

See the Full Support Cost

Microsoft Support Total Cost Worksheet



Compare complete renewal scenarios over the same period with the same required coverage.

BUILD THE COMPARISON BEFORE CHOOSING A PROVIDER

Use quotes costs and written terms. Separate recurring fees from transition costs, and carry unresolved scope differences into the decision.

ILLUSTRATIVE EXAMPLE / 12 MONTHS / USD

Cost component	Current renewal	Alternative
Support fee	\$300,00	\$180,000
Required add-ons & retained services	\$20,000	\$25,000
One-time transition effort	\$0	\$15,000
Documented lost discounts/concessions	\$0	\$10,000
Total evaluated cost	\$320,000	\$230,000

THE BUYER TEST



Does the lower-cost option meet the same operational requirements?

25-50%

projected unexpected Unified cost increases through 2028 for customers that don't align licensing and support negotiations.

Source: Gartner, *Reduce Microsoft Unified Costs: Negotiate or Use Third Parties*

91%

of enterprises that present a US Cloud estimate to Microsoft receive immediate discounts and faster concessions.

Source: US Cloud data

ILLUSTRATIVE DIFFERENCE / \$90,000 lower total cost (28.1%)

$(320,000 - \$230,000) \div \text{by } \$320,000$

Validate scope and risk before treating the difference as achievable savings.

Hypothetical figures only; not a US Cloud quote or savings forecast.

Build Your Renewal Comparison

Complete the inputs, resolve exceptions, and record the basis for your recommendation.

Worksheet

Cost component	Current renewal	Alternative A	Alternative B
Support fee			
Required services & add-ons ¹			
One-time transition cost			
Documented concession changes ²			
Total evaluated cost			
Difference vs. current renewal			

1: Include retained capabilities once; avoid double-counting bundled fees.
2: Enter losses as positive costs and confirmed gains as negative costs.

DECISION GATE

Required scope • Confirmed Security & escalation reviewed • Transition priced • Concessions documented

BUYER ACTION: use the completed comparison to request a support benchmark at uscloud.com.

Know the full cost before you renew.

Benchmark Your Microsoft Support Costs

Compare your renewal with a US Cloud proposal. Evaluate fees, services, transition costs, and documented concession changes against the same coverage requirements.

Request a Support Benchmark

Resolve the Gaps in Your Comparison

Discuss questions about coverage, escalation, service commitments, and transition effort. Identify which assumptions need evidence before you recommend an option.

Talk to an Expert

Why US Cloud



24/7
Microsoft Support



SENIOR
Microsoft-Certified Engineers



30-50%
Typical Client Savings

About US Cloud

US Cloud is the world’s only independent third-party provider of Microsoft enterprise support, serving Global 2000 and Fortune 500 organizations worldwide, US Cloud delivers reactive and proactive services without affecting access to Microsoft products or services.

Contact US Cloud USCLOUD.COM | (800) 200-8440