Who is US Cloud?

US Cloud is the only Gartner-recognized independent 3rd party providing a legitimate, full replacement for Microsoft Premier & Unified Support. *(See Aug 2020 Gartner Market Guide for Independent 3rd-Party Support for IBM, Oracle, SAP, and Microsoft).*

#2044 on the 2020 Inc 5000 List, US Cloud has been 100% focused on offering an alternative to Microsoft Support since 2017 but has over 20+ years of in-depth Microsoft managed services experience overall. Simply put, we provide high-quality, fanatical Microsoft Premier Support for less.

Can US Cloud Support Your Company?

Yes. Over 250 Microsoft Support clients have made the switch to US Cloud in just the last 18 months alone. We service many Fortune 500's, complex multi-nationals, and companies in North America, Europe, and Asia. We provide quality MSFT support to small & mid-size enterprises as well.

Some current US Cloud Clients include *Under Armour, US Bank, NetApp, Quest Diagnostics, Danske Bank, The US Department of State, Siemens, 24-Hour Fitness, Garmin, the American Cancer Society, Purdue, Universal Health Services* – and many more.

Why consider leaving Microsoft Support?

US Cloud typically saves 30% and 60% vs. their Unified bill and can support the entire MSFT stack, 24/7/365, all ticket severities. We are also much more responsive than Microsoft with guaranteed 15-minute initial response times.

What does US Cloud provide?

24/7 break-fix support for all Microsoft products, proactive MSFT support, senior specialists / Dedicated Support Engineers (DSE's), Technical Account Managers, and dedicated Client Success teams.

Our purpose-built service was modeled after a simplified version of Microsoft Premier Support. Service highlights include:

- Guaranteed 15-minute initial response times, financially backed
- 100% domestic, US-based engineering teams. NO offshore resources
- Senior Premier Support Engineers staffed around the clock
- 81% of tickets resolved in-house, 10% through US Cloud elite partner network
- Managed Microsoft escalations when needed: < 9% cases resolved by MSFT on avg.

Frequently Asked Questions

Q: How can US Cloud compete with Microsoft on supporting their own products?

A: Although new for Microsoft products, independent 3rd-party support is a well-established model for other enterprise software platforms – such as Rimini Street for Oracle. We are 100% focused on providing Microsoft support. We do it all day, every day and have been successfully converting and keeping Microsoft Support clients of all sizes for years.

Q: Is US Cloud a Microsoft Partner?

A: Not since we became fully independent in 2019 to fully focus on competing with Microsoft to deliver comparable support for a more reasonable price. We have built ultra-focused operations in the Midwest with no outside investors and boast 20+ years of financial stability as a company.

Q: My MSFT Rep claims US Cloud can't escalate tickets to Microsoft. Is that true?

A: No. US Cloud offers fully managed priority routing for the roughly 5% of on-prem tickets and 20% of cloud tickets that require escalation to Microsoft. To do this we utilize our proprietary elite Microsoft partner network and the highest level of Microsoft Premier for Partners support contracts.

Q: How many engineers do you have?

A: US Cloud Premier Support provides access to 250+ MSFT certified L2 to L4 engineers with expertise that spans the entire Microsoft product line.

Q: What about DSE's and project support I currently get from Microsoft?
A: US Cloud can provide DSE's on virtually any MSFT technology. Also, US Cloud hours can be used for both reactive and engineer-led proactive support for projects, readiness assessments, system health-checks, etc. We have a full proactive services catalog.

Q: Does switching to US Cloud increase my security risk?
A: Unlike Microsoft, US Cloud has never been breached and guarantees sensitive client information is encrypted both in motion and at rest. Built to the standards necessary for our US Federal clients, US Cloud systems and operations were designed to be ultra-secure. For comparison's sake, US Cloud operates with a higher level of system security than the largest payroll processing company in the US.

Q: Won't this negatively affect my relationship with Microsoft?
A: Not even one of our Clients have reported any problems with their Microsoft relationship or with their MSFT product sales teams. Sales for support and software licensing are separate and in many cases EA negotiations go smoother without support service issues as part of the conversation.

Q: What about current tickets or projects we have going with Microsoft?
A: US Cloud has a comprehensive onboarding process run by your TAM, which includes full ingestion planning to take over any outstanding Microsoft PRS tickets or engineering engagements. We typically have new clients submitting tickets within 7-10 days of contract signing.