

Microsoft Unified Sales Fact Check

Microsoft recently put out a two-page marketing piece that is intended to dissuade others from partnering with US Cloud. Is any of it true or is it all a fabrication? See below for the biggest lies Microsoft is telling about your third-party support.

Microsoft Lies

- No support for on-premises licenses, which includes licenses running on Azure.
- Loss of dedicated resources to help build your technology roadmap such as your dedicated Customer Success Account Manager and your Incident Manager.
- No priority routing for critical case incidents and expedited response.
- No access to Product Groups, Customer Advisory Boards, Early Adopter Programs, etc.
- No support for products past Extended Support.
- No proactive security updates will be provided for products.
- Relationship with Partner only. Client will not have any relationship with Microsoft directly.
- Incidents are managed during business hours only.

US Cloud Truths

- US Cloud is, at minimum, 25% faster at resolving on-premises Microsoft technologies, even if they're on Azure.
- With Microsoft replacing their Technical Account Managers with Customer Success Account Managers, there are slower response times, less tickets successfully resolved, and increased overall frustration, an issue you won't find at US Cloud.
- US Cloud offers 15-minute initial response time for guaranteed expedited responses on all ticket severities. We also have the industry's only financially backed response time SLA. If a case is critical, it is immediately routed to our most experienced Microsoft-certified engineers based on technology impacted.
- US cloud provides access to Product Groups, Customer Advisory Boards, and Early Adopter Programs through our elite Microsoft Partner Network.
- Enterprises can buy support for products for up to 13 years, in some cases keeping those services beyond that time, with complete support from US Cloud.
- All properly licensed Microsoft products are entitled to receive security updates as they become available, and US Cloud will always keep you up to date.
- All US Cloud Microsoft Enterprise Support clients maintain their Enterprise Agreements at Microsoft and work directly with Microsoft to license their software products.
- US Cloud Microsoft Enterprise Support is available 24/7/365 on a global scale with 15-minute response times guaranteed for all ticket severities.

Faster Microsoft Support For Less

Working with US Cloud provides you with ample benefits with all your Microsoft products, despite what Microsoft might say otherwise. For Microsoft support services that save you 30-50% on your support spend with twice the response speed of our competitor, look to US Cloud.