

# The #1 Microsoft Premier & Unified Support Replacement

## US Cloud Premier Support *for Microsoft Technologies*

**\$199** / hour

<b>Problem Resolution Support</b>	24 / 7 Reactive Support, Worldwide
	15-minute Initial Response Time from Live Engineer – Guaranteed
	All Microsoft Technologies Supported, All Severities
	Financially-backed Performance SLA's
	Technical Account Manager (TAM)
	Managed Microsoft Escalations
<b>Proactive Support</b>	Engineer-led Proactive Support
	Comprehensive Proactive Service Catalog
	RCA, Project Consulting, Risk Assessment, Health Check, Supportability, etc.
	Hours Can Be Used for PRS or Proactive Support
<b>Engineering</b>	Microsoft-certified Level 2-4 Engineers In-house (All 3 Shifts)
	100% US-based, US Citizen Engineers
	US Cloud Engineers Average 15+ Years MSFT Experience
	Access to US Cloud Elite Microsoft Partner Network: MSFT CSP's, MSP's
	Available DSE's for all MSFT Technologies \$299 / hour
<b>Program Elements</b>	Over 90% Tickets Resolved without Microsoft Escalation
	Save 30% to 50% versus Microsoft Unified Support*
	Written SLA's for Microsoft Escalations

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

[Schedule Call](#) 

[www.uscloud.com](http://www.uscloud.com)

800.200.8440

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
- Full MSFT stack support, including O365 & Azure
- Financially-backed SLA's



*US Cloud is the first and only proven Microsoft replacement recognized in the recent Gartner 2020 Market Guide for Third-Party Support*



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