FORTUNE 10 US HEALTHCARE ENTERPRISE
CASE STUDY

Replacing Microsoft Unified Support:

More Support Utilization.
57% Faster Resolution.
73% Lower Cost.

US CLOUD

EXECUTIVE SUMMARY

The case in one page

The Challenge

A **Fortune 10 U.S. healthcare enterprise** depended on Microsoft Unified Support across a large, business-critical Microsoft estate. The organization needed a support model that could handle substantially greater demand, resolve issues faster, and materially reduce the cost of maintaining enterprise Microsoft support.

RESULTS

300%+
MORE TICKET ACTIVITY
vs. prior support experience

57%
FASTER RESOLUTION
14.4 vs. 33.2 days open

73%
LOWER ANNUAL COST
vs. Unified Support

$30M+
3-YEAR SAVINGS
capital redirected

WHAT CHANGED

From entitlement to utilization

The outcome: After replacing Unified Support with US Cloud, support consumption expanded dramatically rather than being constrained by the economics or experience of the incumbent model. The customer generated more than 300% greater ticket activity with US Cloud, while tickets resolved internally by US Cloud averaged 14.4 days open versus 33.2 days under Microsoft, which is a 57% reduction in resolution time.

The economics: The transition also reduced annual support expense by approximately 73%, creating more than $30 million in expected savings over three years. Instead of funding support overhead, those dollars could be redirected toward three strategic priorities: an AI-powered consumer platform, streamlined back-office and claims operations, and predictive clinical AI.

Average days open

Historical Microsoft baseline vs. post-transition US Cloud cohorts

Bottom line: 4x the support activity. 57% faster resolution. 73% lower cost.

THE CHALLENGE

Enterprise Scale Without Enterprise Support Efficiency

For a healthcare enterprise of this scale, Microsoft technology touches critical functions across productivity, cloud, identity, security, infrastructure and application operations. Support therefore is not simply an insurance policy; it is an operating capability. When issues arise, the organization needs engineers to engage quickly, own the problem and drive it to resolution.

The incumbent Unified Support model carried a high annual cost, yet historical ticket data suggested that the organization was not extracting support value commensurate with that spend. The business case for change was therefore broader than price: could an independent support model increase actual support utilization while simultaneously improving resolution performance?

Traditional Support	VS	US Cloud Support
Generic severity assessment		Patient-care impact identified
Multiple handoffs		Dedicated technical ownership
Coverage governed by plan mechanics		Support continuity protected

THE TRANSFORMATION

From Support Entitlement to Support Utilization

BEFORE

Microsoft Unified Support

High-cost entitlement model

→

AFTER

US Cloud support

Senior specialists + case ownership

PERFORMANCE EVIDENCE

Support That Gets Used – And Resolves Faster

US Cloud replaced Microsoft Unified Support with a model designed around direct access to senior Microsoft specialists, active case ownership and escalation management. The result was a striking change in how freely the enterprise used support.

Ticket activity increased by more than 300%. Rather than interpreting higher ticket volume as a negative, the increase is an important measure of support utilization: teams were able to bring substantially more Microsoft issues into the support process and receive engineering assistance.

Support Cohort	Tickets Closed	Avg. Days Open	What It Shows
Microsoft: pre-transition	294	33.2	Historical Unified Support baseline
US Cloud: all closed tickets	496	20.94	37% lower average days open across all closed cases
US Cloud: internally resolved	278	14.4	57% lower average days open vs. Microsoft baseline
US Cloud: escalated to Microsoft	218	28.9	US Cloud retained ownership while leveraging Microsoft escalation

18.8 fewer days per ticket

US Cloud internal vs. Microsoft

3 Reasons the 300%+ ticket increase matters

Traditional support comparisons often focus on SLA language or theoretical access to expertise. The more revealing question is whether enterprise teams actually use the service. In this case, the post-transition ticket pattern indicates a substantially higher level of engagement with support.

1

More issues entered support

Teams could bring substantially more Microsoft issues into a formal engineering workflow.

2

278 cases resolved internally

US Cloud reduced unnecessary dependency on Microsoft escalation.

3

Escalations stayed owned

When Microsoft was required, US Cloud continued to manage the case rather than handing the customer back.

ECONOMIC IMPACT

Over $30M Reallocated Over 3 Years

73%	$10M+	$30M+
LOWER ANNUAL SUPPORT COST	AVG. ANNUAL SAVINGS	3-YEAR VALUE CREATED
vs. Unified Support	implied by $30M+ over 3 years	before considering productivity gains

STRATEGIC INVESTMENT

From Support Spend to Strategic Investment

For the customer, the strategic value of the transition extended beyond IT support. Savings from the legacy support model could be redirected into initiatives with direct implications for consumer experience, operating efficiency and clinical outcomes.

1. **AI-POWERED CONSUMER PLATFORM**

   Fund digital and AI capabilities that create more personalized, intelligent consumer health experiences.

2. **BACK OFFICE & CLAIMS**

   Apply automation and AI to simplify administrative workflows, improve claims efficiency, and reduce operating friction.

3. **PREDICTIVE CLINICAL AI**

   Expand predictive capabilities that identify risk earlier and help clinical teams make more informed interventions.

BUYER TAKEAWAY

> **This case challenges the assumption that reducing Microsoft support cost requires accepting lower service levels.**
>
> For this Fortune 10 healthcare enterprise, support utilization increased sharply, resolution improved, and the annual support bill fell by almost three-quarters. The result was more operational value while releasing tens of millions of dollars for AI and business transformation.

What could your health system reallocate?

BENCHMARK YOUR SUPPORT MODEL

METHODOLOGY & CONFIDENTIALITY NOTE

Customer identity is intentionally redacted. Microsoft baseline: 294 closed tickets from May 2023 through June 2024, averaging 33.2 days open. US Cloud dataset: 496 closed tickets, including 278 internally resolved tickets averaging 14.4 days open and 218 Microsoft-escalated tickets averaging 28.9 days open; all US Cloud closed tickets averaged 20.94 days open. The 57% figure compares internally resolved tickets with the historical Microsoft baseline. Savings estimates are customer-specific and should not be interpreted as a guarantee of results for other organizations.