

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!

dcg

Microsoft Solutions Partner

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

<1 hour
standard ticket response

720 hour
of senior engineering support annually

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

\$943,812
licensing cost reduction example

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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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