



How Secure is Your Premier Support Information?

The support element of your software is an often-overlooked vulnerability. US Cloud has made the security of our Premier Support Clients' data paramount:

Data Security Element	 US CLOUD	Microsoft
Premier Support data storage	Private cloud Single-tenant / dedicated Redundant Tier IV data centers	Public cloud (Azure) Multi-tenant
Premier Support data location	100% USA-based -- no client data or credentials ever leave US ITAR & DFAR-compliant (required by US Federal Government Premier Support clients)	Unpublished
Premier Support data storage exposure 2019	N/A	Internal Microsoft database Elasticsearch BV -- Open-source log monitoring and search vendor, Microsoft Partner
Engineers handling client data and credentials	100% of US Cloud employees are screened US Citizens	Various 3rd-party vendors for Premier Support, including offshore WiPro & Tata key MSFT Support vendors located in India. History of data breaches (WiPro 2019) and IP theft (Tata 2016) eMail signatures badged with "V-" are vendors, not Microsoft employees. "A-" denotes temporary MSFT staff
Encryption of sensitive data	Encrypted Customer support data encrypted in motion and at rest	Unpublished
Email communications / data	Private, encrypted Exchange server Secure Private Cloud, USA	O365 - cloud based (MSFT and 3rd party vendors)
History of data breaches	None	1.5 million attempts to breach MSFT cloud systems daily (<i>eWeek 06/06/17</i>) Numerous breaches confirmed since 2010 250 million MSFT customer support records (including Premier customers) exposed Dec 2019 in Azure breach

The Proven Microsoft Support Alternative

Deep Microsoft Technical Capability. Faster Responses. Zero Offshoring.



Significant
Savings vs.
Microsoft



15 – Minute
Response from
Live Engineer



All US Citizen,
In-House
Engineers



20+ Years
Microsoft
Experience



72,000 Tickets
SLAs for Managed
MSFT Escalations



Fortune 500
to Mid-sized
Companies

Ultra-Responsive, Quality Microsoft Support for Less

Get quality support and 4x faster initial response times vs. Microsoft – without sacrificing quality or expertise. With over 72,000 tickets resolved and two decades of experience, you can count on US Cloud to support your Microsoft stack.

- Fully replace Microsoft Premier or Unified Support
- 100% US-citizen engineers, based in USA
- Support for all MSFT products, including O365, Azure
- Proactive and Reactive tickets
- All severity levels supported
- Lock in rates for 2 years



"Looking back, going with US Cloud was a no-brainer. I put a lot more effort into trying to stay with Microsoft than I should have. We will be renewing with US Cloud this year."



Ryan H.
Director of IT Infrastructure
Multinational Oil & Gas Company