US CLOUD

The Global Leader in Third-Party Microsoft Enterprise Support

US Cloud Partner Program:

Upgrade Microsoft Support For Your Clients

US Cloud is *THE* Microsoft Support Replacement Specialist

Faster. Cheaper. It's All We Do.

uscloud.com (800)-200-8440

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Multiple models for CSP's, MSP's, VAR's, LSP's

- New revenue streams
- Decreased escalation costs
- Higher Client satisfaction

US Cloud is the #1 Microsoft support specialist in the world. We replace Microsoft Unified Support for hundreds of enterpriseses globally, typically saving between 30%-50%. For very large enterprises, like the Fortune 500, it can be up to 75% savings.

Today over 40% of our revenues come through our partner channels. US Cloud is serious about helping other Microsoft Partners provide true comprehensive enterprise-level Microsoft support for less -- offering big benefits to Partners AND Clients.

Why Trust US Cloud to Support Your Clients?

Proven Results

$266M

IN CLIENT SAVINGS

$266 Million in US Cloud client savings generated vs. Microsoft Unified

50+

Fortune 500 Companies

84 Fortune 500 and Global 2000 enterprise clients have switched to US Cloud from Unified

8.1M

USERS SUPPORTED

6.4 Million users supported in finance, healthcare, insurance, tech, gov, and more

42

COUNTRIES

42 countries with enterprises supported 24/7/365 by US Cloud

Level 2-3 Suppport, 24/7

Senior Microsoft-certified engineers staffed around the clock

100% Domestic US Teams

Support Sovereignty. USA-only engineers, UK/EU/UK optional

Managed MSFT Escalations

Unlimited managed ticket escalations to Microsoft when needed

Ticket Resolution

81% of tickets were resolved in-house 2024 through 2025.
Ticket surveys avg. score: 4.2 out of 5

Faster Response Time

3.9 minute average response times Time-to-Resolution faster (all severities) vs. Microsoft Unified

Gartner Recognized

US Cloud is the only independent MSFT Unified Support "pure-play" specialist recognized by Gartner

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Partner Support Models

Model 1: Referral Partner

This is our most popular Partner model. You refer your clients to us, and we do the rest. You can be as involved, or hands-off as you'd like. Simply register your client using our Partner Lead Registration form. We pay healthy referral commissions for new business and referrals.

Benefits For the Partner:

- Become an advocate for your clients with the #1 Microsoft Unified Support alternative globally
- Receive healthy referral commissions for both new business and renewals
- Free up your client's budget. We save your clients 30% - 50%+ which often gets reinvested in your products and services without any impact on your client's existing budget.

Model 2: Partner Support (Partner Pool)

You as the Partner (we support MSPs, CSPs, VARs, LSPs), are our client. You purchase a flexible pool of support hours that can be used across your client base. Partners call/submit tickets directly to US Cloud while still acting as primary point of contact with your clients. If US Cloud cannot solve the issue, we can escalate to Microsoft for the client or return it to the partner to manage escalation.

Benefits For the Partner:

- Substantial savings when compared to extensive use of your Premier Support for Partner hours
- US Cloud supports all L2-L3 support across the entire Microsoft stack 24/7/365
- Average US Cloud ticket resolution rate of 80% in-house
- Individual buckets of hours within partner pool can be organized and tracked by client

Model 3: Partner Support (Customer Direct)

You as the Partner (we support MSPs, CSPs, VARs, LSPs), are our clients. We contract directly with the Partner for agreed services/pricing for each client. Partner contracts with the client for a bank of support hours dedicated to that client. Clients submit tickets directly to US Cloud without any additional operational burden to your teams (through a dedicated US Cloud Client Portal or integrated Partner ticketing system). If US Cloud cannot solve the issue, we can escalate to Microsoft for the client or return it to the Partner to manage escalation.

Benefits For the Partner:

- Create new revenue streams, offering enhanced support or Unified support replacement
- Provides a more complete offering for Managed services to Partner client.
- US Cloud supports all L2-L3 support across the entire Microsoft stack 24/7/365
- Average US Cloud ticket resolution rate of 80% in-house
- Discrete and dedicated service hours per client minimize partner administrative burden

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Support Types

More than just break-fix.

To truly replace Microsoft support, US Cloud offers all three support types: reactive "break-fix," proactive support, and DSE / architect-level consulting (by technology).

Some of our channel partners outsource all three types to us. Some just want support for Level 2-3 reactive tickets. And some are looking only for consulting depth for a certain Microsoft technology.

Whatever your need, US Cloud has the expertise, depth, and flexibility to address the support gaps you want to address.

We have already helped many Microsoft partners reap millions in new revenues while also addressing critical client pain points.

Learn more by checking us out at www.uscloud.com.

Reactive Support

- Problem Resolution Support (PRS) 24/7/365
- On-premise AND cloud tickets, all severities
- Unlimited Microsoft escalations, including Microsoft Premier Support for Partners
- Financially-backed SLAs

Proactive Support

- Support for critical initiatives and implementations
- Azure Services, M365, Health Assessments, Microsoft Security Assessments, Enterprise Mobility, SQL Server, Windows Platform, etc.
- Expert, Sr. Engineer-led project support
- Clients can use PRS hours interchangeably

Consulting

- Dedicated Support Engineers (DSE or EDE)
- Ad hoc advisory calls with product experts
- Strategic consultation, architecture, UX, deployments, POCs, and more
- Available for ALL Microsoft products and technologies

Big Brands Trust US Cloud

We serve 75+ Fortune 500 and Global 2000 Clients. Rest assured, we can support your business too.

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