



*The Global Leader in Third-Party Microsoft Enterprise Support*

# ***The Microsoft™ Unified Support Replacement***

## **Faster. Cheaper. It's All We Do.**

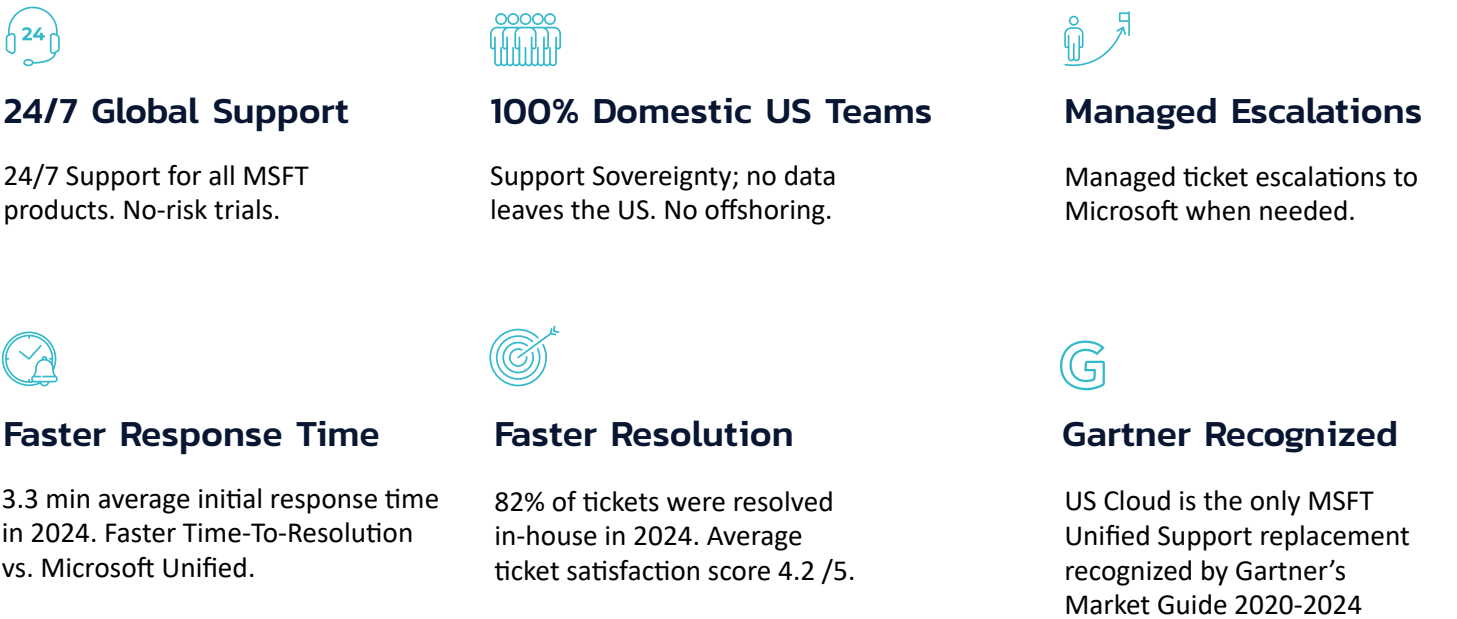
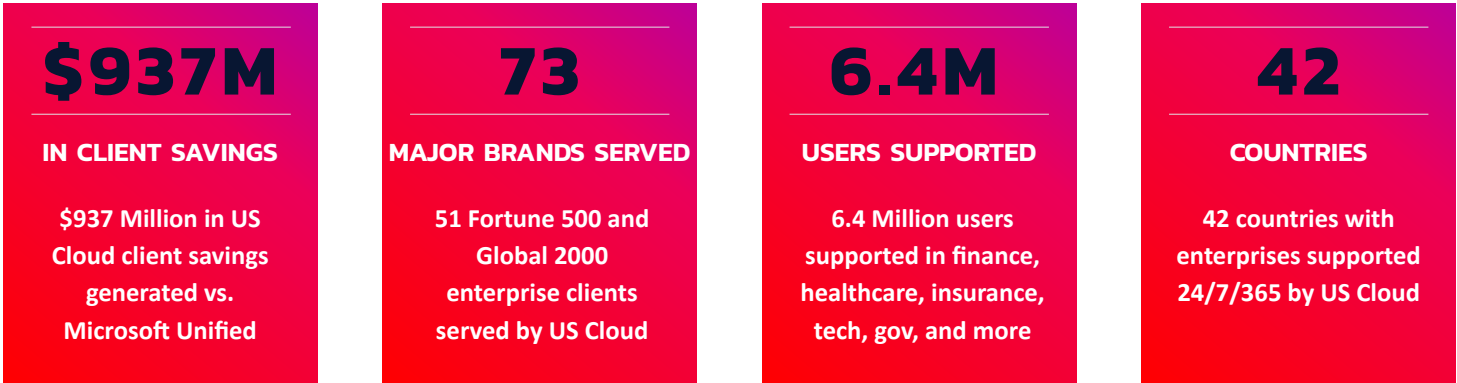
**Save 30%-50% on a true, comparable replacement for Microsoft Unified Support. We support the entire Microsoft stack 24/7/365, responding faster and resolving tickets quicker for clients all around the world.**

# US Cloud is the #1 Microsoft Unified Support alternative, saving Clients 30%–50%




























US Cloud’s Microsoft Enterprise Support can replace your Unified contract, drastically reducing Microsoft operating costs. In 2024, 97% of our clients reported saving 1/3 or more when switching from Microsoft Unified Support to US Cloud.

US Cloud is the only “pure play” Microsoft enterprise support specialist in the marketplace. Delivering affordable, high-quality Microsoft support is all we do.

## US Cloud Microsoft Enterprise Support Proven Results



# Support Services Comparison

	US CLOUD	Microsoft	CSP/MSP/VAR
All MSFT Technologies Fully Supported	 All	 All	 Limited to specialties
Response Times	 15 min or less initial response, all tickets, all severities Global 24/7/365 Financially-backed SLAs Published Performance Data	 4 hr “target” standard 30 min “target” catastrophic No SLAs 15 min critical Azure (add-on \$\$\$)	 Varies After-hours only L1 staff OR on-call L2-3 support
Sr. Problem Resolution Support Engineers / Break-fix 24/7	 Level 2-3 (24/7) Level 4 (24/7 critical) All US Teams, USA-based	 Level 2-3 (24/7) Level 4 (24/7 critical) Significant 3rd-party, offshore	 Level 1 (24/7) Level 2-3 Project-focused (on-call) Significant 3rd-party, offshore
Account Service Team	 TAM (Technical Account Manager) Critical Situation Manager Dedicated Account Teams	 CSAM (Customer Service Manager) Critical Situation Manager	 CSAM (Customer Service Manager) Sales
Ticket Escalation to Microsoft	 YES MSFT Premier Support for Partners Contractual SLA - Assures rapid escalation	 Clients are experiencing slowing response and resolution times Goals consistently missed	 YES / Varies MSFT Advanced or Premier Premier Support escalations often limited
Tickets Resolved In-House	 81% resolved by US Cloud 2023 19% escalated to MSFT	 Significant outsourcing to offshore 3rd-parties	 Varies Significant number of escalations to MSFT common
Time to Resolution	 < 2 hrs avg time to resolve, Sev A Public TTR performance data published daily on homepage Client avg TTR available in portal	 Massive delays in Unified Lower severity tickets often take weeks vs. days	 Varies Large % escalated to MSFT Sr. staff do not work nights and weekends
Proactive Services	 Engineer-led proactive DSE's (Designated Support Engineers) available	 Online DIY resources Engineer-led proactive (add-on \$\$\$) DSE's (Designated Support Engineers) available	 Engineer-led proactive Project-focused
Gartner Recognized for Unified Support Replacement	 Yes	 N/A	 No

# Support You Can Trust

Think it's risky to trust a 3rd-party with your critical Microsoft support?

Think again.

Independent 3rd-party software support is a time-proven model.

From Fortune 500's and large health systems, to major financial institutions and Federal agencies -- US Cloud ensures that vital Microsoft systems are working for over 6 million users globally. Every day.

But we know trust is earned.

Which is why we are now posting LIVE unfiltered performance data ((2023 averages, right) to our homepage, [www.uscloud.com](http://www.uscloud.com).

Initial Ticket Response: **3.3** min.

Time to Resolution (High Sev): **3.6** hrs.

Tickets Escalated to MSFT: **15.8** percent

MSFT Technologies Fixed: **67** products

Our Engineers' MSFT Exp: **14.9** years avg.

## Big Brands Trust US Cloud

We serve 51 Fortune 500 and Global 2000 Clients. Rest assured, we can support your business too.