

Capabilities Statement

Proven Microsoft Support Alternative for the Public Sector

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Public

Company Overview

US Cloud is the only Gartner-recognized alternative to Microsoft Unified Support, delivering world-class Microsoft support services to federal, state, and local government agencies, as well as Fortune 500 enterprises. US Cloud helps agencies reduce support costs by 30–50%, improve response times, and strengthen data sovereignty with 100% U.S.-based support engineers.

Core Competencies

Service Area	Description
Microsoft Support Services	24/7 break/fix support for Microsoft 365, Azure, Dynamics, SharePoint, Exchange, Windows Server, SQL, Teams, and more
Designated Support Engineers (DSEs)	Named U.S.-based engineers for proactive projects, architecture reviews, and escalations
Legacy Product Support	Extended support for end-of-life Microsoft technologies to avoid forced upgrades
Support Cost Reduction	Fixed-fee model with unlimited escalations, cutting Microsoft support costs by up to 50%
Compliance & Security	ISO 27001 certified, CMMC/NIST aligned, U.S. citizen engineers – no offshoring or outsourcing
Business Type	Other Than Small Business (OTSB)
Certifications	ISO 27001 Certified, ESG Reporting Aligned
Facility Locations	St. Louis, MO (HQ/NOC), Dallas, TX (NOC)

Differentiators

- **100% U.S.-Based Support** – All engineers are U.S. citizens working from secure domestic facilities
- **Faster Response Times** – <15-minute SLA for critical issues; no tier-1 call centers or offshore delays
- **Gartner-Recognized Leader** – Only proven alternative to Microsoft Unified Support
- **Budget-Friendly** – Predictable pricing structure that aligns with fixed federal budgets
- **Secure & Compliant** – ISO 27001 certified, supports FedRAMP environments, and aligns with CMMC/NIST 800-171
- **Proven at Scale** – Trusted by agencies and enterprises supporting millions of users globally

Company Data

Field	Details
Company Name	US Cloud, LLC
D-U-N-S Number	78-462-6355
UEI (SAM)	GNQPHM1ZSDM1
CAGE Code	4XKR3
NAICS Codes	541512 – Computer Systems Design Services541519 – Other Computer Related Services518210 – Data Processing, Hosting, and Related Services
Business Type	Other Than Small Business (OTSB)
Certifications	ISO 27001 Certified, ESG Reporting Aligned
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Past Performance

Agency / Client	Scope of Work
DoD Component (Confidential)	Microsoft support across hybrid cloud; 40% support cost reduction; 98.9% SLA adherence
Large Civilian Agency	Microsoft 365 and Azure support; migration readiness; improved MTTR and compliance
State Government Entity	Supported Exchange and SQL legacy systems; deferred costly Microsoft upgrades
Fortune 500 Global Bank	Replaced Microsoft Unified; saved \$6M/year; improved incident resolution by 43%

References available upon request.

Mission

To empower government and enterprise IT teams by providing secure, responsive, and cost-effective Microsoft support services that reduce reliance on Microsoft while improving operational performance.