



The Global Leader in Third-Party Microsoft Enterprise Support

Support Services Comparison: US Cloud vs. Microsoft Unified

US Cloud is *THE* Microsoft Support
Replacement Specialist
Faster. Cheaper. It's All We Do.

US Cloud is the #1 Microsoft Unified Support alternative, saving Clients an avg. of **50%** or more

US Cloud's Microsoft Enterprise Support can replace your Unified contract, drastically reducing Microsoft operating costs. In 2026, our clients reported average savings of over 50%, with large enterprises routinely reporting 70% 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

\$266M

IN CLIENT SAVINGS

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

84

MAJOR BRANDS SERVED

84 Fortune 500 and Global 2000 enterprise clients supported by US Cloud

8.1M

USERS SUPPORTED

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

42

COUNTRIES

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



Here for you, 24/7

24/7 Support for all MSFT products. Sr. Microsoft Engineers on all shifts.



US-based Teams

Zero offshoring. Choose all US support, or add UK, EU, or AU staff.



Managed MSFT Escalations

Unlimited ticket escalations to Microsoft when needed.



Ticket Resolution

81% of tickets were resolved in-house in 2026. Average ticket satisfaction score 4.2 / 5.



Faster Response Time

15 min. or less initial response times guaranteed. With proven average resolution times faster vs. Microsoft.



Gartner Recognized

Check us out in Gartner's *Market Guide for Independent Third-Party Software Support of Megavendors*.

Microsoft Enterprise Support

Service Comparison:

Differing Pricing Philosophies: US Cloud's Microsoft Enterprise Support allows clients to purchase only the hours they need vs. the formula-driven Unified Support pricing based solely on software spend. This allows businesses to customize their amount of support and drastically lower costs.

US Cloud Problem Resolution Support (PRS) hours also INCLUDE Technical Account Manager's time, Critical Situation management, and even costly Unified Support for Partners escalations within the same simplified hourly structure and at the same flat rate.

In addition, US Cloud PRS hours can be used for BOTH break-fix and proactive support interchangeably with no additional fees. With US Cloud, clients enjoy a level of flexibility and cost certainty that goes beyond simple savings vs. Microsoft Unified Support.

Note: The chart below indicates whether a service is INCLUDED in the price of a US Cloud PRS/Engineering hour or in the base cost of Unified Support. For additional services not included but available, they are designated as "Add-ons." US Cloud has flat hourly rates for add-on support, but will complete a realtime Scope of Work (SOW) for any consulting engagement for full transparency. Microsoft utilizes pre-purchased Proactive Support Credits, with add-on work streams consuming variable amounts of these credits.

		US Cloud	Microsoft
Support Categories	Services	Included in PRS Hours	Included in Unified Support
Problem Resolution Support (PRS):			
Core Services	24x7, comprehensive problem resolution support with Escalation	YES	YES
	All Microsoft Technologies (Cloud & On-Prem) Supported	YES	YES
	All Geographies / Time Zones Supported	YES	YES
	End-of-Life Product Support	YES	NO
Responsiveness	<15 min Response Time (All Technologies, all Severities)	YES	NO
	<15 min Response: Mission Critical Azure Support (Rapid Response, 24/7)	YES	Add-on (credits)
	Contractual, Financially-Backed Service Level Agreements (SLA's)	YES	NO
PRS Team	All-USA Sr. Microsoft-Certified Engineers – No Offshore (PRS Specialists)	YES	NO
	Designated Technical Account Manager (TAM)	YES	NO
	Designated Customer Success Account Manager (CSAM non-technical)	NA	YES
	Designated Incident Manager	YES	YES
	Critical Situation Manager	YES	YES
	Azure Dedicated Support Engineering Teams	YES	YES
Escalation	Unlimited Microsoft Escalations (Unified or Unified Support for Partners)	YES	NA
	Microsoft Escalation Management	YES	YES
	Access to Microsoft Product Groups	YES	YES
	Bug Reporting	YES	YES

Microsoft Enterprise Support

Service Comparison:

		US Cloud	Microsoft
Support Categories	Services	Included in PRS Hours	Included in Unified Support
Proactive / Consulting Support:			
Advisory	On-Demand Advisory phone support (unlimited)	YES	NO
	On-Demand Advisory phone support (> 6 hours per incident)	NA	Add-on (credits)
	Sr. Engineers, TAM's available in USA and (optional) UK / EU / AU	YES	YES
	Cloud Solution Architecture Advisory Support	YES	Add-on (credits)
	Co-Pilot Use Case / Strategy, Training	YES	YES
	Product Roadmap Updates	YES	YES
	Dedicated Strategic Resource Planning (Engineer-Led)	YES	Add-on (credits)
	"Code-With" Commercial SW Engineering support	Add-on (SOW)	Add-on (credits)
	Azure Usage Analysis & Optimization (Cost Reduction)	YES	NO
	EA Negotiation Support / Contract Analysis (Cost Reduction)	Add-on (SOW)	NA
Assesment	System Optimization -- Engineer-Led	YES	Add-on (credits)
	System Readiness -- Engineer-Led	YES	Add-on (credits)
	System Security / Compliance -- Engineer-Led	YES	Add-on (credits)
Training and Education	Chalk Talks, Workshops	YES	Add-on (credits)
	Product / Technical Training (Curriculum)	Add-on (SOW)	Add-on (credits)
	Product / Technical Training (Custom)	Add-on (SOW)	Add-on (credits)
Planning, Implementation	Onboarding Services	YES	Add-on (credits)
	Proof of Concepts (POC) Support	YES	Add-on (credits)
	Architecture Services + Adoptive Services	YES	Add-on (credits)
	Proactive Operations Programs (POP), IT Service Management	YES	Add-on (credits)
IT Health, Setup & Configuration	Modern Work		
	Exchange Server	YES	Add-on (credits)
	O365 Exchange	YES	Add-on (credits)
	Microsoft Endpoint Manage	YES	Add-on (credits)
	System Center Operations	YES	Add-on (credits)
	Manager		
	SharePoint	YES	Add-on (credits)
	O365 SharePoint	YES	Add-on (credits)
	Windows Client	YES	Add-on (credits)
	Data & AI		
	SQL Server	YES	Add-on (credits)
	Windows Server	YES	Add-on (credits)
	Internet	YES	Add-on (credits)
	Information Services		
	Active Directory	YES	Add-on (credits)
	Active Directory Security	YES	Add-on (credits)
	Azure Active Directory	YES	Add-on (credits)

Microsoft Enterprise Support

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Support Categories	Services	Included in PRS Hours	Included in Unified Support
Proactive / Consulting Support (cont):			
Proactive Accelerators (PA)	Modern Work		
	PA Microsoft Teams	YES	Add-on (credits)
	PA Microsoft Teams Phone	YES	Add-on (credits)
	Business Apps		
	PA Power Platform	YES	Add-on (credits)
	PA D365 Customer Engagement	YES	Add-on (credits)
	Data & AI		
	PA Data Estate Modernization (Onboard and Optimize)	YES	Add-on (credits)
	PA Win with Analytics (Synapse + Power BI)	YES	Add-on (credits)
	Infrastructure		
	PA Server Migration	YES	Add-on (credits)
	PA Well-Architected	YES	Add-on (credits)
	App Innovation		
	PA	YES	Add-on (credits)
	Security		
	PA Zero Trust	YES	Add-on (credits)
	PA Protect & Govern Sensitive Data	YES	Add-on (credits)
	PA Security & Compliance	YES	Add-on (credits)
Support Technology Advisor (STA)	Modern Work		
	STA O365	YES	Add-on (credits)
	STA Modern Desktop	YES	Add-on (credits)
	STA Power Platform for O365	YES	Add-on (credits)
	STA EMS	YES	Add-on (credits)
	Business Apps		
	STA D365	YES	Add-on (credits)
	STA Power Platform for 365	YES	Add-on (credits)
	Data & AI		
	STA Data	YES	Add-on (credits)
	STA Advanced Analytics and Artificial Intelligence	YES	Add-on (credits)
	Infrastructure		
	STA Azure Infrastructure	YES	Add-on (credits)
	App Innovation		
	STA Azure Developer	YES	Add-on (credits)
	STA DevOps	YES	Add-on (credits)
	Security		
	STA Cybersecurity	YES	Add-on (credits)
	STA Identity	YES	Add-on (credits)
	Other		
	STA Culture & Cloud Experience	YES	Add-on (credits)

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Proactive / Consulting Support (cont):			
Enhanced Designated Support (DSE or EDE)	Modern Work		
	DSE M365	YES	Add-on (credits)
	DSE O365	YES	Add-on (credits)
	Business Apps		
	DSE D365 CE	YES	Add-on (credits)
	DSE D365 FO	YES	Add-on (credits)
	Data & AI		
	DSE Azure Data	YES	Add-on (credits)
	DSE Data Win	YES	Add-on (credits)
	Infrastructure		
	DSE Azure IaaS	YES	Add-on (credits)
	DSE SCCM/MECM/Intune	YES	Add-on (credits)
	DSE Azure PaaS	YES	Add-on (credits)
	App Innovation		
	DSE Azure PaaS	YES	Add-on (credits)
	Security		
	DSE Cybersecurity	YES	Add-on (credits)
	DSE Azure Modern	YES	Add-on (credits)
	Other		
	DSE Culture & Cloud Experience	YES	Add-on (credits)
Developer Enablement	App Innovation		
	Developer Support	YES	Add-on (credits)
	GitHub Engineering Direct	YES	Add-on (credits)
Specialty Cloud Support	Modern Work		
	O365 Engineering Direct	YES	Add-on (credits)
	Infrastructure		
	Azure Rapid Response	YES	Add-on (credits)
	Azure Event Management	YES	Add-on (credits)
Support for Mission Critical (SfMC)	Modern Work		
	SfMC O365	YES	Add-on (credits)
	Business Apps		
	SfMC Business Applications	YES	Add-on (credits)
	Data & AI		
	SfMC Intelligent Cloud	YES	Add-on (credits)
Cyber Incident Detection & Response Team	Modern Work		
	24/7 Rapid Incident Response (Booze-Allen / MSFT DART)	Add-on (SOW)	Add-on (credits)
	Exchange Server Vulnerability Investigation and Response	Add-on (SOW)	Add-on (credits)
	Cybersecurity Operations Service	Add-on (SOW)	Add-on (credits)
	Exchange Server Vulnerability Investigation & Response	Add-on (SOW)	Add-on (credits)
Custom Proactive	Custom Proactive Remote - 1/2 Day, 1 Day, 2 Day, 3 Day, 4 Day, or 5 Day;	YES	Add-on (credits)
	Onsite - 1 Day, 2 Day, 3 Day, 4 Day, or 5 Day; Custom Proactive for	Add-on (SOW)	Add-on (credits)
	GitHub Remote - 1 Day; Custom Proactive for GitHub Onsite - 1 Day	Add-on (SOW)	Add-on (credits)

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



US CLOUD