



# 5 Dirty Little Secrets About Microsoft Support: Key Learnings for your Upcoming Resub

Are you familiar with all the sneaky tactics Microsoft uses to charge more money for plummeting service quality? Whether you're preparing for an upcoming resub or starting to seriously consider third-party support, we've got the dirt you need to negotiate more effectively – or finally make the switch to US Cloud, the #1 Microsoft Unified replacement in the market.



**Secret #1: Microsoft will tell you that your Enterprise Agreement (EA) and Unified contract need to be in the same window. Mmm...no.**

- Bundling the two together allows MSFT to hide costs and increase margins. The 3-year term of an EA contract will lock you in and remove your opportunity to save millions of dollars by analyzing Unified Support costs and vetting third-party alternatives outside the EA.



**Secret #2: Microsoft claims that Unified Support is "Unlimited." Again, no.**

- You can have *annnnnything* you want... if you want reactive support or online DIY tools. You'll need to buy proactive support credits for engineer-led proactive services, DSE, support for mission-critical, Azure Rapid Response, and a host of other add-ons. Plus, a 30% TAM fee.



**Secret #3: The quality of service from Microsoft is getting worse. (Even though you're paying more.)**

- Microsoft does not have the bandwidth to fully support Unified clients opening tickets "as needed." Companies reporting falling MSFT support quality went from 17% in 2018 to a **whopping 88%** by end of 2021.



**Secret #4: CSAMs have replaced TAMs – and your needs aren't their priority. Selling is.**

- Customer Success Account Managers (CSAMs) are now the primary customer facing role at Microsoft. Their business priority is no longer customer satisfaction, but instead the customer's successful adoption and productive use of Microsoft Cloud technologies.

(FYI: every US Cloud customer still gets a TAM who IS focused on customer satisfaction.)



**Secret #5: Think you can't outsource to a third party? Think again. Microsoft is already outsourcing your tickets.**

- Third-party vendors like Tata are doing much of the break-fix work, resulting in slower response and ticket resolution times, not to mention serious security risks. If email signatures from MSFT Support contain a "V –" you're dealing with a third-party, non-Microsoft vendor.

# Let's talk more about US



US Cloud established the independent market for Microsoft support. We are the #1 full replacement for your Unified support contract, and we lead Microsoft on both price AND service quality.



## Save 30-50%

- We're entirely focused on independent Microsoft Support, offering efficiencies that allow us to outprice MSFT's outsourced service model.
- Designed based on MSFT Premier model, buy what you need and use hours for break-fix or proactive.
- AND we guarantee we are 30% less than your Unified quote (Requires sharing of current Unified Support quote).



## High Quality Senior Engineers + Fanatical Service

- All US-Based, Microsoft-certified
- Average 16.47 years' experience with MSFT technologies
- Senior TAMs (vs. Non-technical Microsoft CSAMs)



## We're Fast. Like Real Fast.

- 15-minute response time guaranteed and financially backed response SLAs on all severities.
- AVG Total time to resolution 20% faster than Microsoft.
- 80% tickets resolved in house = faster/less \$\$\$.
- P4P fastest path available for managed MSFT ticket escalation, when needed.



Companies around the world are fed up with Microsoft Support's skyrocketing prices and plummeting service quality and turning to US Cloud to keep their Microsoft ecosystem up and running:

