

# Microsoft Enterprise Support / Unified Support

## Vendor Evaluation Checklist

Vendor Criteria	Area of Assessment	US Cloud	Microsoft
<b>Company Profile</b>	24/7 support with L1–L4 PRS Engineers on all shifts	YES	YES
	75%+ revenue from Microsoft PRS / break-fix support	YES	NO
	Fully replaces Microsoft Unified or Premier Support	YES	NA
	100% U.S.-based support staff (ITAR 120.15 compliant)	YES	NO
	5+ years replacing Microsoft Unified Support	YES	NA
	Gartner-validated third-party Microsoft support provider	YES	NA
<b>Clients Served</b>	Active Fortune 500 and Global 2000 clients	YES	YES
	Support for international and multi-national organizations	YES	YES
	Clients in key industry sectors	YES	YES
	Clients within desired major industry segment	YES	YES

PRS/“Break-Fix”	Functional	US Cloud	Microsoft
<b>Technical Problem Resolution Support (PRS) Resources</b>	24/7 dedicated Problem Resolution Support Engineers (not project engineers)	Included	Included
	24/7 after-hours Senior PRS 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
	Access to Microsoft Product Groups	Included	Included

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PRR/"Break-Fix"	Functional	US Cloud	Microsoft
<b>Technical Problem Resolution Support (PRR) Base Services</b>	24/7 Break-Fix Support (All Microsoft technologies)	Included	Included
	Support for select End-of-Life products (reasonable effort)	Included	NO
	Escalation Management	Included	Included
	Managed Escalations via Premier Support for Partners	Included	NA
	Advisory phone support	Included	Included
	Bug Reporting	Included	Included
	On-Demand Assessments & Consultation	Included	Included
	SSO Client Portal with Real-Time KPIs & Account Tracking	Included	Included
<b>PRR Ticket Performance</b>	Contractual Service Level Agreements (SLAs) guaranteed / financially backed	YES	NO
	Initial Response Time	15 mins (all severity levels)	15 mins (Azure) / 1 hour (all other products)
	1 hour (Sev A) / 2 hours (Sev B) / 4 hours (Sev C)	Included	Azure only -- Additional Fee \$
	Escalation Engineer Engagement times / SLAs <b>US Cloud:</b> Resource assigned in 30 mins (Sev 1/2, all products) <b>Microsoft:</b> 15 mins (Azure) / 1 hr (others)	YES	NO
	MSFT Escalation SLAs	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
<b>Technical Proactive Support Resources</b>	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	
<b>Technical Proactive ENGINEER-LED Engagements</b>	Advisory phone support	Included	Included	Advisory Phone Support (limited to 6 hours or less per incident)
	Product Roadmap Updates	Included	Included	
	IT Health Checks	Included	Proactive Credits: Available (\$)	
	System / Architecture Assessment Programs	Included	Proactive Credits: Available (\$)	
	Chalktalks, Workshops	Included	Proactive Credits: Available (\$)	
	Proactive Accelerators	Included	Proactive Credits: Available (\$)	
	Developer Enablement	Included	Proactive Credits: Available (\$)	
	Specialty Cloud Support	Included	Proactive Credits: Available (\$)	
	Custom Proactive Projects	Included	Proactive Credits: Available (\$)	
	Support for Mission Critical (SfMC)	Available (diff rate)	Proactive Credits: Available (\$)	
	Detection & Response Team (DART)	Available (diff rate)	Proactive Credits: Available (\$)	
<b>Technical Proactive NON ENGINEER-LED DIY Engagements</b>	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

# Vendor Evaluation Checklist

Financial	Cost / Value Impact	US Cloud	Microsoft
<b>Pricing</b>	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
<b>Procurement Value-Adds</b>	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