

10 Microsoft Unified **Support** **Myths** Buyers Should **Question**

Test 10 common assumptions before
renewing Microsoft Unified Support.

ACCOUNTABILITY. MOMENTUM. PROOF.

THE BUYER TEST

- 1 One accountable owner
- 2 The next action is clear
- 3 Progress you can verify

EXECUTIVE SUMMARY

Confidence You Can See

Renewing Microsoft Unified Support is a decision about cost, operational risk, and accountability. Assumptions about escalation, security, cloud coverage, and your Microsoft relationship can narrow the options before a meaningful comparison begins.

This guide examines 10 common Microsoft support myths and turns each into a practical buyer test. It helps enterprise leaders distinguish contractual rights from discretionary benefits, verify provider capabilities, and evaluate the business value of support.

Start with four evidence lenses:

1. Written commitments: What do the agreements actually guarantee?
2. Verified capabilities: Can the provider demonstrate coverage, expertise, and an applicable Microsoft escalation path?
3. Measured outcomes: How quickly does qualified work begin, who owns the case, and what improves?
4. Complete economics: What does each option cost after required services, transition effort, and documented concession changes?

Apply these standards consistently to Microsoft and qualified alternatives and use the sourcing framework and buyer checklist to turn the findings into documented requirements. The result should be a renewal decision supported by evidence: appropriate coverage, clear ownership, measurable performance, and a total cost your organization can defend.

25%

Third-party Microsoft support market share by year-end 2028

Source: Gartner, *2025 Market Guide for Microsoft Product Support Services*

80%

Approx. share of Gartner Microsoft support inquiries citing price and/or quality issues

Source: Gartner, *2025 Market Guide for Microsoft Product Support Services*

30–60%

potential savings from credible alternative providers vs. Microsoft direct support

Source: Gartner, *2025 Market Guide for Microsoft Product Support Services*

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MYTH MAP

10 Microsoft Support Myths

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Escalation

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relationship**

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**DON'T ACCEPT ASSUMPTIONS AS SOURCING REQUIREMENTS.
DEMAND EVIDENCE.**

MYTH 1

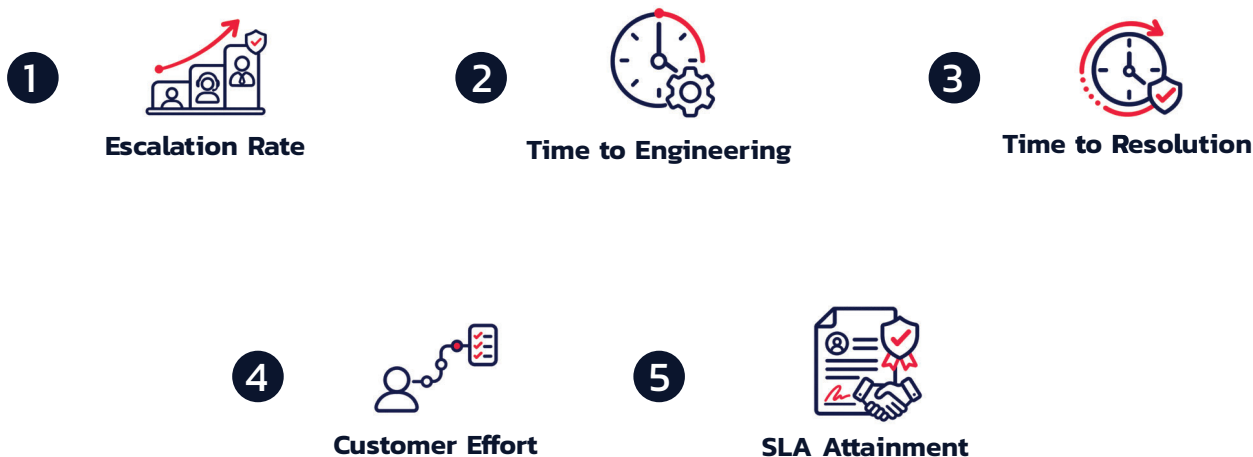
"3RD parties can't escalate to Microsoft."

The objection sounds technical. The underlying business concern is accountability. During a critical incident, what happens if the investigation points to a product defect, service problem, or another issue requiring Microsoft itself?

Microsoft's Partner Center documentation describes partner support models that bring defined unresolved problems to Microsoft. That establishes that partner escalation exists. The specific escalation path depends on partner status, support entitlements, authorized roles, customer permissions, workload, and the submission mechanism.

Require third party support providers to show proof for the technologies and scenarios that matter in your environment.

OUTCOME METRICS



ESCALATION QUESTIONS

- ? What exact Microsoft escalation mechanism do you use?
- ? Which Microsoft technologies can you escalate?
- ? What agreements or entitlements enable that path?
- ? Which issues do you normally resolve without Microsoft?
- ? What technical threshold triggers escalation?
- ? Who owns communication after Microsoft joins?
- ? What SLA governs escalation?
- ? Can you show comparable enterprise examples?

Show the Escalation Path

MYTH 1

"3rd parties can't escalate to Microsoft."

Require a documented workflow, then measure what happens before and after Microsoft becomes involved.

1 OPEN & DIAGNOSE

Provider accepts the case, validates access, gathers context, and resolves issues within its scope.

2 TRIGGER & ESCALATE

Define the technical threshold, who can submit, under whose entitlement, and the escalation SLA.

3 OWN THE HANDOFF

Name the communication owner and preserve the investigation record when Microsoft joins.

4 MEASURE THE OUTCOME

Track time to senior expertise, Microsoft engagement, resolution customer effort, and case continuity.

THE BUYER TEST



- 1 Which workloads & entitlements enable the path?
- 2 What triggers escalation, and SLA applies?
- 3 Who owns updates through closure?
- 4 Can you show a comparable case & results?

BUYER ACTION

Require the mechanism, ownership, & measurable results.

SOURCING INSIGHT

“Request service, SLAs – including SLAs for escalation to Microsoft – that match your specific requirements.”

Source: Gartner, *Market Guide for Microsoft Product Support Services*



MYTH 2

"Leaving Unified Damages your Microsoft relationship."

Microsoft can be your licensing vendor, cloud provider, productivity platform, AI provider, strategic account team, and support provider. One brand can make a support change feel like a change to the entire relationship.

Changing the support delivery model does not automatically terminate product agreements or technology investments. Licenses, subscriptions, and commitments continue subject to their own terms. Review the actual agreements before assuming a dependency.

Account attention, specialist access, executive engagement, roadmap discussions, and negotiated concessions may be discretionary. Confirm them separately. Convert any claimed consequence, including EA pricing changes, into a written and measurable impact.

RISKS TO EVALUATE

1

Contractual Dependency

A contractual dependency exists only when written terms explicitly link one benefit to another purchase.

2

Commercial Negotiation

Negotiations may change discounts or concessions without creating a contractual dependency.

3

Relationship Pressure

Relationship pressure suggests sourcing elsewhere could affect access, responsiveness, or executive attention.


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

”

The support decision should be evaluated separately from product adoption and licensing.

Source: Mike Jones, Senior VP of Sales & Product Development, US Cloud, *7 Questions Enterprise Buyers Should Answer after Microsoft's FY26 Earnings*

“

Put the Consequences in Writing

MYTH 2

"Leaving Unified damages your Microsoft relationship."

Keep the technology, strategy, and support decision connected through evidence, with each consequence defined.

CONTRACTUAL DEPENDENCY

Identify the agreement and clause that links a license entitlement or other benefit to support.

COMMERCIAL NEGOTIATION

Name the discount or concession, its value, and the conditions under which it changes.

DISCRETIONARY RELATIONSHIP BENEFIT

Confirm account-team attention, architects, executive access, and other non-guaranteed benefits.

QUALIFIED DECISION

Compare support savings with documented changes to concessions, access, transition cost, and risk.

THE BUYER TEST



- 1 Which workloads & entitlements enable the path?
- 2 What triggers escalation, and SLA applies?
- 3 Who owns updates through closure?
- 4 Can you show a comparable case & results?

“

Having a proposal from a 3rd party support provider can be useful when negotiating with Microsoft.

”

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

BUYER ACTION

Ask for written consequences before accepting relationship pressure.

SOURCING INSIGHT

MYTH 3

"Microsoft is automatically the safest option."

Safety is a set of operating requirements. Evaluate the people, controls, commitments, and performance behind every support model using the same criteria.

Engineering depth includes workload expertise, product-version experience, tenure, and the ability to move an investigation forward. Security diligence includes independent audits, privileged-access governance, data handling, and relevant incident history.

Distinguish response, escalation, restoration, and resolution commitments. An initial acknowledgment does not establish that qualified engineering work has begun. Validate continuity and customer experience with comparable references and performance evidence.

“

If you decide to try third-party support, run a proof of concept.

Source: Gartner, Market Guide for Microsoft Support Services

”

WHAT SECURE SUPPORT LOOKS LIKE



Authorize access

Customer approves the engineer & investigation.



Limit permissions

Grant only the access required for the case



Record activity

Keep an auditable record of support actions



Revoke access

Remove permissions when the work is done

Test Eight Sourcing Requirements

MYTH 3

"Microsoft is automatically the safest option."

Use the same evidence threshold for Microsoft and qualified alternatives. Agree on success criteria before testing.

EXPERTISE

Deep product & version expertise resolves issues correctly.

SECURITY

Certified processes protect your data & environment.

SLAs

Clear commitments for response & resolution.

ESCALATION

Named ownership with transparent escalation paths.

CONTINUITY

No resets. Full context retained across engineers.

RESPONSE

How quickly qualified expertise engages and begins meaningful work.

RESOLUTION

Proven first-contact & overall resolution rates.

SATISFACTION

Validated by references & surveys.

THE BUYER TEST



- 1 Which controls are independently evidences?
- 2 How are severity & SLA clocks defined?
- 3 Does the case retain context through handoffs?
- 4 Did the proof of concept meet agreed criteria?

BUYER ACTION

Score demonstrated performance against your requirements.

SOURCING INSIGHT

MYTH 4

"Direct Microsoft is the only legitimate support model."

The Microsoft ecosystem includes partners, service organizations, cloud providers, integrators, and managed-service models. The existence of that ecosystem is a reason to evaluate delivery choices, not proof that every provider is qualified.

A partner designation, resale relationship, or service label does not by itself establish support coverage, escalation rights, or enterprise delivery capability. Determine who performs the work and which entity is accountable to you.

Compare the operating model: contracting party, engineers, subcontractors, access permissions, escalation mechanism, service commitments, and governance. Then verify performance through evidence relevant to your environment.

UNDERSTAND THE DELIVERY MODEL

Evaluate the operating model behind the service model..

MICROSOFT DIRECT

Microsoft support agreement

Scope / delivery team
Escalation / Accountability

SERVICE PROVIDER

Specialist support offering

Scope / delivery team
Escalation / Accountability

SOFTWARE RESELLER

Support alongside resale

Scope / delivery team
Escalation / Accountability

CSP PARTNER

Support for CSP purchases

Scope / delivery team
Escalation / Accountability



99%

view managed services as a strategic priority.



87%

say managed services are highly integrated into digital-transformation strategy.

Source: KPMG, *Managed Services Outlook*

Make Accountability Visible

MYTH 4

"Direct Microsoft is the only legitimate support model."

Ask each candidate to show the service chain from the customer request to final closure.

CONTRACTING ENTITY

Name the organization responsible for scope, service levels, remedies, and obligations.

DELIVERY TEAM

Identify who diagnoses issues, where work is performed, and where subcontractors participate.

MICROSOFT INVOLVEMENT

Document permissions, entitlements, triggers, and the mechanism for eligible escalations.

GOVERNANCE

Define incident communications, service reviews, performance reporting, and issue remediation.

THE BUYER TEST



- 1 Who contracts with us and who delivers?
- 2 Which duties are subcontracted?
- 3 What commitments are enforceable?
- 4 Can references validate this operating model?

“Generate a list of suitable candidates, and then gauge the ability of each candidate to address your unique business problems & technical concerns.”

Source: Gartner, *Market Guide for Microsoft Product Support Services*

BUYER ACTION

Require a delivery model you can inspect & hold accountable.

SOURCING INSIGHT

MYTH 5

"3rd parties can't support Azure and cloud."

Supporting Azure workloads doesn't require owning Microsoft's cloud platform. Independent providers can troubleshoot customer-controlled configurations, identity, networking, security, and applications that affect cloud services.

An incident that appears to be an Azure problem may originate in an access policy, network connection, endpoint, or application. A qualified third-party provider can diagnose and resolve issues within its authorized access and contracted scope without requiring Microsoft to change the platform.

Microsoft remains responsible for fixes to its underlying services. When an incident requires Microsoft's intervention, an established escalation path is necessary.

A CLOUD INCIDENT CAN START ELSEWHERE

Customer-authorized troubleshooting



Endpoint



Network



Azure infrastructure

Business application



73%

of organizations have a hybrid cloud strategy



78%

of organizations with 5,000+ employees use a hybrid cloud model

Source: Flexera, 2026 State of the Cloud Report

Microsoft-controlled service action



Entra identity



Microsoft 365

Test a Cross-Workload Incident

MYTH 5

"3rd parties can't support Azure and cloud."

Use an illustrative identity or connectivity failure that affects a business-critical cloud application.

MAP THE ENVIRONMENT

List Azure, M365, Entra, security, network, endpoint, and application dependencies.

DEFINE SCOPE & ACCESS

Identify included services, exclusions, permissions, and who can authorize investigation.

TRACE THE SERVICE BOUNDARY

Mark which actions the provider can perform and which require Microsoft or another vendor.

PROVE COORDINATED RESOLUTION

Test triage, escalation, updates, and continuity without making the customer coordinate every team.

THE BUYER TEST



- 1 Which services & configurations are covered?
- 2 What access do engineers require?
- 3 Who owns an incident across workloads?
- 4 Where does Microsoft-only action become necessary?

“Organizations looking for a single provider to support multiple vendors should consider third parties.

Source: Gartner, *Market Guide for Microsoft Product Support Services*

”

BUYER ACTION

Require a coverage matrix & a realistic incident walkthrough.

SOURCING INSIGHT

MYTH 6

"3rd parties can't support global enterprises."

Global support is defined by operational reach, service consistency, and governance. A list of locations does not explain how an incident is handled when business hours end in one region and begin in another.

Coverage must match your operating hours, languages, workloads, and incident volumes. Confirm how context, urgency, and ownership survive regional handoffs. Test continuity during holidays and simultaneous high-priority incidents.

Enterprise scale also requires staffing depth, comparable workload experience, and regional SLA evidence. Verify how data residency, privileged access, privacy obligations, and business continuity requirements apply across the delivery model.

GLOBAL COVERAGE MUST PRESERVE CONTINUITY

Require continuous coverage for your customer regions.


15-25%

projected third-party Microsoft support share will grow from 15% to 25% by year-end 2028

Source: Gartner, *Market Guide for Microsoft Product Support Services*

50+

**Fortune 500
companies**

US Cloud has replaced Microsoft support for over 50 Fortune 500 companies.


AMERICAS

Operating hours + holidays


EMA

Languages + regional SLAs


APAC

Continuity + authorized access

24-HOUR COVERAGE / One accountable operating model

Inspect the Global Operating Model

MYTH 6

"3rd parties can't support global enterprises."

Evaluate service commitments and evidence at the regional level, not only as worldwide averages.

COVERAGE & CONTINUITY

Confirm 24x7 availability, language coverage (where needed), holiday support, and handoff procedures.

DELIVERY AT SCALE

Review staffing capacity, senior expertise, concurrent incident handling, and comparable references.

SECURITY & COMPLIANCE

Document data locations, access controls, audit trails, and relevant regulatory experience.

GOVERNANCE & RESILIENCE

Inspect regional SLA results, incident communications, continuity plans, and service-review ownership.

“US Cloud has grown substantially, with current clients ranging from Fortune 500 enterprises to midsize companies across the globe.

Source: Forrester, *The Current State of Independent Third-Party Software Support*

”

THE BUYER TEST



- 1 Which services & configurations are covered?
- 2 What access do engineers require?
- 3 Who owns an incident across workloads?
- 4 Where does Microsoft-only action become necessary?

BUYER ACTION

Test an overnight handoff with context & ownership intact.

SOURCING INSIGHT

MYTH 7

"End of Microsoft support means you're on your own."

A Microsoft lifecycle date and an enterprise transformation date are not always the same. Application testing, dependencies, budgets, regulatory requirements, and business-unit coordination can extend the transition.

Independent support may provide troubleshooting, operational knowledge, and stabilization for certain legacy environments. Scope and feasibility depend on the products, versions, conditions, and risks involved.

That support does not make a product Microsoft-supported again. It cannot manufacture Microsoft security updates or product fixes that Microsoft no longer produces. Evaluate any available extended-update program separately and keep a defined migration plan.

DON'T ASK

Can a third party make an unsupported Microsoft product supported by Microsoft again?

ASK INSTEAD

What remains operationally supportable, what risks remain, and can an alternative model provide enough time to execute the transition responsibly?

EOL PATH

Use support as a bridge to a controlled transition, not as a substitute for vendor updates.



MICROSOFT EOL



STABILIZE & PLAN



RESPONSIBLE TRANSITION

Stabilize. Plan. Transition.

MYTH 7

"End of Microsoft support means you're on your own."

Create a time-bound operating plan for the legacy environment with clear responsibilities and decision gates.

MICROSOFT END OF SUPPORT

Record the exact product and version lifecycle status, update eligibility, and affected dependencies.

STABILIZE & PLAN

Define supportable issues, controls, testing work, funding, ownership, and remaining exposure.

RESPONSIBLE TRANSITION

Sequence migrations, validate applications, establish milestones, and retire the legacy environment.

MAKE THE BOUNDARY EXPLICIT

Document what the provider can troubleshoot and what requires unavailable vendor changes.



Independent Support Can:

Provide troubleshooting, operational knowledge, stabilization, and additional migration time for certain environments.



Independent Support Can't:

Manufacture Microsoft security updates, product fixes, or capabilities Microsoft no longer produces.

THE BUYER TEST



- 1 What remains operationally supportable?
- 2 Which security updates or fixes remain available?
- 3 What risks and controls must we approve?
- 4 Who owns the migration dates and exit criteria?

BUYER ACTION

Require lifecycle coverage, risk, & a dated transition plan.

SOURCING INSIGHT

MYTH 8

"Unified's unique access guarantees better outcomes."

Microsoft-specific resources and engineering relationships can be valuable. An outside provider cannot literally reproduce every internal capability, premium service, or entitlement tied to a Microsoft support agreement.

Access is still an input. Enterprises buy support to restore operations, reduce internal effort, and control business impact. Evaluate how resources change the speed and quality of an actual investigation.

Review Microsoft-only capabilities used during the past 12 to 24 months. Identify whether each changed an outcome, could be obtained through another route, and justified its cost. Keep capabilities that materially serve your requirements.

WHAT THE ENTERPRISE SHOULD MEASURE

1 Time to Expertise

How fast the case reaches someone able to materially advance it.

2 Time to Resolution

How long it takes to restore service or reach a durable fix.

3 Customer Effort

How much does the IT team restate the issue & coordinate vendors.

4 Case Ownership

Who stays accountable from opening through closure.

5 Business Impact

What faster or better support prevented.

6 Escalation Frequency

How often another organization must be engaged.

ACCESS INPUTS

These describe what resources may be available.



Support Tier
Plan level & service structure



Entitlements
Contracted support & services



Engineering Access
Named experts or specialist paths



Priority Routing
Queues, severity, & escalation rules

Compare Inputs with Outcomes

MYTH 8

"Unified's unique access guarantees better outcomes."

A support tier describes possible resources. Performance evidence shows what the enterprise receives.

ACCESS INPUTS

Support tier, entitlements, specialist paths, priority routing, and Microsoft-only capabilities.

SPEED & CONTINUITY

Time to senior expertise, restoration, durable resolution, and ownership from opening to closure.

EFFORT & ESCALATION

Customer coordination time, repeated explanations, escalation frequency, and handoff quality.

BUSINESS VALUE

Document the operational impact prevented or reduced and the capabilities responsible.

“

**Do not start with the vendor.
Start with the outcomes.**

Source: US Cloud CEO Matt Harris, *Microsoft Premium Support: The 2026 Buyer's Guide for Finance Teams*

”

THE BUYER TEST



- 1 Was this capability used in the last 12-24 months?
- 2 Did it materially change an outcome?
- 3 Is there another credible route to that outcome?
- 4 Does its demonstrated value justify the premium?

BUYER ACTION

Access isn't the same as accountable support.

SOURCING INSIGHT

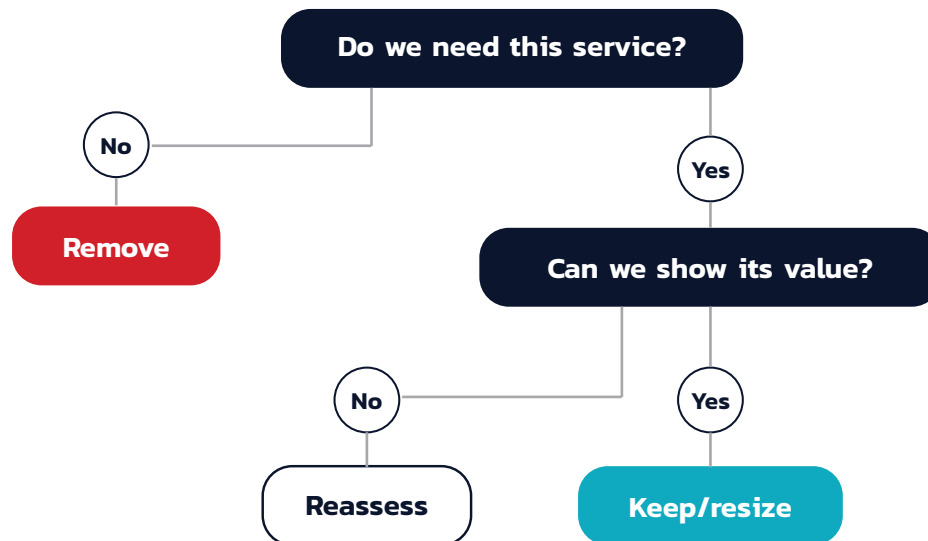
MYTH 9

"Proactive services automatically justify the premium."

Proactive services can deliver value, but does your enterprise realize it? A list of workshops, assessments, advisory sessions, and planning activities shows availability, not results.

Track each entitlement: what you paid for, what you used, and what changed. Record participation, frequency, business-unit use, and unused capacity. Distinguish services requiring Microsoft from those available elsewhere.

Connect use to outcomes. Did a workshop reduce risk? Did an assessment lead to remediation? Did advisory work improve adoption, architecture, migration, or productivity?



77%

identify performance metrics such as response, resolution, and SLA compliance among the most important measures of service-management value.



37%

report inefficiency in using customer-interaction data to identify performance gaps and improve processes.

Source: HDI, *The State of Service Management in 2026*

REALITY

A used entitlement is not necessarily a valuable entitlement.

Follow Entitlements to Value

MYTH 9

"Proactive services automatically justify the premium."

Use a service-by-service review to make proactive value visible before the next renewal.

PAID FOR

Inventory workshops, assessments, advisory, success management, engineering access, and planning.

USED

Record dates, attendance, teams, volume, unused services, and whether Microsoft was necessary.

OUTCOME

Capture implemented actions, risk reduction, incidents avoided, adoption, and productivity gains.

RENEWAL DECISION

Keep, resize, replace, or remove each service based on evidence and future requirements.

THE BUYER TEST



- 1 Which included serviced did we consume?
- 2 What action followed each engagement?
- 3 Who can validate the resulting value?
- 4 Could another delivery option meet the need?

FROM AUDIT FINDING TO REPEATABLE CONTROL

Audit concern

Insurance, client reviews, privileged access



Automated review

US Cloud develops role-review scripts



Repeatable control

Validated tools, guidance, and recorded training

BUYER ACTION

Require utilization records & outcomes before valuing the bundle.

SOURCING INSIGHT

MYTH 10

"Bundling everything with Microsoft saves money."

A single strategic supplier can simplify procurement. Azure, Microsoft 365, Copilot and AI, security, licensing, and support still have different demand drivers, utilization patterns, and alternatives.

Benchmark the categories independently before assuming the bundle is optimal. Product-spend growth can affect support economics even when incident demand does not grow at the same pace. Validate the calculation against the current proposal and eligible spend.

Compare complete scenarios. Include support fees, required add-ons, transition effort, retained services, and any documented change to discounts or concessions. Use the same coverage, risk, and performance requirements for each option.

30-60%

potential savings with alternative to Microsoft support

Source: Gartner, *Market Guide for Microsoft Support Services*



5 Spend Streams



Azure



M365



Copilot/AI



Security



Licensing

Unified Support Fee

Renewal: graduated rate x eligible product spend

Azure
10%
Starting rate

Server
10%
Starting rate

User Products
7.5%
Starting rate

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

Build a Like-for-Like Benchmark

MYTH 10

"Bundling everything with Microsoft saves money."

Compare total evaluated cost alongside scope, outcomes, and risk. A lower headline price is only one input.

LICENSING & MICROSOFT 365

Check rights, utilization, adoption, committed volume, and commercial terms.

AZURE & COPILOT/AI

Review consumption, commitments, optimization, demand, and measurable business value.

SECURITY & SUPPORT

Identify overlapping coverage, required capabilities, incident needs, and operating outcomes.

NET SCENARIO COST

Support + required services + transition + documented concession changes; compare like-for-like scope.

“

Separate the deals, protect your leverage, and negotiate from a position of strength.

Source: US Cloud Founder Rob LaMear, *Why Smart Enterprises Never Bundle Azure MACC with Unified Support*

”

THE BUYER TEST



- 1 Which included services did we consume?
- 2 What action followed each engagement?
- 3 Who can validate the resulting value?
- 4 Could another delivery option meet the need?

BUYER ACTION

Benchmark the categories then compare the complete decision.

SOURCING INSIGHT

SOURCING FRAMEWORK

Build a Better Support Decision

Apply one requirements and scoring model to every credible candidate. Use the evidence lenses from page 2 to distinguish a contractual commitment from a promise, a relationship benefit, or market context.

Document

Collect written terms, escalation mechanisms, coverage, security evidence, and quantified commercial consequences.

Define

Classify capabilities as must-have, useful, rarely used, or unnecessary. Set explicit scope and success criteria.

Test

Run critical-incident, cloud, legacy, regional-handoff, and case-ownership scenarios relevant to your environment.

Measure

Track time to senior expertise, restoration and resolution, SLA attainment, escalation, continuity, and customer effort.

Benchmark

Compare complete cost, scope, utilization, service performance, security, transition effort, and remaining risk.

“

Do not compare marketing language. Compare evidence against identical requirements.

Source: US Cloud SVP of Sales & Product Development Mike Jones, *Microsoft Support Procurement: How to Prepare Before Q4*

”

BUYER CHECKLIST

Turn Each Claim into a Requirement

Start at least six months before renewal where practical. Record the answer, supporting evidence, owner, and unresolved items for each requirement.

CLAIM	ASK	REQUIRE
Escalation	How do you reach Microsoft?	Path, entitlement, SLA, & case owner
Microsoft relationship	What specifically changes?	Written terms & quantified EA/concession impact
Safety	How do you measure safety?	Security, SLA, outcome data, & pilot results
Delivery model	Who delivers & is accountable?	Operating model & enforceable commitments
Cloud coverage	Which workloads & boundaries?	Coverage matrix, permissions, & case examples
Global enterprise	How do regional handoffs work?	Regional SLAs, capacity, controls, & references
End of life	What remains supportable?	Lifecycle scope, risks, & transition plan
Unique access	Did access improve the outcome?	Usage history & comparable performance data
Proactive services	What did we use repeatedly?	Utilization & implemented outcome evidence
Bundling	Compared to what total cost?	Like-for-like benchmark & concession changes

Make the renewal a decision, not a default.

Benchmark Your Microsoft Support

See how your current agreement compares across cost, coverage, engineering access, Microsoft escalation, security, contract flexibility, and transition readiness.

[Request a Support Benchmark](#)

Talk to a Microsoft Support Expert

Discuss your Microsoft environment, renewal timing, and support requirements with an experienced specialist.

[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 capable of replacing Microsoft Unified Support. Supporting Global 2000 and Fortune 500 organizations worldwide, US Cloud delivers senior Microsoft-certified engineers, faster response times, and 30-50% cost savings compared to Microsoft Unified Support — without affecting access to Microsoft products or services.



| uscloud.com

| (800) 200-8440

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This guide draws on independent research, Microsoft documentation, and US Cloud publications. US Cloud-specific statistics and service claims are company-reported. Forecasts reflect their original publication dates. Coverage, entitlements, pricing, and contractual commitments vary by agreement.