



The Global Leader in Third-Party Microsoft Enterprise Support

Microsoft Support Ticket Analysis **Time-to-Resolution EXPOSED**

**US Cloud is *THE* Microsoft Unified Support
Replacement Specialist**

Faster. Affordable. Support. It's All We Do.

US Cloud saves clients an average of **50%+** vs. Microsoft Unified Support

And resolves tickets more than **30%** faster

24 Months
75,677 Tickets
Zero Doubt

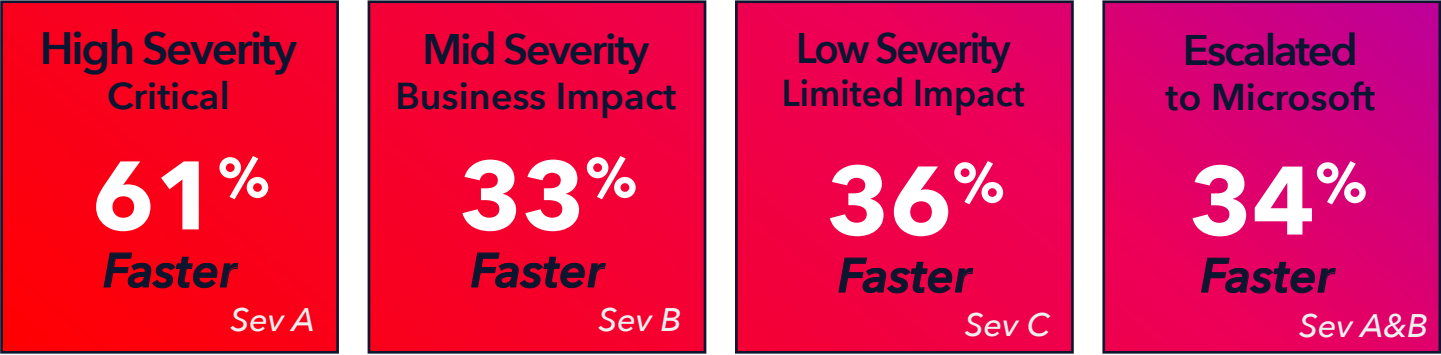
US Cloud Microsoft Enterprise Support

Measurement Matters

We understand that trusting your critical Microsoft support to a 3rd-Party can feel like a leap of faith. The common fear (fueled by Microsoft) is that the massive savings gained from switching from Unified Support to US Cloud also means sacrificing speed, quality, and peace-of-mind.

Well, we ran a two-year study to prove that, in reality, the opposite is true. Tickets analyzed represent the hardest, most complex Microsoft Level 2-4 tickets escalated by large enterprise Help Desks. And across all major categories, US Cloud resolution times were faster vs. Unified Support.

Average Time To Resolution: **US Cloud vs. Microsoft**



Overall Comparison by Severity									
US Cloud Severity	Microsoft Equivalent	Microsoft N	US Cloud N	Microsoft Median	US Cloud Median	Median Difference	Microsoft Mean	US Cloud Mean	Mean Difference
Sev 1/2	A / explicit Sev 1–2	511	1,307	0.31	0.18	-42.6%	8.62	3.35	-61.2%
Sev3	B / explicit Sev 3	35,712	12,857	13.84	11.81	-14.7%	24.03	16.06	-33.2%
Sev4	C / explicit Sev 4	20,141	5,149	14.44	12.86	-10.9%	26.35	16.91	-35.8%

Days-Open measured from time ticket is created to time it is Resolved/Closed. NOTE: These times also include time Waiting for Customer Response in addition to engineer engagement. NOTE: High and Low times were NOT excluded given the extremely large sample size.

Microsoft Enterprise Support

Time to Resolution

We aggregated over 75,000 individual Microsoft support tickets / cases from new incoming clients' most recent Unified Support logs. We then benchmarked that real-world performance against corresponding US Cloud tickets (with the exact same set of companies). Results:

Technology	Severity Group	Microsoft No. Tickets	US Cloud No. Tickets	Microsoft Median Days	US Cloud Median Days	Median Difference %	Microsoft Mean Days	US Cloud Mean Days	Mean Difference %	Microsoft Companies	US Cloud Companies
Azure Infrastructure	Sev 1/2	137	165	0.144	0.109	-0.243	8.093	1.004	-0.876	58	108
Azure Infrastructure	Sev3	7139	1825	9.183	10.054	0.095	17.398	13.714	-0.212	195	394
Azure Infrastructure	Sev4	4146	547	8.258	12.002	0.453	17.158	14.966	-0.128	189	254
Azure SQL	Sev 1/2	2	8	0.087	0.077	-0.119	0.087	0.085	0.976	2	7
Azure SQL	Sev3	391	98	9.676	8.066	-0.166	17.730	13.361	-0.246	69	68
Azure SQL	Sev4	156	27	9.146	13.817	0.511	15.506	20.733	0.337	52	22
Azure Virtual Desktop	Sev 1/2	2	27	7.087	0.198	-0.972	7.087	1.003	-0.859	2	27
Azure Virtual Desktop	Sev3	219	224	16.346	12.507	-0.235	29.862	17.543	-0.413	60	115
Azure Virtual Desktop	Sev4	105	47	17.983	13.842	-0.230	43.189	20.669	-0.521	43	37
Azure DevOps	Sev 1/2	7	5	0.301	0.073	-0.756	3.673	0.437	-0.881	7	5
Azure DevOps	Sev3	283	145	12.843	12.679	-0.013	20.861	14.600	-0.300	63	80
Azure DevOps	Sev4	219	41	12.000	15.027	0.252	19.104	18.179	-0.048	51	33
Identity / Active Directory	Sev 1/2	40	120	1.090	0.126	-0.884	18.455	0.476	-0.974	30	90
Identity / Active Directory	Sev3	1193	852	15.383	11.732	-0.237	27.993	15.700	-0.439	201	390
Identity / Active Directory	Sev4	777	372	15.190	12.261	-0.193	28.254	16.536	-0.415	189	246
Intune	Sev 1/2	18	26	6.653	0.138	-0.979	11.658	0.513	-0.956	8	25
Intune	Sev3	1696	648	14.249	13.119	-0.079	26.167	17.525	-0.330	192	270
Intune	Sev4	805	268	13.089	12.541	-0.042	23.827	16.495	-0.308	144	156
Windows Server	Sev 1/2	48	223	0.324	0.134	-0.585	7.229	0.616	-0.915	30	128
Windows Server	Sev3	2718	1939	14.518	13.732	-0.054	25.474	18.261	-0.283	218	465
Windows Server	Sev4	1763	545	17.200	14.072	-0.182	28.717	18.762	-0.347	192	251
Windows Desktop	Sev 1/2	8	18	4.859	0.128	-0.974	32.441	0.585	-0.982	6	18
Windows Desktop	Sev3	1132	422	23.000	14.256	-0.380	36.558	19.325	-0.471	177	231
Windows Desktop	Sev4	589	167	23.999	17.773	-0.259	38.192	20.680	-0.459	134	118
SCCM / MECM	Sev 1/2	17	17	3.310	0.169	-0.949	13.258	0.434	-0.967	13	14
SCCM / MECM	Sev3	743	497	13.000	13.888	0.068	23.111	20.738	-0.103	138	204
SCCM / MECM	Sev4	492	152	12.005	15.423	0.285	23.901	22.738	-0.049	110	100
Teams	Sev 1/2	25	38	8.261	0.133	-0.984	17.868	1.022	-0.943	14	33
Teams	Sev3	2370	711	16.010	11.923	-0.255	27.144	15.487	-0.429	201	259
Teams	Sev4	1204	458	19.699	11.840	-0.399	31.570	15.032	-0.524	166	187
Exchange	Sev 1/2	52	147	1.000	0.176	-0.824	7.484	0.974	-0.870	33	114
Exchange	Sev3	2772	1053	11.731	8.948	-0.237	20.172	13.044	-0.353	231	389
Exchange	Sev4	1457	434	13.139	10.108	-0.231	23.120	14.587	-0.369	186	223
Outlook	Sev 1/2	2	9	17.540	0.220	-0.987	17.540	3.256	-0.814	2	8
Outlook	Sev3	961	445	15.198	13.129	-0.136	26.809	17.983	-0.329	165	210
Outlook	Sev4	468	343	21.742	13.195	-0.393	31.628	17.977	-0.432	125	171
SharePoint	Sev 1/2	17	35	4.294	0.117	-0.973	10.487	0.442	-0.958	14	27
SharePoint	Sev3	1541	529	14.972	10.222	-0.317	24.783	15.021	-0.394	189	252
SharePoint	Sev4	906	223	17.024	12.876	-0.244	29.142	16.324	-0.440	156	130
OneDrive	Sev 1/2	1	6	14.988	0.143	-0.990	14.988	2.637	-0.824	1	6
OneDrive	Sev3	579	206	13.818	10.301	-0.254	24.357	13.683	-0.438	139	124
OneDrive	Sev4	298	118	14.356	14.464	0.008	26.976	16.615	-0.384	83	90
Microsoft 365 / Office	Sev 1/2	17	39	0.189	0.266	0.409	4.069	0.549	-0.865	12	37
Microsoft 365 / Office	Sev3	2090	640	15.010	10.805	-0.280	27.460	14.394	-0.476	207	282
Microsoft 365 / Office	Sev4	1168	289	17.007	11.987	-0.295	30.097	16.638	-0.447	176	171
Defender / Security	Sev 1/2	29	11	1.083	0.166	-0.847	9.363	0.672	-0.928	24	10
Defender / Security	Sev3	1833	335	14.979	14.009	-0.065	26.061	18.185	-0.302	198	149
Defender / Security	Sev4	1075	144	18.757	14.037	-0.252	31.155	17.857	-0.427	152	90
Microsoft Purview	Sev 1/2	7	8	17.667	0.068	-0.996	14.020	0.174	-0.988	6	7
Microsoft Purview	Sev3	946	204	21.308	8.984	-0.578	33.812	13.385	-0.604	159	115
Microsoft Purview	Sev4	546	99	21.147	14.183	-0.329	35.833	17.591	-0.509	130	74
SQL Server	Sev 1/2	13	82	0.475	0.135	-0.715	7.145	1.105	-0.845	11	59
SQL Server	Sev3	1031	505	13.077	11.960	-0.085	23.067	16.947	-0.265	128	210
SQL Server	Sev4	514	109	19.064	12.934	-0.322	33.267	17.090	-0.486	101	70
Power BI	Sev 1/2	23	30	0.101	0.209	1.080	3.149	0.484	-0.846	19	27
Power BI	Sev3	1005	305	12.233	12.930	0.057	23.459	16.634	-0.291	149	154
Power BI	Sev4	693	143	17.862	13.717	-0.232	31.716	18.503	-0.417	104	75
Power Apps	Sev 1/2	1	6	0.000	0.179	0.000	0.000	0.625	0.000	1	6
Power Apps	Sev3	335	145	14.105	8.917	-0.368	25.058	12.608	-0.497	94	79
Power Apps	Sev4	149	48	13.201	12.208	-0.075	27.530	17.563	-0.362	57	35
Power Automate	Sev 1/2	1	7	0.315	0.851	1.703	0.315	1.004	2.189	1	7
Power Automate	Sev3	422	146	15.757	13.160	-0.165	30.404	17.107	-0.437	92	84
Power Automate	Sev4	276	64	19.077	13.043	-0.316	33.504	19.206	-0.427	81	47
Dynamics 365	Sev 1/2	21	16	0.263	1.486	4.644	11.271	14.513	0.288	13	13
Dynamics 365	Sev3	1947	236	15.939	10.851	-0.319	27.547	19.995	-0.274	115	78
Dynamics 365	Sev4	917	87	18.073	11.239	-0.378	30.665	16.896	-0.449	95	47
Other / Unmapped	Sev 1/2	81	54	1.009	0.174	-0.827	13.477	0.543	-0.960	40	46
Other / Unmapped	Sev3	5279	747	12.751	10.850	-0.149	22.383	15.068	-0.327	237	324
Other / Unmapped	Sev4	2205	424	12.352	9.935	-0.196	23.744	15.919	-0.330	209	233

The Savings You Need.
The Service You Deserve.
The Support You Can Trust.



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