

## Solution Provider Overview



### **Microsoft Solution Provider Program: Working Together to Create Business Solutions**

With the changing role of the personal computer in business, organizations are constantly exploring new ways for information technology strategies to help boost productivity and competitiveness. The Microsoft Solution Provider Program was developed to meet the unique needs of organizations who use technology in--or apply it to--businesses.

Microsoft Solution Providers offer a complete range of services to create business solutions using Microsoft products so their customers achieve the full potential of current and emerging technologies. The following questions are the most frequently asked ones about the Microsoft Solution Provider Program. We invite you to read how both Microsoft Solution Providers and customers benefit from this comprehensive new program.

#### **What is a Microsoft Solution Provider?**

Microsoft Solution Providers are independent organizations that have teamed with Microsoft to apply technology to solve the business problems of companies of all sizes and industries. The Solution Provider uses the Microsoft Solutions Platform of products as building blocks and offers various value-added services, which may include integration, consulting, customizing software or developing turn-key applications, and providing technical training and support.

Many Solution Providers have Microsoft Certified Professionals on staff who have demonstrated their expertise in developing, implementing, and supporting Microsoft solutions. Microsoft Certified Professionals must pass rigorous exams that validate technical proficiency with Microsoft's products.

#### **What is the Microsoft Solutions Platform of Products?**

The Microsoft Solutions Platform is a flexible collection of technologies and applications that work together to create information technology solutions for businesses whether for individuals, workgroups, or enterprise-wide. The Solutions Platform includes the Windows family of operating systems, The Microsoft Office, development tools, databases, and networking and communications products. Specific products include Windows, Windows NT<sup>(TM)</sup> Workstation, Windows NT<sup>(TM)</sup> Server, Microsoft BackOffice, Systems Management Server, Windows<sup>(TM)</sup> for Workgroups, Visual Basic, Microsoft Mail, PowerPoint, Microsoft Access, and FoxPro

#### **How Can A Microsoft Solution Provider Help My Business?**

Microsoft Solution Providers understand how to help organizations make sound business decisions by taking advantage of today's powerful new technology (such as Windows NT, Systems Management

Server, Windows for Workgroups, Microsoft SQL Server, Microsoft Office and Microsoft BackOffice) for graphical and client-server applications.

The joint relationship with Microsoft allows the Solution Provider to pair its own high-quality services and expertise with Microsoft's powerful technologies, products, and information. The Microsoft/Solution Provider team is a full-service commitment to your organization that offers:

#### **UNDERSTANDING OF YOUR BUSINESS**

This Solution Provider--Working with Microsoft--has the know-how to fit micro-computing technology to the exact needs of any business. Solution Providers assist Organizations of all sizes, in all industries, and often serve vertical markets.

#### **RESPONSIVE, WIDE-RANGING SERVICE**

Solution Providers offer the kind of expertise, support, and training not always available or affordable within a single organization. Solution Providers offer a broad range of services, from design consulting to installation and highly specialized custom development. These services often can be tailored to a customer's specific needs, such as on-site training and support.

#### **WORLDWIDE DIVERSITY**

Microsoft's Solution Provider program teams thousands of Solution Providers (and hundreds of thousands of technical experts) throughout the world. Often, Solution Providers have specific expertise in products, technologies, industries, or markets to serve a customer's exact competitive needs.

#### **MULTI-VENDOR SUPPORT**

Many Solution Providers can integrate and develop solutions using different vendors' products and tools. These specialists also can assist their customers to maximize their use of existing hardware and software.

### **What Are the Benefits of Joining the Microsoft Solution Provider Program?**

Microsoft Solution Providers play an important role by supplying businesses with objective advice, technical skills, and high-quality service. In turn, Microsoft equips Solution Providers with services and tools that help create additional value with Microsoft-based software technology. These benefits include:

#### **BUSINESS DEVELOPMENT OPPORTUNITIES**

Microsoft is committed to the development and expansion of the Solution Provider's business and will work to promote the Solution Provider name and create business opportunities for Solution Providers. For example, in the last year alone, Solution Providers have received tens of thousands of referrals to firms needing assistance.

#### **ACCESS TO TECHNOLOGY AND INFORMATION**

Special services and tools make it easier for the Solution Provider to access Microsoft Products, technology, and information and then deliver the right solutions to customers faster and more effectively.

#### **MEMBERSHIP IN A POWERFUL COMMUNITY**

Joining the Microsoft Solution Provider program directly connects the Solution Provider with Microsoft and a worldwide community of industry colleagues. Teaming together also increases overall awareness of a brand name and clearly identifies those organizations that offer a full-service commitment through this special relationship with Microsoft.

#### **HOW CAN I LEARN MORE ABOUT JOINING THE SOLUTION PROVIDER PROGRAM?**

In the U.S. and Canada, call Microsoft toll free at (800)SOLPROV.  
Outside the U.S. or Canada, please contact your local Microsoft subsidiary.



