

Unified Support vs. DCG Advanced Support: What's the Difference?

A Clear, Objective Comparison for IT & Procurement Leaders

Same Microsoft ecosystem. Two fundamentally different support experiences. See how DCG turns Unified's complexity into clarity!



Enterprise leaders know they need support for mission-critical Microsoft workloads. But they rarely get a clear, unbiased explanation of what Unified Support actually provides or how it compares to a modern engineering-led alternative model.

This infographic simplifies the landscape and separates bundled complexity from measurable performance. And it clarifies what you're really buying in terms of speed, access, accountability, and cost logic.

Response Speed

Microsoft Unified Support

- Response times vary by queue, severity, and region
- Microsoft documents initial response times, such as: **Severity A (Critical business impact)**

≤1 hour under Unified Enterprise

24x7 in many cases

- Non-engineers may handle initial triage
- Complex issues often require escalation through multiple layers

DCG Advanced Support

- <15 minute critical response SLA
- <1 hour standard response
- Immediate access to senior Microsoft-certified engineers
- Faster diagnosis >> faster resolution

Engineer Access

Microsoft Unified Support

- Layered escalation (L1 → L2 → L3)
- Engineer skill level varies by case, region, and severity
- Multiple handoffs before reaching a senior engineer
- Technical depth depends on availability and region

DCG Advanced Support

- Direct-to-senior-engineer engagement from the start
- No triage queues, no L1 barriers
- Clear, deterministic escalation path (Engineer II → Senior → Lead)
- Consistent depth of expertise across all incidents

Pricing Logic

Microsoft Unified Support

- Cost is tied to total Microsoft EA/Cloud spend. For e.g., Unified enterprise rates start roughly 8-10% of spend
- Increases automatically as cloud usage grows
- Not linked to actual ticket volume or engineering hours
- Bundled entitlements often go unused
- Limited flexibility to right-size

DCG Advanced Support

- Predictable cost based on engineering hours
- Transparent consumption and usage reports
- Adjust hours and scope to match operational demand
- Cost always aligns directly to delivered value

Reporting & Visibility

Microsoft Unified Support

- Reporting varies across regions and account teams
- Consumption visibility is inconsistent
- Hard to link cost to outcomes or engineer time
- Ticket progress often requires customer follow-up

DCG Advanced Support

- Full visibility into hours used, task breakdowns, and outcomes
- Clear SLA performance reporting
- Transparent escalation logs
- Real-time communication throughout each incident

Accountability

Microsoft Unified Support

- Responsibility shifts across Microsoft teams
- Resolution ownership can be diffuse
- SLA credits are not standard
- Escalations may stall in multiple queues

DCG Advanced Support

- SLA Delivery Commitment Guarantee
- Engineering hours credited if SLA isn't met
- A single accountable team handles the entire lifecycle
- Consistent follow-through until resolution

<15 min critical response time

Direct-to-Engineer Access: no triage, no delays

<1 hour standard ticket response

\$943,812 licensing cost reduction example

720 hour of senior engineering support annually

70% risk-adjusted ROI 4-month breakeven

What Leaders Like You Gain by Moving from Unified to DCG

Faster access to senior engineering from the discovery stage

Lower downtime through direct engagement

Predictable, value-linked cost structure

Transparent consumption reporting and escalation ownership

Contract right-sizing and financial control

Immediate communication and accountability

“ DCG reduced our time-to-resolution dramatically. Unified was built for Microsoft; DCG was built for us. VP, Procurement, Fortune 500 Company

DCG solved issues in hours that took days under Unified. IT Director, Global Retailer

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Download the Unified Comparison Guide

Get a tailored, analyst-grade review of your current Unified contract, escalation patterns, and support usage, mapped to modern support benchmarks.

Benchmark Your Support Model Against Unified