

Microsoft Support Too Expensive?

Save **30%-50%** vs. MSFT Unified Support

US Cloud is the *only* Gartner-recognized Microsoft Unified Support alternative. US Cloud Premier Support replaces your Unified contract, without impacting other Microsoft agreements. See why businesses and enterprises worldwide are switching from Microsoft to US Cloud for faster, US-based, high-quality support.



The #1 Alternative To Microsoft Premier and Unified Support

\$ 625M

US Cloud client savings over 5 years for Microsoft Support

51

Fortune 500 and Global 2000 enterprise clients served

4.2M

Users currently supported in client organizations

28

Countries with businesses supported 24/7 by US Cloud



24/7 Support for all MSFT products
No-risk trials



7.3 Minute avg. initial response 2021
Time-to-Resolution 25% faster vs MSFT*



100% Domestic US teams
Support Sovereignty - No data leaves US



Managed MSFT escalations
Escalation and engagement SLA



Inc 5000 Company 2019, 2020
20+ years MSFT experience



86% tickets resolved in-house in 2021
Avg. PRS ticket satisfaction score 4.2/5

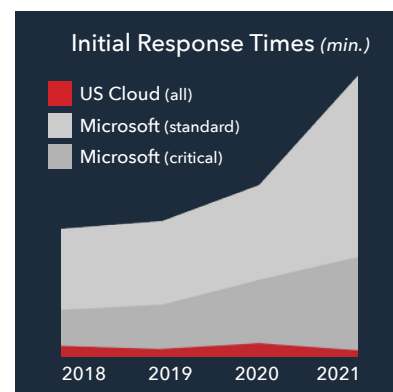
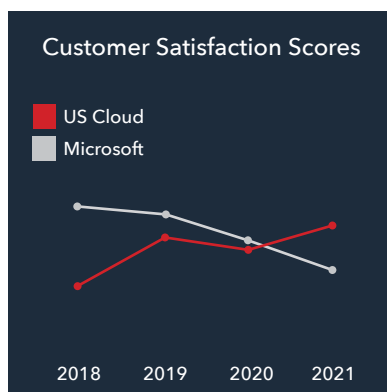
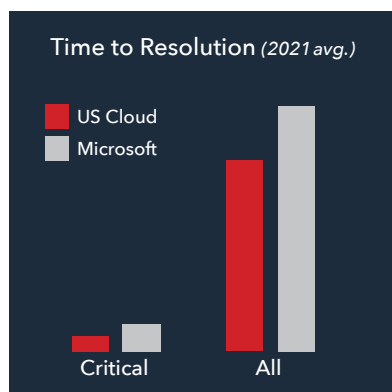


* Based on 2021 MSFT client usage reports, industry analyst reports, US Cloud internal data

Support Services Comparison

	Microsoft	MSP/VAR	US CLOUD
MSFT Technologies Fully Supported	All	Limited to specialties	All
Initial Response Time	4 hour "target" standard 30 minutes "target" catastrophic No SLAs 15 minutes critical Azure (add-on)	Varies After-hours coverage L1 and on-call / limited support	15 minutes 24/7/365 All severities Financially-backed SLAs
PRS Engineers Break-fix	Level 2-3 (24/7) Level 4 (24/7 critical) Significant 3rd-party, offshore	Level 1 (24/7) Level 2-3 <i>Project-focused</i> (on-call) Significant 3rd-party, offshore	Level 2-3 (24/7) Level 4 (24/7 critical) All US Citizens, USA-based
Account Service Team	CSAM's (Customer Service Mgr.) Critical Situation Manager	CSAM's (Customer Service Mgr.)	TAM (Technical Acct. Mgr.) Critical Situation Manager Dedicated Account Teams
Managed MSFT Escalations	NA	Tenant cases / Incidents (slow) Monthly maximums for faster escalation paths if available	Contractual SLAs Premier for Partner, with <u>Granular</u> Delegated Admin (<i>New</i>)
Tickets Resolved In-house	NA	Varies Significant number of escalations to MSFT common	86% resolved by US Cloud 2021 14% escalated to MSFT
Data Security	Multiple breaches to Support Client data Significant 3rd-party, offshore	Varies Low data security common Significant 3rd-party, offshore	Fed.gov level security protocols 100% domestic USA workforce Client info / data never leaves US
Proactive Services	Online DIY resources Engineer-led proactive (add-on) DSE's available (add-on)	Engineer-led proactive Project-focused	Engineer-led proactive DSE's available (add-on)
Gartner Recognized for MSFT Support	NA	No	Yes

US Cloud vs. Microsoft*



Reboot your Microsoft support at www.uscloud.com (800)-300-8440