Unified Support vs. DCG Advanced Support Comparison Guide

dcg | **Microsoft** Solutions Partner

Key Criteria	DCG Enterprise Support	Microsoft Unified Support
Cost Structure	Predictable, needs-based pricing. Rollover for unused hours.	Percentage of total Microsoft spend. Costs rise with usage.
Contract Flexibility	Highly customizable. Hours usable across break/fix, proactive, and mini projects.	Rigid contracts. Hours segmented by service type.
SLA Enforcement	Penalty-backed SLAs. Client controls severity and escalation.	No SLA penalties. Tiered triage delays engineer engagement.
Response Times	Direct routing to senior engineers. Fast time to resolution.	Multi-stage triage. Inconsistent engineer assignment.
Engineering Access	Certified engineers with cross-cloud expertise.	Tiered access. Escalation to product groups requires client effort.
Proactive Services	Embedded quarterly reviews, security audits, optimization, licensing guidance.	Generic catalog-based services. Often underutilized.
Cloud Architecture Guidance	Integrated Azure, M365, D365 expertise.	Siloed support teams. Limited cross-platform visibility.
Security & Compliance Support	Embedded security engineering and proactive reviews.	Separate security queues. Complex navigation required.
Change Advisory Support	Guidance on releases, patches, updates. Pre-release testing.	Reactive and case-by-case. Requires client request.
Governance & Reporting	Transparent monthly/quarterly reporting. Live meetings with service managers.	Basic TAM summaries. Limited visibility.
Root Cause Analysis (RCA)	Formal RCA with follow-through.	RCA timing varies. Often not guaranteed.
Case Ownership	End-to-end responsibility. DCG manages escalation and remains engaged.	Frequent hand-offs. Escalation inconsistent.
Service Continuity	Consistent service manager and engineering pod.	Frequent team rotation. Issue backtracking common.
Environment Familiarity	Institutional knowledge retained.	Generalized support. No continuity.
Licensing Strategy Support	EA/CSP optimization, rightsizing, churn management.	Not provided.
Monitoring & Health Reviews	Proactive environment checks.	Generic catalog services.
Business Impact Prioritization	Severity aligned to business risk. Client controls escalation.	Strict Microsoft-defined severity tiers.
Customization of Services	Tailored to client preferences.	Limited customization.
Innovation Support	Cloud modernization guidance. Senior engineers available for consultation.	Advisory services via separate engagements.
Time to Resolution	Fastest resolution focus. Direct engineer engagement.	Slower due to triage layers. Cases often closed prematurely.
Case Volume Management	Analytics-driven reduction of recurring issues.	No volume reduction strategy.
High-Severity Incident Management	Coordinated, engineer-led response.	Escalations often delayed.
Onboarding & Transition Experience	Structured, white-glove cutover. Flexible transition speed.	Self-managed onboarding. Limited support.
Cost Transparency	Full visibility into usage and value. Monthly reporting.	Opaque pricing tied to cloud spend.
Staff Augmentation Capability	Integrated staffing options available.	Not provided.

DCG vs. Microsoft Unified Support

**01 Break the Cycle of Rising Costs**
- DCG offers predictable, needs-based pricing with rollover options, helping you control costs and budget with confidence.
- Microsoft Unified Support ties pricing to your cloud spend — the more you grow, the more you pay.

02 Get Help When You Need It — Fast
- DCG routes you directly to senior engineers with cross-cloud expertise.
- No tiered triage. No repeated hand-offs. Just fast, expert resolution from the first call.
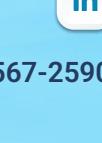
03 Proactive Support That Actually Works
- DCG's embedded proactive services include quarterly architecture reviews, security audits, and optimization guidance tailored to your environment.
- Microsoft's "proactive" services are often generic, underutilized, and disconnected from your governance strategy.

04 Accountability You Can Count On
- DCG backs its SLAs with financial penalties and provides full transparency through monthly reporting and live governance meetings.
- Microsoft Unified offers no SLA penalties and limited visibility into performance.

05 Own Your Support Experience
- With DCG, you control severity levels, escalation paths, and communication preferences.
- Unified Support enforces rigid severity tiers and requires clients to self-manage escalations.

06 Built for Modern Cloud Environments
- DCG integrates support across Azure, Microsoft 365, Dynamics 365, and hybrid workloads — with consistent engineering and institutional knowledge.
- Unified Support often treats platforms in silos, leading to gaps and delays in resolution.

07 Strategic Partnership, Not Just a Vendor
- DCG acts as an extension of your team, offering innovation support, licensing strategy guidance, and staff augmentation options.
- Unified Support focuses on reactive issue handling, with advisory services sold separately.

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