



*The Global Leader in Third-Party Microsoft Enterprise Support*

# Microsoft Support too Expensive?

**Save 30%-50% on a true, comparable replacement for Microsoft Unified Support.** We support the entire Microsoft stack and have financially-backed SLAs for guaranteed response times and managed Microsoft escalations when needed.

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.

## US Cloud Microsoft Enterprise Support

### Proven Results Last 12 Months

**\$937M**

#### In Client Savings

\$937 Million in US Cloud client savings over 5 years for Microsoft Support

**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 healthcare, financial, insurance, tech, gov, edu

**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.



#### Managed MSFT Escalations

Managed Microsoft escalations and engagement SLA.



#### Ticket Resolution

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



#### 25% Faster Response Time

7.3 min average initial response time in 2021. Time-to-Resolution 25% faster vs MSFT\*.



#### 30-50% Cost Reduction

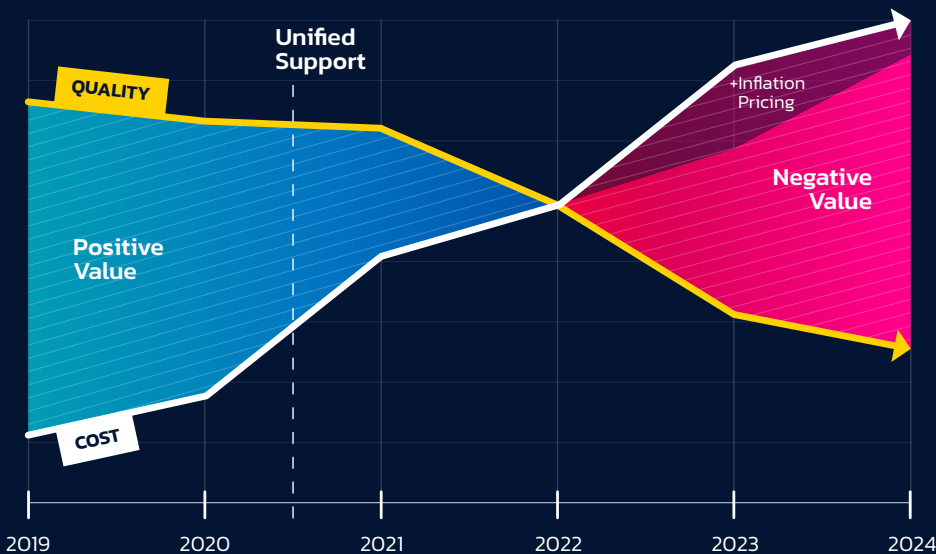
Reinvest savings now to innovate, create competitive advantage and drive growth.

# Support Services Comparison

	US CLOUD	Microsoft	MSP/VAR
MSFT Technologies Fully Supported	✓ All	✓ All	– Limited to specialties
Initial Response Time	✓ 15 minutes 24/7/365 All severities Financially-backed SLAs	✗ 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
PRS Engineers Break-fix	✓ 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)
Managed MSFT Escalations	✓ Contractual SLAs Premier for Partner, with Granular Delegated Admin (New)	● N/A	✗ Tenant cases / Incidents (slow) Monthly maximums for faster escalation paths if available
Tickets Resolved In-House	✓ 86% resolved by US Cloud 2021 14% escalated to MSFT	● N/A	– Varies Significant number of escalations to MSFT common
Data Security	✓ Fed.gov level security protocols 100% domestic USA workforce Client info / data never leaves US	✗ Multiple breaches to Support Client data Significant 3rd-party, offshore	– Varies Low data security common Significant 3rd-party, offshore
Proactive Services	✓ Engineer-led proactive DSE's available (add-on)	✓ Online DIY resources Engineer-led proactive (add-on) DSE's available (add-on)	✓ Engineer-led proactive Project-focused

# 30%-50% Savings

## MSFT Unified Value Inversion



**Think the pain will stop after year one of Unified?**

**Think again.**

Unified Support increases in year one can be 50% to 150% or more. But now industry analysts are forecasting another 20%-200% EACH YEAR!

**US Cloud clients typically reduce their bill by a third, or even cut it in half**

US Cloud typically cuts our clients' Microsoft Unified Support bill by a third, or even in half. Our proven support model underpins hundreds of Microsoft clients around the world 24/7/365, with estimated five-year savings of over \$625 million.

## Big Brands Trust US Cloud

Check out our website for a full list of our happy clients.

Beam **SUNTORY**

**LIVE NATION**

tripadvisor

EMERSON

TORO

UNDER ARMOUR

UHS

LogMeIn

HyVee

Atlantic Union Bank

24 FITNESS

PET SUPPLIES PLUS

iHeartRADIO

KeyBank

PERDUE

RITE AID