

Microsoft Gold Certified

Why it's worth working with a Gold Certified Partner

Microsoft Competencies

Afinity brings expertise and credentials to your business that few solutions providers can match. Our technical team is certified with **Microsoft Competencies in:**

- Network Infrastructure Solutions
- Advanced Infrastructure Solutions

Which means our technical teams have the training and know how to design, implement and manage Windows Server, Exchange Server, SQL Server, Active Directory and Microsoft Management Solutions.

Value of Gold - Client Example

Critical Business Situation: Aging Exchange Server at prospective account crashes with 14GB of email. Efforts to rebuild the database with available backups, tools and procedures fail. At risk are months, if not years, of client correspondence, contact information and calendars.

Resolution: Through Afinity's Technical Services Coordinator contact, we gained direct access to the Exchange Development Team. Afinity and Microsoft evaluated the situation and identify a solution that rebuilt the Exchange database header - something only Microsoft developers can accomplish. No publicly available support tools or resolution procedures were capable of this fix.

Elapsed Down Time: One business day

Certified Professionals

Why are Microsoft Certified Professional (MCP) and Microsoft Certified Systems Engineer (MCSE) professionals important?

Because they do the work. Afinity attracts and retains the best in the business and our Gold Certification ensures year to year consistency you can count on. Our support staff has been onboard for years not months.

Did you know?

IT professionals certified by Microsoft hold their own certification credentials just like any other professional certification. They have the freedom to work for whomever they choose. Only the best solutions providers can attract MCPs and retain them.

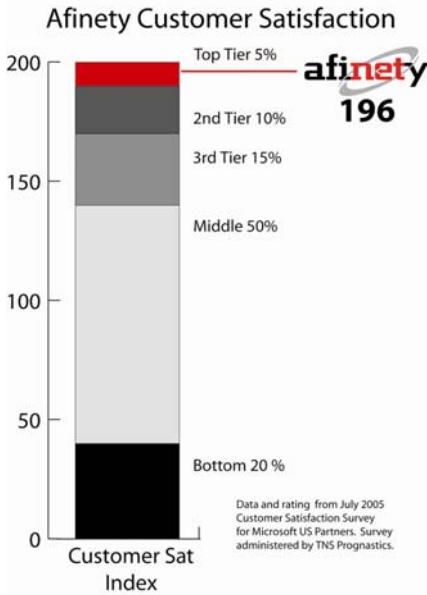
Gold Certified vs. Certified

What's the difference?

Microsoft Gold Certified Partners are the top level of Microsoft solutions partners. Of over 120,000 Microsoft Certified Partners within the US, only about one percent (1347) attains the Gold Certification program level. Partners at this level have the closest working relationships with Microsoft and are uniquely qualified to deliver high quality solutions to their client companies.

Top Tier Provider:

Afinity is one of only 24 Gold Certified Solutions and Service providers in Southern California*. We are a Top 5% Partner with a Net Satisfaction Rating (NSAT) of 196 out of a possible 200 in Microsoft/TNS Prognostics Quarterly Survey.



Afinity clients are "Very Satisfied" with our services and support and "Definitely Would" recommend Afinity to their colleagues and peers.

Added Value of a Gold Certified Partner:

Gold Certified Partners have access to additional support services not available to Certified Partners. These services enable Gold Certified Partners to deliver significant advantages for critical client support situations.

Microsoft Gold Certified Partners have access to:

- **Pre-Sales Technical Support and Post-Sales Support**
Ensuring correct configuration and implementation of client solutions and additional technical consulting and knowledge when required.
- **Assigned Technical Services Coordinator**
When business critical client issues require immediate support, Gold Certified Partners, like Afinity, can call on Microsoft to bring elite technical teams to the table to consult on and resolve problems quickly.

* Based on available data from Microsoft Certified Partner Search Database of Solutions and Service Providers.



Advanced Infrastructure Solutions
Networking Infrastructure Solutions

Business Partner

