The Microsoft Unified Support Replacement

Faster. Cheaper. It's All We Do.

Save 30%-50% on a true, comparable replacement for Microsoft Unified Support. We support the entire Microsoft stack 24/7/365, responding faster and resolving tickets quicker for clients all around the world.

US Cloud is the #1 Microsoft Unified Support alternative, saving Clients 30% – 50%

US Cloud's Microsoft Enterprise Support can replace your Unified contract, drastically reducing Microsoft operating costs. In 2023, 94% of our clients reported saving 1/3 or more when switching from Microsoft Unified Support to US Cloud.

US Cloud is the only "pure play" Microsoft enterprise support specialist in the marketplace. Delivering affordable, high-quality Microsoft support is all we do.

US Cloud Microsoft Enterprise Support
Proven Results

$137M
IN CLIENT SAVINGS

$137 Million in US Cloud client savings generated vs. Microsoft Unified

73
MAJOR BRANDS SERVED

73 Fortune 500 and Global 2000 enterprise clients served by US Cloud

6.4M
USERS SUPPORTED

6.4 Million users supported in finance, healthcare, insurance, tech, gov, and more

42
COUNTRIES

42 countries with enterprises supported 24/7/365 by US Cloud

Here for you, 24/7

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

100% Domestic US Teams

Support Sovereignty. No data leaves the US. No offshoring.

Managed MSFT Escalations

Managed ticket escalations to Microsoft when needed.

Ticket Resolution

81% of tickets were resolved in-house in 2023. Average ticket satisfaction score 4.2 /5.

Faster Response Time

3.9 min average initial response time in 2023. Faster Time-To-Resolution vs. Microsoft Unified.

Gartner Recognized

US Cloud is the only MSFT Unified Support replacement recognized by Gartner's Market Guide 2020-2023

US CLOUD

Faster Microsoft Support For Less   uscloud.com   (800)-200-8440

Support Services Comparison

	US CLOUD	Microsoft	CSP/MSP/VAR
All MSFT Technologies Fully Supported	🟢 All	🟢 All	🔴 Limited to specialties
Response Times	🟢 15 min or less initial response, all tickets, all severities 24/7/365 Financially-backed SLAs Published Performance Data	🔴 4 hr "target" standard 30 min "target" catastrophic No SLAs 15 min critical Azure (add-on $$$)	🟡 Varies After-hours only L1 staff OR on-call L2-3 support
Sr. PRS Engineers / Break–fix 24/7	🟢 Level 2-3 (24/7) Level 4 (24/7 critical) All US Citizens, USA-based	🟢🟡 Level 2-3 (24/7) Level 4 (24/7 critical) Significant 3rd-party, offshore	🔴 Level 1 (24/7) Level 2-3 Project-focused (on-call) Significant 3rd-party, offshore
Account Service Team	🟢 TAM (Technical Acct. Mgr.) Critical Situation Manager Dedicated Account Teams	🟡 CSAM's (Customer Service Manager) Critical Situation Manager	🟡 CSAM's (Customer Service Manager) Sales
MSFT Ticket Escalation	🟡 YES MSFT Premier Support for Partners Contractual SLAs = Client control Slowing MSFT performance	🔴🟠 Clients are experiencing slowing response and resolution times Goals consistently missed	🟡 YES / Varies MSFT Advanced or Premier Premier Support escalations often limited
Tickets Resolved In–House	🟢 81% resolved by US Cloud 2023 19% escalated to MSFT	🟡 Significant outsourcing to offshore 3rd-parties	🔴 Varies Significant number of escalations to MSFT common
Time to Resolution	🟢 < 2 hrs avg time to resolve, Sev A Public TTR performance data published daily on homepage Client avg TTR available in portal	🔴 Massive delays in Unified Lower severity tickets often take weeks vs. days	🟡 Varies Large % escalated to MSFT Sr. staff do not work nights and weekends
Proactive Services	🟢 Engineer-led proactive DSE's available	🟢 Online DIY resources Engineer-led proactive (add-on $$$) DSE's available	🟢 Engineer-led proactive Project-focused
Gartner Recognized for Unified Support Replacement	🟢 Yes	⚪ N/A	🔴 No

Support You Can Trust

Think it's risky to trust a 3rd-party with your critical Microsoft support?

Think again.

Independent 3rd-party software support is a time-proven model.

From Fortune 500's and large health systems, to major financial institutions and Federal agencies -- US Cloud ensures that vital Microsoft systems are working for over 6 million users globally. Every day.

But we know trust is earned.

Which is why we are now posting LIVE unfiltered performance data (2023 avgs., right) to our homepage, www.uscloud.com.

Initial Ticket Response:	**3.9** min.
Time to Resolution (High Sev):	**3.1** hrs.
Tickets Escalated to MSFT:	**19.7** percent
MSFT Technologies Fixed:	**59** products
Our Engineers' MSFT Exp:	**14.9** years avg.

Big Brands Trust US Cloud

We serve 75+ Fortune 500 and Global 2000 Clients. Rest assured, we can support your business too.

hp CATERPILLAR DELTA HARLEY-DAVIDSON MOTOR CYCLES

UHS 24 FITNESS LafargeHolcim Lincoln Financial Group

AutoZone UNDER ARMOUR KeyBank HONDA

NIH National Institutes of Health Celestica BlueCross BlueShield Department of Justice