Microsoft has created Advisory Services to provide customers with a flexible, responsive and convenient IT consultancy service. It is designed for Microsoft’s Premier customers as well as Developers and IT Professionals who do not require the continuous high level of involvement traditionally provided by Microsoft’s onsite consulting or sustained Technical Account Management (TAM) services.

**Overview**

Microsoft Advisory Services is ideal for basic advice, problem-solving and small projects undertaken during day-to-day operations. It also offers intensive support to solve more complex code issues and layered IT problems.

The main difference between this service and the consulting provided by Microsoft Services is that it is designed to cater for situations that generally require fewer than 40 hours input.

**Solutions On Call**

Advisory Services is structured to benefit you in two distinct categories.

**Incident Cause Analysis and Resolution:**

*The “Why?” question*

Services in this category address questions, queries, or incidents that can be attributed to errors in network services, hardware, non-Microsoft software, operational procedures, pre-production planning, architecture, IT service process, system configuration and/or human error. Subsequent consultation with Advisory Services will help you identify problem causes as well as define options and actions to restore optimal performance.

**Assistance and Advice:**

*The “How To?” question*

This consultative assistance typically involves advice and skills transfer for development, deployment, customisation, configuration, usage and maintenance of existing products. Utilising this type of consultation enables you to avoid potential problems before they occur, minimising costly downtime.

**Product Support and Procedure**

**Product Support**

Advisory Services offers advice and technical support for a number of Microsoft products. This includes all Microsoft® BackOffice®, Developer products and Microsoft Office.

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“We couldn’t have asked for more from the Microsoft Services team. They were professional, responsive and fast. We have a business solution that is making a real impact on the productivity and efficiency of our business. They delivered what they said they would and more.”

Daniel Jordan
IT Operations Manager
Australian Market Automated Quotation (AUSMAQ) System Limited
Procedure
Once you contact Advisory Services and report the IT situation, query or problem, the procedure is much the same as the traditional consultation process. First, the scope of the engagement is estimated prior to the delivery of the service. Your Advisory Services Consultant will then step through this with you. When agreed, a contract is drawn up before the commencement of any work. This way you know exactly what to expect in terms of required services and cost.

Key Features

1. Planning Services
Advisory Services can assist you in evaluating and selecting the most effective Microsoft technology or development tool for your specific requirements. They can also help you assess and improve your application development process and provide the necessary planning for quality assurance as well as deployment.

2. Architecture and Design Services
You can use Advisory Services to review designs or specifications that illustrate a particular technology, product feature or development paradigm. Additionally, reviews may be carried out to optimise application performance, including database design and normalisation issues.

3. Development Services
Advisory Services can create complete application features, accurately designed to meet your specifications. In cases where developers require assistance with a particular technology, product feature or development paradigm, Advisory Services can supply sample code to demonstrate how they can reach their objective. Support is also available for difficult or advanced concepts, theories and technologies through consultative instruction and training.

4. Debug and Optimisation Services
This field of services will assist you with setting up debug tools, interpreting debug logs, and the review of code in debug mode. It also offers code or run-time environment reviews in order to optimise application performance.

5. Installation and Deployment Services
Advice is also available to you about the installation, configuration and deployment of machines with Microsoft software.

Operational Times
To cater for normal business hours, Advisory Services is available from 8am to 8pm Australian EST. Actual work, however, may be carried out during non-business hours and weekends. This would typically be determined during the consultation.