
Consulting Services / Proactive Transfer to Parex

Existing Client Announcement

US Cloud is very excited to announce an important upgrade to how we provide proactive support. Starting in December we will be transferring ALL of our DSE, Consulting, and Proactive engineering teams to US Cloud's sister company, Parex Technology (Parex), a current Microsoft Cloud AI Partner.

By moving US Cloud's Consulting and Proactive practices to Parex, our engineers will gain access to Microsoft Partner Network resources, tools, and offerings that were unavailable to them as US Cloud employees. Through Parex, US Cloud will now be able to offer value-added services like RAP's, MSFT trainings, system monitoring, licensing support / purchasing, and more.

Parex Technology (name derived from "Parallel Execution") is a sister company of US Cloud and is wholly owned by the same ownership group. The two organizations are completely integrated, from parallel IT platforms to operations and leadership -- and will offer a seamless experience for our clients.

You do not need to take any action or change how you are working with US Cloud today. Parex will utilize purchased US Cloud PRS and DSE hours from your bank and you will continue to access them through your US Cloud Client Portal, just as you do today. Also, Parex is 100% covered by terms and conditions of your US Cloud Master Service Agreement already in place and requires no change.

As part of this transition, Project Managers (PMs) and Engagement Specialists (ESs) will move to the Parex team and will continue supporting your in-flight projects through completion, ensuring seamless service and no disruptions to your initiatives.

We are thrilled to finally be able to offer this enhanced proactive support to our clients, including greater access to and collaboration with Microsoft. If you have any questions, please reach out to your TAM.

Thank you!

Matthew Harris
CEO US Cloud