

# Microsoft Unified Enterprise

With growing economic uncertainty, organizations around the world are closely evaluating how to make each technology investment go further. With comprehensive reactive and proactive support across all Microsoft technologies, Unified Enterprise helps customers reduce costs, optimize solutions, and move forward confidently.

## Drive your success with Microsoft technologies

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

Accelerate the value of your business-critical solutions with a personalized, proactive approach to help drive your outcomes.

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



### Protect my organization

Get advice to proactively manage IT health and maximize uptime with a comprehensive response plan



### Accelerate my outcomes

Partner with a team of Microsoft experts who know you to co-design, configure, and implement solutions



### Enable me to do more

Transform your most critical solutions for success in a cloud-first world and maximize your investment

## 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 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



# Discover how Microsoft Unified helps you do more with less

With comprehensive reactive and proactive support across all Microsoft technologies, Unified helps customers reduce costs, optimize solutions, and move forward confidently.



## Faster migration

Expert guidance from planning to deployment to reduce third party consulting costs



## Cost optimization

Right size cloud usage and infrastructure post-migration using Proactive Services



## Cost cutting

Significantly reduce or eliminate the cost of risk assessments and training



## Productivity boost

IT employees saved an average of 2.5 hours per support ticket handled by Microsoft

## Potential cost and efficiency savings with Microsoft Unified

**35%**

Faster cloud migrations<sup>1</sup>

**67%**

Reduction in critical downtime incidents<sup>1</sup>

**10-15%**

Azure cost optimization<sup>2</sup>

**10%**

Reduction in cybersecurity overhead<sup>2</sup>



*“Last year, our cost savings using Microsoft Unified Designated Support Engineers was in the region of £10 million.”*

— Angie Paylor, Infrastructure Operations Lead  
UK Department for Education



<sup>1</sup>Source: The Total Economic Impact™ of Microsoft Unified Support, June 2022: A commissioned study conducted by Forrester Consulting

<sup>2</sup>Source: Using Microsoft Unified Support To Minimize Support TCO, June 2020: A commissioned TEI Spotlight conducted by Forrester Consulting

# Tailor your experience

Experience the flexibility to customize your Unified package according to your business 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 your business outcomes.

By combining both foundational services and tailoring, you'll have a Microsoft experience that enables you to fully realize the potential of your 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 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 (As-needed, 24/7)	<ul style="list-style-type: none"><li>• Expected response times:<ul style="list-style-type: none"><li>– Critical Sev 1: 15-min for Azure/1-hour for all other products</li><li>– 1-hour Sev A/2-hour Sev B/4-hour Sev C</li></ul></li></ul>
	Escalation Management	<ul style="list-style-type: none"><li>• For Critical Business System Down issues, resource assigned after 15-minutes for Azure, or 1-hour for all other products</li><li>• For Critical Business System Degraded issues, resource assigned after 1-hour for all products</li></ul>
	IT Health	<ul style="list-style-type: none"><li>• As-needed on-demand assessments with setup and configuration services</li></ul>
	Cloud Assistance	<ul style="list-style-type: none"><li>• Billing support provided by the Azure Support team (included in the free support)</li></ul>
	Account Management	<ul style="list-style-type: none"><li>• Assigned Customer Success Account Manager (CSAM)</li></ul>
	Advisory Support	<ul style="list-style-type: none"><li>• As-needed Advisory Phone Support (limited to six hours or less per incident)</li></ul>
Tailor your solution	Technical Training	<ul style="list-style-type: none"><li>• On-demand videos, hands-on labs, learning paths, and expert-led webcasts</li></ul>
	Enhanced Solutions*	<ul style="list-style-type: none"><li>• Relationship-driven, in-depth support experiences, including Support for Mission Critical, Designated Engineering, Azure Rapid Response, Azure Event Management, Office 365 Engineering Direct, GitHub Engineering Direct, Developer Support</li></ul>

\*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 needs, today and tomorrow.



## Comprehensive coverage

Get coverage for your entire organization so you can work more holistically with Microsoft



## Industry-aligned pricing

Rates start at 7.5-10%, which is well within the range of typical software and cloud vendors



## Predictable rates that scale

Pay a lower rate for your growing support needs as your cloud investment grows with graduated pricing



## Fixed support price for the year

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 and license-only purchases



Previous 12-months of Software Assurance purchases

Infrastructure		Infrastructure		User			
Annual spend	Azure	Annual spend	On-Prem Server	Annual spend	Modern Work	Biz Apps	On-Prem User
\$0 to \$1.8M	10%	\$0 to \$1.8M	10%	\$0 to \$1.5M		7.5%	
\$1.8M to \$6M	7%	\$1.8M to \$6M	7%	\$1.5M to \$3M		6.5%	
\$6M to \$12M	5%	\$6M to \$12M	5%	\$3M to \$6M		5.5%	
\$12M to \$30M	3%	\$12M to \$30M	3%	\$6M to \$15M		4.5%	
\$30M to \$60M	2.25%	\$30M to \$60M	2.25%	>\$15M		3.5%	
\$60M to \$120M	2%	\$60M to \$120M	2%				
>\$120M	1.75%	>\$120M	1.75%				

The minimum annual contract price is \$50,000. 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 (\$1.8M-\$6M). Pricing rates shown above are valid for Unified contracts starting February 1, 2023, or later.