1.4 Dedicated Support Engineers (DSE)

A Microsoft technical expert dedicated to working with you and your organization.

Whether you are migrating, upgrading, stabilizing, optimizing, or maintaining your infrastructure, a Dedicated Support Engineer (DSE) can help you achieve your goals faster and more effectively while transferring their valuable knowledge to your support staff in the process.

With a deeply technical subject matter expert dedicated to working with you and your teams, you can benefit from their extensive product knowledge, real world experiences, and understanding of your business to improve the overall supportability of your infrastructure.

A DSE is also an invaluable resource when designing new components of your infrastructure. With the advice and guidance delivered by your DSE, you can ensure that your investment in design pays off by being supportable in deployment, as well as efficiently supported from the go-live date.

See the table below to further explore many of the core activities of the DSE.

Typical Engagements	Typical DSE Activities*	Value to you
Migrations & Upgrades	Assess and stabilize current infrastructure	Ensure that you have a solid base from which to migrate
	Review migration documentation	Ensure that your design meets current Microsoft support best practices
	Assist with pre-deployment testing	Resolve pre-deployment issues
	Increase the skills of your support staff	Ensure that your support teams are ready to support the deployment from the go-live date
	Onsite presence during deployment	Have a Microsoft expert on hand during the most critical project stage
	Post-deployment optimization	Ensure that system monitoring, recoverability (DR), and performance optimization needs are addressed
Stabilization	Root cause analysis of ongoing issues	Determine the underlying problems causing your business pain
	Remediate reactive issues	Have a Microsoft expert working with you to achieve a 'green' state of health
	Implement preventative measures	Receive guidance in implementing preventative measures to eliminate future major outages
	Increase the skills of your support staff	Enable your support staff to effectively identify, assess, and remediate issues as they arise

Typical Engagements	Typical DSE Activities*	Value to you
Optimization and Maintaining	Assess the current performance of your infrastructure	Understand the current performance of your infrastructure and have a baseline to build on
	Identify areas for performance improvement	Understand where and why your infrastructure could benefit from performance modification
	Formulate an optimization plan	Optimize your infrastructure with a logical and prioritized approach
	Increase the skills of your support staff	Enable your support staff to continually tune your environment

The table details typical activities and does not provide an exhaustive list. There may be additional work items that a DSE could provide depending on your needs.