprise Architect and the Enterprise Service Delivery Team
- Up to 1600 hours in aggregate of a Microsoft Enterprise Architect and the Enterprise Service Delivery Team
- 200 hrs of additional Microsoft Enterprise Services

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<tr>
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<tbody>
<tr>
<td>Service Delivery Plan (SDP)</td>
<td>✓</td>
<td>✓</td>
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<tr>
<td>Enterprise Strategy Network</td>
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<td>✓</td>
<td>✓</td>
<td>✓</td>
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<tr>
<td>Enterprise Strategy Library</td>
<td>✓</td>
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<td>✓</td>
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</table>

**SKU #**
- 9TH-xxxxx
- BA3-xxxxx
- 9RO-xxxxx
- 9RS-xxxxx

(*) SDP is assumedly already in place for a customer’s engagement

Notes: - The Microsoft resources delivering the work are customized to specific customer needs and include a mix of Enterprise Architects and Service Delivery Team.
Unparalleled expertise of the Microsoft portfolio
Introduction to MCS Government Solutions

Microsoft’s Public Sector Services around the world enable robust and relevant capabilities for each time zone, area, and subsidiary by helping deliver innovative, mission essential solutions to Public Sector customers.

Corporate Catalogue includes various solution offering scenarios such as:
- Microsoft Citizen Service Center
- Government Gateway
- Government Portal
- Public Safety
Citizen Service Center Solution

KEY SOLUTION FEATURES

• **Empowers** citizens by offering multi-channel access
• **Improves** responsiveness and decision making by departments
• **Personalizes** and enhances service delivery
• **Utilizes** technology to improve operational efficiency & knock down silos
Citizen Service Center Solution

Business Scenario
- The Microsoft Citizen Service Centre is an integrated citizen services framework that helps to streamline the processes in a service center. It provides a framework to service citizen requests, provide information, manage back office processing, and utilize resources efficiently.

Products Leveraged
- Dynamics CRM, Windows Azure platforms (providing both on-premises and online delivery models)

Pre-Sales Offers

Customer Value Discovery Workshop — Two day activity / workshop that helps customer to understand concept of Citizen Service Center Solution. Effort is estimated to be 16 hours (prep, delivery, reporting back). Depending on the case and customer, the workshop could be performed onsite with relevant team.

Delivery Offerings

Citizen Service Center Solution Delivery
Depending of the customer priorities solution may be broken down in to smaller Phases. Duration of the delivery can be around 3 months.
The solution caters for various components such as Citizen Services & local governance tools, Self-service citizen web portal, web-based mapping component, case management and workflow and mobile platform and telephony.

Relevant Offerings and Recommended Approach

Citizen Service Center Solution can be integrated with GG and Government Portal, delivered by MCS or it can be integrated with other components delivered by partner. The solution can also be delivered independently.
Partner Strategy: Strong local System Integrator could prime and lead the delivery and at the same time participate in development assuming skills in Dynamics, SharePoint and .Net and also localization. It is recommended that such solution is supported with Premier Service and Application Maintenance agreement.

Proven Experiences
The solution has been deployed in City of Miami, Birmingham, Grand Rapids, Michigan
Government Gateway

- **Transaction Engine**
  - **Flexible integration with information systems**
  - **Integration interfaces**
  - **External portals**
  - **External information systems**

- **Single Sign On Capability**
  - **GG Help Desk**
  - **Registration web**
  - **Security Token Services**
  - **Digital Identity Registration and Enrolment**
  - **Transaction Engine**

- **External portals**
- **External information systems**
- **Integration interfaces**
- **Ministry**
- **Department**
- **Information system A**
- **Information system X**

- **Registration web**
- **Integration web**
Government Gateway

Business Scenario

- The Government Gateway (GG) solution enables governments to establish effective e-Services. The solution represents the integration platform and national authentication and authorization system for Single Sign On. It brings new types of communication for Citizens and business with government.

Products Leveraged

- Windows Server, SQL Server, BizTalk Server, System Center, SharePoint

Pre-Sales Offers

**Customer Value Discovery Workshop** — Two day activity / workshop that helps customer to understand concept of establishing e-Services, integration strategies and solving electronic identities issues. Effort is estimated to be 32 hours (prep, delivery, reporting back).

**Delivery Offerings**

**GG Proof of Concept**  The objective of Government Gateway PoC is to build scale down version of the Government Gateway Solution (GGS) that will be hosted on servers located in cloud in Azure. Servers will be accessible from internet and they allow performing Government Gateway operations (preparation, delivery, presentations and consultancy).

**GG Delivery as is** It represents delivery of GG, which require quick deployment, which have a limited budget and which will accept functionality of GG as is. Duration of the delivery can be around 6 months.

**GG Delivery with customization and extension** It represents delivery of GG for customers, which require extension of GG. Most typically it is the case when it is required to deliver services which are not currently supported by the solution. Services delivery will vary according to the amount of modifications. Examples are from delivery to Georgia and Cyprus.

**Relevant Offers and Recommended Approach**

GG can be integrated with Government Portal, delivered by MCS or it can be integrated with other components delivered by partner. The solution can also be delivered independently. GG Solution must be supported by Application Maintenance agreement and relevant infrastructure be supported by Premier Services.

**Partner Strategy** : Strong local System Integrator to prime and lead the delivery and at the same time participate in development of satellite components such as SMS Gateway, Payment Engine, Portals etc.

**Proven Experiences**

The solution has been deployed in UK, Czech, Kazakhstan, Georgia, Albania and Cyprus.
Emergency Portal San Diego

Three Modes
Ready
Emergency
Recovery

Technologies
Azure,
Dynamics CRM Online
ADXStudio Portals extension
Government Portal

Business Scenario

- The Government Portal solution enables governments to establish an effective platform for communication between government and citizens (G2C) and government and businesses (G2B). It provides a unified and enhanced functionality with information aggregation, search and web content publishing, common user experience across the board and unified branding and styling guidelines.

Products Leveraged

- Windows Server, SharePoint Server, SQL Server. It can be extended Social Enterprise Capabilities (Yammer)

Pre-Sales Offers

**Customer Value Discovery Workshop** — Two day activity / workshop that helps customer to understand concept of modern Portals, integration strategies, social networking. Effort is estimated to be 32 hours (prep, delivery, reporting back).

Delivery Offerings

**Portal Pilot as is**
Duration of the Pilot can be around 3 weeks.

**Portal Delivery as is**
It represents delivery of Portal for customers, which require quick deployment, which have a limited budget and which will accept functionality of Portal as is. Duration of the delivery can be around 3 months.

**Portal Delivery with customization and extension**
It represents delivery Portal for customers, which require extension of GG. Most typically it is the case when it is required to deliver services which are not currently supported by the solution. Services delivery will vary according to the amount of modifications. Examples are from delivery to Malta.

Relevant Offerings and Recommended Approach

Government Portal solution can be very well integrated with Government Gateway Solution but can also be delivered independently. It can also be extended / combined with Citizen Service Center Solution. It is recommended that Portal solution is supported by Application Maintenance agreement and relevant infrastructure be supported by Premier. At the same time customer could leverage various proactive workshops or trainings such as Code Review, Secure Code Practices and Platforms assessments to improve health of System

**Partner Strategy**: Strong local System Integrator could prime and lead the delivery and at the same time participate in development assuming skills in SharePoint and .Net and also localization
Event in a Box

Preparation for and hosting of a large event
Olympic games, Sport championship, Expo, Summit (Elections), EXIT...

Collaboration environment
(files, documents, workflow, teamwork, VoIP, chat, remote assistance, internal and external social collaboration)

Back-office applications
(planning, arrivals/departures, accommodations, financial, staff and stakeholder management, campaigns, incident management, work order processing)

Public applications
(public web, public mobile applications, kiosk applications)

Public Safety
(command and control, video feed integration and analysis)

IT operations
(IT Service Management, CyberSecurity)

Event infrastructure/hosting environments
(Identity management, authentication/authorization, desktops/laptops, mobile devices, servers and cloud services)
Event in a Box

Business Scenario
- The Microsoft Event in a Box solution helps customers with large events around the world such as international sports events, large summits and expos. This is a collection of well-integrated offerings running on Microsoft’s hybrid cloud infrastructure that are designed to address the immediate operations committees’ needs for the delivery of event from planning to building to running the event.

Products Leveraged
- Dynamics CRM, Windows Azure, SharePoint, Lync, Exchange, Skype integration, Dynamics AX, FIM

Pre-Sales Offers

Customer Value Discovery Workshop — 10 day activity / workshop that helps customers TDM and BDM understand concept of Event in a Box solution. Effort is estimated to be 80 hours (prep, delivery, reporting back).

Delivery Offerings

The solution caters for various components such as Datacenter, Infrastructure, Client and Management, Identity and Security Services, Cybersecurity, Lync Services, Cloud Vantage Services of O365 Deployment, Service Management etc.

Relevant Offerings and Recommended Approach

This solution comes from WWPS Team.
Partner Strategy: Strong local System Integrator could prime and lead the delivery and at the same time participate in development assuming skills in Dynamics, SharePoint and .Net and also localization. It is recommended that such solution is supported Premier Services

Proven Experiences

Microsoft was involved in various large scale events such as Sochi Olympic Games and another main European event
Public Safety

Aware

Proactive Policing

Connect

Secure Information Sharing
Break Down the Silos!

References include:
- POLICE DEPARTMENT
- SHERIFF
- U.S. DEPARTMENT OF HOMELAND SECURITY

References include:
- SHERIFF'S OFFICE
- STATE OF CALIFORNIA
- FBI
- SHERIFF
NYPD – The Value of Partnership
Public Safety

Aware Solution is a transformative, analytical, intelligence, and investigative system that combines Microsoft technology expertise with Police Department’s operational knowledge to help law enforcement instantly respond to potential urban threats.

Connect Solution allows to share & interact with data safely and securely, thus increasing operational efficiency & effectiveness.

Pre-Sales Offers

Customer Value Discovery  Remote Workshop — 2 day activity / workshop that helps customers discuss concepts of Aware and Connect Solution with WWPS COE.

Delivery Offerings

**Aware SOLUTION**

Aware consists of the following components:

- **Threat Console**: AWARE provides surveillance, threat detection and investigative support to law enforcement agencies. Solution scenarios include: Urban Surveillance, Real Time Crime Alert, Domain Awareness, Counter Terrorism.
- **Investigative Console**: Microsoft Dynamics based solution that allows investigators to connect the dots and better visualize information to shorten the time from incident to arrest.
- **Collaboration Portal**: Enables collaboration and outreach by providing Agency Portals w/Bureau & Officer Workspaces, Information Management/ Search/ Query and Community Outreach/ Social Media.

**Connect SOLUTION**

Connect consists of the following components:

- **Connect Data Store**: Standards based schema to interact with data, enabling system-wide reporting and information exchange.
- **Integration Hub**: Customized services that drive seamless interoperability of JPS operational support systems.
- **Identity Hub**: Federated identity, access provisioning, single sign-on, and identity resolution using a global standards approach for interoperability.
- **Search**: Federated query engine across multiple data sources to provide enterprise wide knowledge & data correlation

**Relevant Offerings and Recommended Approach**

This solution comes from WWPS COE Team.

**Partner Strategy**: Strong local System Integrator could prime and lead the delivery and at the same time participate in the remediation on the outcomes

**Proven Experiences**

The solution has been deployed in NYPD, Supreme court of Luisiana, London
Microsoft Premier Services helps you proactively identify and address potential issues upfront so that your IT systems stay healthy and you can focus on your business.
Premier Support can help!

<table>
<thead>
<tr>
<th>Relationship</th>
<th>Prevention</th>
<th>Resolution</th>
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</thead>
<tbody>
<tr>
<td>• Account Representative</td>
<td>• Health Checks</td>
<td>• 24/7 Problem Resolution Services (covering all products)</td>
</tr>
<tr>
<td>• Service Delivery Plan</td>
<td>• Risk Assessment Programs (RAP)</td>
<td>• 24/7 Critical Situation Escalation Management</td>
</tr>
<tr>
<td>• Remediation Planning</td>
<td>• RaaS</td>
<td>• Reactive On-Site Support</td>
</tr>
<tr>
<td>• Operational Guidance</td>
<td>• Proactive Operations Programs (POP)</td>
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<tr>
<td>• Reporting &amp; Trending Advice</td>
<td>• Supportability Reviews</td>
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<tr>
<td>• Escalation Management</td>
<td>• Remediation Services</td>
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<tr>
<td>• Remote vs. On-Site Resource</td>
<td>• Proactive Information Distribution</td>
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<td></td>
<td>• Microsoft Premier Online</td>
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<td>• Workshops &amp; WorkshopPLUS</td>
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</table>
Premier Support additional benefits

Premier for Developers

Premier for Cloud

SA benefits value

Multi vendor coordination

Local presence

Operations Consulting
Premier Support is not just support!

- Problems and incidents correction
- Restore services
- Cause analysis
- Tuning and optimization

Existing risks (technical, operating, security, competencies)
Future risks or change impacts (supportability, deployment to production, ...)

Technical prerequisite validation
Correction before migration
Roles and responsibilities, new process
Knowledge transfer

Service level management
Business recovery plan
Availability rate
Solution approach
End to end integration

Service level agreement
Productivity
Strategic operations alignment
Investment securing

Code review and optimization
Application supportability
Development best practices
Versioning
Tests and stabilization
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