Enhanced Designated Engineering (EDE)

Increase productivity and empower your IT staff

Comprehensive technical expertise, supported by the full resources of Microsoft. Enhanced Designated Engineering (EDE) helps you maximize the value of your technology, increasing stability and elevating your IT team's effectiveness.

EDE brings proven counsel and knowledge transfer to the technologies most important to you. As part of the engagement, Microsoft experts become an integrated part of your team. This empowers your staff to innovate and saves your organization time and money.

An engineer works side-by-side with you to create a vision, define execution, optimize important technologies, and see the plan through. We evaluate your environment, look for risks, and identify recurring problems with the goal of preventing future issues. Your IT staff receives expert training while you maximize the value of your Microsoft IT investment.

Comprehensive guidance and expertise

EDE imagines and realizes the art of the possible. By combining your unique environment and business goals with deep knowledge of Microsoft technologies, together we develop and implement an effective plan for your continued success.

EDE Azure IaaS	EDE Azure PaaS	EDE Office 365	EDE Microsoft 365	EDE Dynamics 365 *for Finance and Operations*	EDE Dynamics 365 *for Customer Engagement*	EDE Power Platform
Helping you expand, optimize, and secure cloud infrastructure through expertise, environment-specific guidance, and solution stability.	Helping you migrate, build, and maintain effective applications on Azure.	Helping you get the most from your Office 365 investment through expertise, education, and optimization – creating agility for effortless success.	Supporting you to increase focus on mobility and security controls in the context of Microsoft 365.	Combining an intimate knowledge of your environment with the knowledge, skills, and resources necessary to drive operational excellence in your enterprise.	Helping you maximize the impact of your customer engagement, sales management, and Dynamics 365 investment.	Proactive assistance to empower your citizen developers to build, innovate, and unlock growth potential.

EDE Modern Identity	EDE Azure Data	EDE Data Analytics	EDE AI	EDE Culture & Cloud experience (CCX)	EDE Security *for Infrastructure/Application Security*
Equipping you with the knowledge necessary to enable productivity, secure your environment, and streamline identity services across your organization.	Helping create, migrate, and manage your data from an on-premises database or any relational data source to cloud at scale with comprehensive security and compliances.	Supporting you to combine and optimize analytics capabilities and align them with proven end-to-end processes and technologies. Create actionable insights and value based on a single source of truth.	Helping build, maintain, optimize and secure machine learning and AI solutions using one or more services in Azure portfolio. Empowering the data science team with Azure expertise and educational sessions.	Helping you transform through a structured approach to behavior change, governance and human experiences.	Helping empower you to advance your security posture through security-optimized operations, support, and ongoing education.

Why EDE?

For more information about Support solutions from Microsoft, contact your Microsoft representative or visit the Unified Support website

A proven outcome-based framework to achieve your organizational and IT objectives

Integration with your team to ensure a deep technical relationship and ongoing awareness of your organization and IT environment

Knowledge transfer to help your IT staff increase skills for stabilization, optimization, and innovation

Microsoft

Attain your desired state with Enhanced Designated Engineering

Assess & envision

Expert environment assessment and visionary planning

We imagine and envision the art of the possible through technology-enabled innovation. Your Microsoft expert is part of your team and assesses your needs and environment to create a successful vision of capabilities and potential technology to support desired business outcomes. We identify risks and take proactive steps to reduce future issues.

- Evaluate business and technical requirements, focus on priorities, key initiatives
- Create joint future vision based on your organization's needs and outcomes
- Solve problems proactively to optimize technology

Define & implement

Envisioning your future state and following an action plan

EDE works with you to define an effective yet simple delivery plan, aligning goals to attain the desired outcome. Our integrated approach focuses on overcoming challenges through quality of delivery. With access to the full resources of Microsoft, we chart a course that gets you from your current state to your target state.

- Define goals and create delivery plan
- Align initiatives to priorities
- Guide architecture design and supportability review

Attain & adopt

Reach the optimal productivity state and gain skills for your team to maximize value

Attain your outcomes through operational optimization and skills development. Maximize value through targeted knowledge transfer to empower IT staff with increased skills and independence. Measure future success through ongoing iterative service delivery.

- Optimize and maximize operations to attain value
- Develop capabilities and skills
- Create an integrated continuous cycle of success

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