

**PATIENT CARE MOVES FAST:
MICROSOFT SUPPORT SHOULD TOO.**

The Healthcare Leader's Guide to Reclaiming 50% of Your Support Budget to Fund Critical, Patient-Facing IT.

Healthcare Can't Afford to Wait

In today's healthcare IT landscape, rising support costs and declining service from Microsoft are forcing providers to reevaluate their support strategy. Organizations are seeing first-year price hikes of 30% to over 400% when moving to Microsoft Unified, followed by annual increases of 15% to 30%.

Worse, the negotiation process often leaves healthcare IT leaders backed into a corner. Microsoft Unified sales teams frequently delay contract talks until the last minute, removing the time needed to evaluate alternatives.

At the same time, service quality is slipping. Response times are slower. Tickets take longer to resolve. And access to experienced support engineers is shrinking due to offshoring and ongoing layoffs—all while healthcare IT systems grow more complex and mission-critical.

These issues are surfacing at the worst possible time: 76% of healthcare organizations are actively trying to reduce IT costs in 2025.

This guide lays out real, proven alternatives that show how leading healthcare systems are making the switch away from Unified.

You'll learn how to:

- Cut Microsoft support costs by 30–50% with third-party support
- Improve response times by 2–3x with SLA-backed service
- Work directly with senior U.S or UK/EU engineers—no offshore delays
- Maintain HIPAA and other compliance standards with confidence
- Reinvest savings into staffing, modernization, or innovation projects

If you're facing a Unified renewal, you'll gain the insights needed to act now, before it's too late.



Renewing Unified could mean missing critical chances to:

- Modernize infrastructure
- Close security gaps
- Fund new digital care initiatives



When Microsoft Owns the Stack

Microsoft software is deeply embedded in many healthcare organizations—Exchange, Teams, Azure, SharePoint, the list goes on.

Walking away isn't simple and can include high switching costs. Microsoft knows that, and they're using it to their advantage.

Many healthcare providers report the same experience: a sudden surge in support pricing—30% to 400% higher in year one, followed by steep annual hikes during each renewal season.

And when you do renew, you're often stuck with a "one-size-fits-all" support plan. Microsoft rarely tailors coverage to healthcare's actual needs.

Instead of shaping the tools around care delivery, IT leaders are being asked to reshape their roadmaps around Microsoft's bundle.

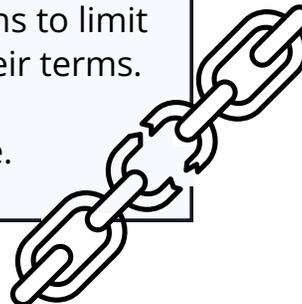
The result? Less flexibility, more risk, and fewer dollars to spend on what actually matters.



THE REALITY

Microsoft Unified sales teams delay negotiations to limit your options and force another renewal on their terms.

That's not partnership. That's pressure.



Microsoft's new model meant a massive year-over-year price increase for us. At the same time, their service quality dropped. That's when we moved away from Unified Support.



TODD D.

VP ENTERPRISE SYSTEMS,
AMEDISYS



When Support Slows Down, Healthcare Feels It First

Healthcare IT teams don't have the luxury of long response times. Every support ticket—whether about access issues, email outages, or configuration errors—can affect patient care.

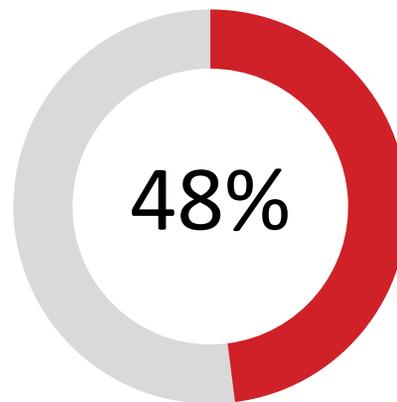
Microsoft Unified Support gets more expensive each year, even as quality drops. Support is now handled overseas, experienced engineers have left, and response times routinely stretch from days into weeks. You end up paying more for less, while being told “there is no alternative.”

Microsoft's “No Persona Selected” model tries to cover everyone but ends up helping no one. For healthcare where HIPAA, uptime, and compliance are all non-negotiable standards, that gap is costly.

US Cloud provides specialized, responsive support with healthcare-aware engineers—and no offshoring.

In a recent TechTarget survey,

48% of IT leaders in healthcare reported dissatisfaction with the current level of support provided by tech vendors, citing slow response times as the primary issue.



”

We had a ticket open for months. Microsoft dragged their feet—but US Cloud kept pushing until it was resolved. Without them, we'd still be waiting.

”

MATTHEW D.
TELECOM ADMINISTRATOR,
AMEDISYS



Freedom to Choose

Here's what many healthcare IT leaders miss: while they're cutting strategic projects, they're overpaying for basic support.

Third-party providers like US Cloud are changing that by replacing Microsoft Unified Support with faster response times, customizable service, and 30–50% cost savings.

Think about it:

- Same Microsoft applications
- Half the cost
- Support that fits your needs

This shift frees up budget for growth—not just maintenance. That's a game changer for IT leaders under pressure.



Imagine support designed for IT leaders, not Microsoft's margins:

- 15-minute response SLAs
- 100% U.S. or UK/EU support
- 30–50% savings vs. Microsoft Unified
- Full Microsoft stack coverage
- No bundles, no bloat, no budget drain



Microsoft quoted us more than triple our old support price. That forced us to explore other options—US Cloud came highly recommended, and they delivered.



KRISTIN M.
DIRECTOR OF IT, UNIVERSAL
HEALTH SERVICES



Reinvesting Support Savings

A 50% reduction in support costs isn't just a savings number. It's a budget refund waiting to be redeployed.

Smart healthcare IT leaders aren't just cutting costs—they're redirecting savings to patient-focused initiatives that improve care where it counts.

Support savings aren't just a budget line. They're the budget enabler.



Time's Up on Microsoft-Only Support

Staying with Microsoft Unified is risky. Unified costs are rising fast. Service quality is slipping. And negotiating power is minimal.

Healthcare providers are fed up with rising costs and poor service. The good news? A better option exists: proven third-party Microsoft support that outperforms Unified and delivers more for less.

US Cloud is the leading alternative. Our clients routinely save clients 30% to 50% or more. We'll match your Unified quote to prove it.

If your Microsoft support contract is up for renewal, you have one critical responsibility: explore alternatives.

Even if you ultimately remain with Microsoft, failing to benchmark pricing and performance against US Cloud means walking into negotiations blind.

Don't leave money or your leverage on the table come renewal time.

Talk to US Cloud today.

Bring Your Unified Quote and Compare Costs to:

- Get insights with no risk or obligation
- See targeted costs on real savings
- Gain intelligence with no risk or obligation



Why US Cloud is Different

Staying with Microsoft Unified is risky. Unified costs are rising fast. Service quality is slipping. And negotiating power is minimal.

Third-Party Microsoft Support is a superior, fully vetted alternative to Unified. US Cloud routinely save clients 30% to 50% or more—and matches your Unified quote to prove it.



Guaranteed
15-min response SLA



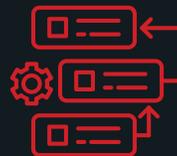
No offshoring.
(UK/EU engineers available)



24/7/365 support
for all severities



Full on-premises and
cloud coverage



Unrestricted
Microsoft escalations



Faster ticket resolution
than Microsoft

The Bottom Line

Your 2026 renewal is coming. Make it the moment you take back control — of your costs, your service quality, and your freedom to choose.

The difference is real—and so are the results.

The question isn't whether to explore alternatives. It's whether you can afford not to.



US Cloud responds within 15 minutes, every time. That kind of speed just doesn't happen with Microsoft. We needed a change—and this one worked.

— Ed P, Assistant Director of IT, Universal Health Services



Next Steps

Book a Call

Learn how you can save 30-50% over Microsoft Unified Support.

[Let's Go >](#)

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Read our latest thought leadership, including updates on Copilot, Azure, Dynamics, Microsoft 365 and more.

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