Sources for Microsoft Support

Third-party enterprise software support began in 2005 as an alternative to Oracle's support. Today, 34% of all enterprises worldwide use third-party support competitors for Oracle, SAP or, JD Edwards. These savvy enterprises use the 30-50% cost savings to accelerate their business-driven roadmaps via innovation and digital transformation.

Option #1: Microsoft Premier/Unified Support

What once seemed like an obvious choice for ongoing support solution needs has become a slowly devolving system of inadequacies. Time to resolution has increased in the past few years, though not as fast as the overall cost of Unified. Alongside structural changes to save money and overseas engineers being added to the mix to meet demand, Microsoft Premier/Unified Support has never been at a lower point, though they try to say and sell otherwise.

Option #2: – Traditional Microsoft Partners

Traditional Microsoft Partners include large system integrators (SI), Managed Service Providers (MSPs), Value-Added Resellers (VARs), Cloud Service Providers (CSPs), and Microsoft consultancies. Some enterprises are using their Microsoft Partner as an alternative to Premier/Unified for cloud services support. MS Partners of all stripes have spun up support offerings to increase domain expertise around the Microsoft cloud services of Azure, M365 and Dynamics.

The downside is that providing global high-level L3-4 support across the entire Microsoft stack, including non-business hours, is difficult and not for the faint of heart. A single poorly handled mission-critical ticket can do irreparable reputational damage to a brand. Equally important to ticket resolution is the ability to quickly escalate high-severity enterprise tickets to Microsoft when necessary. As Microsoft begins to push baseline support down to its Partners, many new CSPs are finding the task of L1-2 staffing and operating a 24/7 help desk financially challenging and are now seeking alternative paths.

Option #3: 3rd Party Microsoft Enterprise Support

Although still limited to only a handful worldwide, Independent Third-Party Providers for Microsoft Enterprise Support have emerged and are maturing. Very few are seen as a viable alternative to replace Microsoft Unified Support services. These "pure play" Independent Third-Party Software Support Providers for Microsoft do not sell software licenses but rather focus solely on Enterprise Support. Their independence from the original equipment manufacturer (OEM) allows them to act in their client's best interest.

US Cloud is the leading third-party Microsoft Support alternative in the world, offering you an option to escape from Microsoft's prices and delays. We save you 30-50% on your IT spend in the first year alone and have financially backed SLAs that guarantee 15-minute responses to tickets of all severities. We are also the only full replacement for Unified that is recognized by Gartner. For faster Microsoft support for less, look to US Cloud.