

The #1 Microsoft Premier & Unified Support Replacement

US Cloud Premier Support for Microsoft Technologies

\$199 / hou

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	24 / 7 Reactive Support, Worldwide	
Problem Resolution Support	15-minute Initial Response Time from Live Engineer – Guaranteed	
	All Microsoft Technologies Supported, All Severities	
Troblem Resolution Support	Financially-backed Performance SLA's	
	Technical Account Manager (TAM)	
	Managed Microsoft Escalations	
	Engineer-led Proactive Support	
Proactive Support	Comprehensive Proactive Service Catalog	
толошто спрот	RCA, Project Consulting, Risk Assessment, Health Check, Supportability, etc.	
	Hours Can Be Used for PRS or Proactive Support	
	Microsoft-certified Level 2-4 Engineers In-house (All 3 Shifts)	
	100% US-based, US Citizen Engineers	
Engineering	US Cloud Engineers Average 15+ Years MSFT Experience	
Liigiiieeiiiig	Access to US Cloud Elite Microsoft Partner Network: MSFT CSP's, MSP's	
	Available DSE's for all MSFT Technologies \$299 / hour	
	Over 90% Tickets Resolved without Microsoft Escalation	
	Over 90% Tickets Resolved without Microsoft Escalation Save 30% to 50% versus Microsoft Unified Support*	
Program Elements	Save 30% to 50% versus Microsoft Unified Support*	
Program Elements	Save 30% to 50% versus Microsoft Unified Support* Rate Lock: No Increase for Additional Hours or Next Annual Agreement	

Optional:

+\$50/hour Rapid Response & Escalation

Priority Routing

Rapid Response: 30-minute Response SLA for USC Sr. Engineer Escalations Rapid Escalation: Expedited Microsoft Access for Critical Cases 24 / 7

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800.200.8440



Microsoft PREMIER SUPPORT

Top-Tier Microsoft Technical Capability. Better, Faster Support Experience.



*30%-50% Savings vs. Microsoft



15-Minute Response From Live Engineer



All US-Based Engineering **Teams**



20+ Years MSFT Support Experience



Managed Microsoft **Escalations**



Trusted by Midsize to Large Global Enterprises

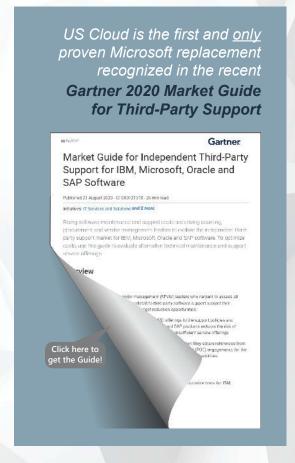
Ultra-Responsive, High-Quality Support for Less

Save 30% to 50% and get 5x faster response times vs. Microsoft Premier or Unified support without sacrificing quality or expertise.

- Fully replace Microsoft Unified Support contract
- Pricing predictability with 2 year rate lock
- Full MSFT stack support, including O365 & Azure
- Financially-backed SLA's



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Schedule Call

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