

# Microsoft Enterprise Support / Unified Support

## Vendor Evaluation Checklist

Vendor Criteria	Area of Assessment	US Cloud	Microsoft	Other
Company Profile	True 24/7 technical support, all three shifts staffed L1-L4 PRS Engineers	YES	YES	
	At least 75% of revenue from MSFT PRS / "break-fix" support	YES	NO	
	Can fully replace MSFT Unified or Premier Contract- parity support	YES	NA	
	All support staff are domestic US Persons (per ITAR 120.15)-- no offshore resources	YES	NO	
	5+ Years Experience offering MSFT Unified Support replacement	YES	NA	
	Validated independent third-Party Microsoft support provider by Gartner	YES	NA	
	Woman or Minority Owned business	YES	NO	
Clients Served	Active Fortune 500 clients	YES	YES	
	Active Global 2000 clients	YES	YES	
	Service for international and multi-national clients	YES	YES	
	Clients within desired major industry segment	YES	YES	
PRS/"Break-Fix"	Functional	US Cloud	Microsoft	Other
Technical Problem Resolution Support (PRS) Resources	24x7, dedicated Problem Resolution Support Engineers (Not project engineers)	Included	Included	
	24/7 "After-hours" Senior Problem Resolution Support Engineers, (Not On-Call only)	Included	Included	
	24/7 Senior Escalation Engineers	Included	Included	
	Technical Account Manager (TAM)	Included	NO	
	Customer Success Account Manager (CSAM)	NA	Included	
	Designated Incident / Critical Situation Managers	Included	Included	
	MSFT Product Group Access	Included	Included	

PRs/"Break-Fix"	Functional	US Cloud	Microsoft	Other
Technical Problem Resolution Support (PRS) Base Services	24/7 Problem Resolution Support / Break-fix (All MSFT technologies)	Included	Included	
	Past End-of-Life product support (select products, reasonable effort)	Included	NO	
	Escalation Management	Included	Included	
	Managed Microsoft Escalations via MSFT Premier Support for Partners	Included	NA	
	Advisory phone support	Included	Included	
	Bug Reporting	Included	Included	
	On-Demand assessments and consultation	Included	Included	
	Single-sign on client portal with real-time KPI and account tracking	Included	Included	
PRS Ticket Performance	Contractual Service Level Agreements (SLA's) guaranteed / financially backed	YES	NO	
	Initial Response time(s)	15 mins. All severity levels	15 (Azure)/1 hour all other products 1 hour Sev A/2 hour Sev B/4 hour Sev C	
	Rapid Response	Included, All technologies/severity levels	Azure only-- Additional Fee \$	
	Escalation Engineer Engagement times / SLA's	YES	NO	US Cloud – resource assigned Sev 1/2 – 30 minutes all products MSFT – resource assigned 15 minutes for Azure/1 hours for all other products
	MSFT Escalation SLA's	YES	NA	
	Time to Resolution-- High Severity (YTD)	1.6 hrs.	1.8 hrs. (observed / est.)	
	Average Time to Resolution-- Low Severity (YTD)	22.4 hrs.	154 hrs. (observed / est.)	
	Escalation % to Microsoft (YTD)	14%	NA	



Proactive Support	Functional	US Cloud	Microsoft	Other
Technical Proactive Support Resources	Senior Solutions Architect Engineers	Included	Included	
	Dedicated Support Engineers (DSE), All MSFT technologies	Available (diff rate)	Available (diff rate)	
	Support Technology Advisors (STA)	Available (diff rate)	Available (diff rate)	
	Dedicated Project Managers	Included	Included	
	Elite Partner Network (MSFT technology specialists, Top-Tier MSFT partners)	Included	NA	
	Online DIY resources (Non engineer-led)	NO	Included	
Technical Proactive ENGINEER-LED Engagements	Advisory phone support	Included	Included	Advisory Phone Support (limited to six hours or less per incident)
	Product Roadmap Updates	Included	Included	
	IT Health Checks	Included	Available- Proactive Credits \$	
	System / Architecture Assessment Programs	Included	Available- Proactive Credits \$	
	Chalktalks, Workshops	Included	Available- Proactive Credits \$	
	Proactive Accelerators	Included	Available- Proactive Credits \$	
	Developer Enablement	Included	Available- Proactive Credits \$	
	Specialty Cloud Support	Included	Available- Proactive Credits \$	
	Custom Proactive Projects	Included	Available- Proactive Credits \$	
	Support for Mission Critical (SfMC)	Available (diff rate)	Available- Proactive Credits \$	
	Detection & Response Team (DART)	Available (diff rate)	Available- Proactive Credits \$	
Technical Proactive NON ENGINEER-LED DIY Engagements	Online Resource Library	NO	Included	
	Templates, tools	Available (diff rate)	Included	
	"Included" proactive services, client Unified Support contract-specific	NA	Engineer Engagement Extra \$	Available through Flex Allowance or for purchase as add-ons

Financial	Cost / Value Impact	US Cloud	Microsoft	Other
Pricing	Cost savings vs. Microsoft Unified Support in first year	30%-50%	NA	
	Minimum cost reduction and avoidance over three years vs. MSFT	50%	NA	
	Multi-Year price lock (no annual true-ups)	YES	NO	
	NO additional charges for Microsoft escalations	YES	NA	
Procurement Value-Adds	Simple pricing model	YES	NO	
	Price assurance over multi-year (NO true-up cost added annually)	YES	NO	
	No hidden fees (automatic TAM charges, true-ups, engineer engagement, etc.)	YES	NO	
	Flexible support hours (reactive, proactive, TAM)	YES	NO	
	No additional charge to add hours in contract period	YES	NO	
	Monthly billing option	YES	NO	
	Proof of Concept trial period	YES	NO	
	Diversified supply chain sourcing via WBE and government WOSB status	YES	NO	

Template created by US Cloud LLC 2023 for revision and use by companies evaluating their Microsoft support options. It is NOT intended for use by other Microsoft support providers and US Cloud reserves all rights to content.

Microsoft performance metrics derived from representative sample data (20k+ records from Unified and Premier Support client incident logs from 2022-2023 period)

**MSFT Enhanced Solutions**

**Including Support for Mission Critical, Designated Support Engineering, Azure Rapid Response, Azure Event Management, Office 365 Engineering Direct, GitHub Engineering Direct, Developer Support**

