

The New Unified Enterprise Dilemma

A NEW! Microsoft Unified Support Pricing Model for “Enterprises”, Now *Even Pricier!* than Before.

The move from Microsoft Premier to Unified Support has been fraught with unpredictable pricing increases and variable support options, none of which have performed as well as the old model. Tack on the loss of Software Assurance Benefit credits in February of '23, skyrocketing time-to-resolution from an “unlimited” model, and increased compliance risk from off-shoring, and it’s no wonder that customer satisfaction has reached an all-time low.

Old Microsoft Unified Model:

Microsoft Service	Premier Support	Unified Support Core	Unified Support Advanced	Unified Support Performance
Pricing	Per-hour based on consumption	6% of User software 8% of Server and Cloud software <i>(annual spend)</i>	8% of User software 10% of Server and Cloud software <i>(annual spend)</i>	10% of User software 12% of Server and Cloud software <i>(annual spend)</i>
Account Management	TAM- Technical Account Manager (team shared or dedicated)	Service delivery team	Service delivery team	Service delivery team
Proactive Support Online Self-Service	Support assistance hours	Unlimited on-line resources <i>(DIY)</i>	Unlimited on-line resources <i>(DIY)</i>	Unlimited on-line resources <i>(DIY)</i>
Proactive Support “Built-in Proactive Services”	N/A (no option)	Option, extra charge	1-3 engagements included	3-5 engagements included
PRS Reactive Services	PRS hours	Unlimited 10 contacts	Unlimited 50-350 contacts	Unlimited as-needed
PRS DIY Online Services	Included without using hours			
Initial Response Time	1 hour catastrophic or critical; otherwise 2 hours during business hours	1 hour critical; 8 hour standard	1 hour critical; 4 hours standard	1/2 hour critical; 4 hours standard
Third-Tier Support	Option, extra charge	N/A (no option)	N/A (CritSit manager assigned)	Included (priority routing for crit)
Minimum Contract Size	N/A	\$25,000	\$50,000	\$175,000

Swallowing that bitter pill was bad enough, now comes a NEW model; Unified Enterprise. As with the prior plans offered by Unified (Core/Advanced/Performance), the pricing for Unified Enterprise is not based on the level of software support you NEED, but rather, on your total spend with Microsoft. Now, we have been told that enterprises can still REQUEST one of the older Unified Support plans, but whether or not you actually receive it? Well, that comes down to the discretion of your individual sales representative. (Hope you sent a birthday card this year!)

New Model:

Annual spend	Infrastructure		Infrastructure		User		
	Azure	Annual spend	On-Perm Server	Annual spend	Modern Work	Biz Apps	On-Perm User
\$0 to \$1.8M	10%	\$0 to \$1.8M	10%	\$0. to \$1.5M		7.5%	
\$1.8M to \$6M	7%	\$1.8M to \$6M	7%	\$1.5M to \$3M		6.5%	
\$6M to \$12M	5%	\$6M to \$12M	5%	\$3M to \$6M		5.5%	
\$12M to \$30M	3%	\$12M to \$30M	3%	\$6M to \$15M		4.5%	
\$30M to \$60M	2.25%	\$30M to \$60M	2.25%	>\$15M		3.5%	
\$30M to \$120M	2%	\$30M to \$120M	2%				
>\$120M	1.75%	>\$120M	1.75%				

The biggest shortcoming of the new Unified Enterprise model is the elimination of your ability to select the level of support that is right for you and your company. Instead of choosing between Core, Advanced, and Performance, now you have a single tier with “Expected” response times, which will result in higher spend on support for most enterprises, but with a faster target response time for Azure.

Old:

Initial Response Time	1 hour catastrophic or critical; otherwise 2 hours during business hours	1 hour critical; 8 hour standard	1 hour critical; 4 hours standard	1/2 hour critical; 4 hours standard

New:

Technical Support (As-needed, 24/7)	<ul style="list-style-type: none"> Expected response times: <ul style="list-style-type: none"> - Critical Sev 1: 15-min for Azure/1-hour for all other products -1-hour Sev A/2-hour Sev B/4-hour Sev C
Escalation Management	<ul style="list-style-type: none"> For Critical Business System Down issues, resource assigned after 15-minutes for Azure, or 1-hour for all other products For Critical Business System Degraded issues, resource assigned after 1-hour for all products

(Are you really “expecting” a 1-hour response time on Sev As?)

Additionally, the pricing calculation, or “P” in the new Unified Enterprise model, is a factor of your Azure, server, and user spends, from the last 12 months (not 5 years). And, not surprisingly, most of our new customers saw quotes with a much higher YOY spend based off that new calculation. (Which is why they are now our new customers.)

Other Microsoft Unified Enterprise Highlights:

- Minimum spend is \$50,000 (Don't be small!)
 - And remember, PRS for SA is dead.
- Spend is dependent on underlying price of other Microsoft services. So if they raise those prices...
- Rates start at 7.5% of spend...if you spend more than \$120M in Azure and On-Prem support.
- Support is still based on a CSAM model, not the tried-and-true TAM model.

Compare Unified Enterprise's loss of choice and increased support cost to US Cloud. We offer 30-50% better pricing, 15-minute response time SLA and 2x faster resolution. PLUS, we'll offer you pricing based on the level of support you actually need like Premier used to do, rather than some pre-determined algorithm that only serves to line Microsoft's pockets.

Check back next year for the NEW Microsoft Enterprise Plus-Plus Model!