

Premier / Unified Support Comparison (cont.)

	US Cloud	Microsoft
Account Service Team	<p>Dedicated Sr. TAM</p> <p>Dedicated Client Success Team</p>	<p>Customer Success Account Manager</p> <p>Microsoft moving away from dedicated TAM's in 2021 due to staffing shortages in favor of blended customer service model</p>
MSFT Escalation Management	<p>Utilize Microsoft Premier for Partner agreements for high-severity tickets that need tenant access or MSFT expertise</p> <p>Fully managed Microsoft escalation management</p>	N/A
Tickets resolved "in-house"	<p>86% of all 2021 client tickets resolved by US Cloud in-house</p> <p>5% resolved by proprietary US Cloud MSP Partner Network</p> <p>9% escalated to Microsoft</p>	<p>Not disclosed</p> <p>Look for "V-" in your MSFT Support email signatures to identify non-Microsoft 3rd-party engineers</p>
Support Sovereignty	<p>No client information or data ever leaves USA</p> <p>US Federal Government clients require US Cloud support sovereignty</p>	<p>Client emails, client ID's, ticket logs, ticket details (including potential vulnerabilities), almost always shared with offshore 3rd-party support resources</p>
Data Security	<p>100% US Citizen engineering and service teams</p> <p>All client info encrypted at rest and in motion</p> <p>Zero breaches or data loss over 20+ years</p>	<p>Client information and data shared with offshore partners (Tata/India primary outsourcing partner)</p> <p>Will not disclose whether Support Client data is encrypted</p> <p>Multiple data breaches in 2020, 2021 that compromised Premier/Unified Support client information</p>
Online DIY Resource Library / Tools	N/A	Extensive online DIY resource library

The #1 Microsoft Premier & Unified Support Replacement



30% to 50% Savings vs. Microsoft



15-Minute Response from Live Engineer



100% US-Citizen 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
- Managed Microsoft escalations



US Cloud is the first and only proven Microsoft alternative recognized in the recent Gartner 2021 Market Guide for Third-Party Support



www.uscloud.com 800.200.8440 [Schedule Call](#)

*Estimated savings vs. Unified Support derived from industry analysts' projections, direct VAR/LAR feedback, and Microsoft client reports collected since August 1, 2018.