

# Premier+ Operational Services

*Supporting your applications and cloud,  
so you don't have to.*



## Overview

Concurrency offers two types of Premier+ Operational Services. The first type is Tier 3 Operational Support, which we offer across the entire Microsoft product stack. **Few companies in the industry have our level of depth across all Microsoft offerings.** We also provide clients with a regular team and controlled escalation to Microsoft teams for efficient resolution of any type of need.

The second type is Enhancement Services for established platforms. Here, we provide regularly scheduled onsite engagements for a business analyst and Concurrency engineers. The business analyst gathers business requirements relating to each new request, and adds them to the backlog. The business analyst then works with the organization's financial sponsor to obtain approval and manages the backlog through a SCRUM model. The engineer, in turn, completes work against the backlog.

## Consulting Services

- Tier 3 Operational Support
- Enhancement Services
- Regularly scheduled onsite engagements
- SCRUM model
- Gather functional requirements
- Managed Microsoft escalation

## Associated Technology

- SharePoint
- Dynamics CRM
- System Center
- Skype for Business
- Power BI
- Azure
- Office 365

**Real Microsoft expertise. Real business value.**

[www.concurrency.com](http://www.concurrency.com) | (866) 930-8356



**Business and Technology Roadmap**

**Modern Identity**

**Azure Cloud and Hybrid Datacenter**

**DevOps and IT Service Management**

**Business Intelligence and SQL Server**

**Modern Applications**

**Customer Relationship Management**

**Business Process Transformation**

**Communications and Collaboration**

**Device Management**

**Enterprise Content Management**

**Premier+ Operational Services**

## **About Concurrency**

Founded in 1989, Concurrency is an award-winning Microsoft partner dedicated to helping companies use technology to improve their business productivity.

**Real Microsoft expertise. Real business value.**

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