

Microsoft Unified Enterprise Support



Make technology work for you

As your business transforms to utilize the power of the cloud, so must your systems, your processes, and the skills of your people. To succeed in today's way of working, you need your technology to evolve with you and you need your support to do the same.

Support that drives the outcomes you need most

Unified Enterprise is designed to match the needs of your organization by providing comprehensive support coverage for your entire Microsoft portfolio.

Accelerate the value of your business-critical solutions with personalized support delivered through a mix of reactive, proactive, and in-depth support solutions to help drive the outcomes you need most.

With unmatched technical expertise and the full power of Microsoft behind you, Unified Enterprise empowers you to innovate, win, and grow in a cloud-first world.



Maximize my uptime

Maintain continuity, prevent issues, and respond to incidents quickly



Know and guide me

Partner with a team who knows your business and can get you results you need



Enable me to do more

Transform your organization for success in a cloud-first world

Key benefits

- **Access to more services and resources** with the best capabilities included in a single, Enterprise-grade offering
- **Faster cloud support** with 15-minute response for Azure Critical Business System Down (Sev 1) incidents
- **Designated account management** from a team that knows you and your business priorities
- **Flexibility and choice in services** with an allowance to use towards the entire catalog of support services
- **Transparent and predictable pricing** that scales relative to your investment with fixed annual pricing



Our partnership with Microsoft delivers both innovative technology and the expertise we need to put it to optimal use. We know there are other solution providers out there, but we see tremendous value from our relationship with Microsoft

- *Takaya Sugimachi,*
Nitta Corporation

Support that evolves with you

Experience the freedom and flexibility to tailor support according to key priorities

With Unified Enterprise there are two key components to your base agreement, foundational services that cover your organization’s most common needs and specialized services you can get through tailoring to deepen your engagement and drive the outcomes you need most.

By combining both foundational services and tailoring, you’ll experience support that enables you to fully realize the potential of your Microsoft solutions.

How it works:

- Based on a percentage of your contract list price, you will **receive a Flex Allowance**
- Your Flex Allowance can be **used towards Proactive Services and Enhanced Solutions**
- This flexibility gives you the choice to **select the services that match your needs**, creating a truly customized experience

Unified Enterprise feature detail





Foundational services	Technical Support (24/7)	<ul style="list-style-type: none"> • Expected response times: <ul style="list-style-type: none"> – Critical Sev 1: 15-min for Azure/1-hour for all other products – 1-hour Sev A/2-hour Sev B/4-hour Sev C
	Escalation Management	<ul style="list-style-type: none"> • For Critical Business System Down issues, resource assigned after 15-minutes for Azure, or 1-hour for all other products • For Critical Business System Degraded issues, resource assigned after 1-hour for all products
	IT Health	<ul style="list-style-type: none"> • On-demand assessments with as-needed setup and configuration services
	Cloud Assistance	<ul style="list-style-type: none"> • Billing support provided by the Azure Support team (included in the free support)
	Account Management	<ul style="list-style-type: none"> • Assigned Customer Success Account Manager
	Advisory Support	<ul style="list-style-type: none"> • Advisory Phone Support (limited to six hours or less per incident)
	Technical Training	<ul style="list-style-type: none"> • On-demand videos, hands-on labs, learning paths, and expert-led webcasts
Tailor your solution	Proactive Services*	<ul style="list-style-type: none"> • Expert-led, solution-specific engagements designed to help customers onboard and optimize their key solutions with services for Well-Architected, Server Migration, Security, Microsoft Teams, Power Apps, Analytics, and more
	Enhanced Solutions*	<ul style="list-style-type: none"> • Relationship-driven, in-depth support experiences, including Support for Mission Critical, Designated Support Engineering, Azure Rapid Response, Azure Event Management, Office 365 Engineering Direct, Developer Support

*Available through Flex Allowance or for purchase as add-ons

Value that scales with your investment

Benefit from comprehensive coverage and predictable pricing as you grow

Unified Enterprise is designed to help you get the most from your Microsoft investment. By aligning to how you purchase and use technology we can better match your support needs, today and tomorrow.

 Comprehensive coverage	 Industry-aligned pricing	 Predictable rates that scale	 Fixed support price for the year
Get coverage for your entire organization so you can work more holistically with Microsoft	Rates start at 8-10%, which is well within the range of typical software and cloud vendors	Pay a lower rate for your growing support needs as your cloud investment grows with graduated pricing	No additional charges for license and cloud purchases made during the term of your contract

Unified Enterprise pricing details

How is pricing calculated?

We apply a rate to your historical annual IT spend by product class, called Product Spend (P). Your "P" is comprised of:



Previous 12-months of cloud services purchases



All license-only purchases made in the last 60 months



Previous 12-months of Software Assurance purchases

Annual spend	Azure	Annual spend	User			On-Prem Server
			Modern Work	Biz Apps	On-Prem User	
\$0 to \$1.8M	10%	\$0 to \$1.5M		8%		10%
\$1.8M to \$6M	7%	\$1.5M to \$3M		7%		9%
\$6M to \$12M	5%	\$3M to \$6M		6%		8%
\$12M to \$30M	3%	\$6M to \$15M		5%		7%
\$30M to \$60M	2.25%	>\$15M		4%		6%
\$60M to \$120M	2%	Rates are graduated, so if a customer has \$6M in annual Azure spend, it would be calculated as 10% of the first \$1.8M and 7% of the next \$4.2M (\$6M-\$1.8M).				
>\$120M	1.75%					

Ready to experience it for yourself?

Contact your local Microsoft Account Representative to get started.