Microsoft Unified Enterprise Support is a comprehensive service plan provided by Microsoft to offer technical support, escalation management, IT health assessments, cloud assistance, account management, advisory support, technical training, proactive services, and enhanced solutions for businesses. The pricing model for this service is industry-aligned and predictable, calculated based on your organization's annual expenditure on Microsoft products and services such as Azure, on-premises servers, modern work, business apps, and users. The minimum contract price is $50,000, and the plan includes support for Microsoft Azure, Microsoft 365, and Dynamics 365 [1].

Microsoft Unified Enterprise Support is designed to be outcome-focused, offering comprehensive solutions to drive success with Microsoft technologies. It helps organizations protect themselves and maximize uptime while accelerating outcomes through partnerships with Microsoft experts for co-designing, configuring, and implementing solutions. This support allows businesses to transform critical solutions for success in a cloud-first world, and it can be customized based on an organization's priorities [2].

Introduced as an evolution of Unified Support, Microsoft Unified Enterprise Support also provides reactive support, escalation management, and care for business-critical solutions. It aims to help organizations overcome complex IT challenges, enhance cloud skills through training, and receive assistance with configuration and setup. It also offers personalized guidance through a Customer Success Account Manager (CSAM), tailored plans, and expert resources [3].

As of February 2023, Microsoft Unified Enterprise Support has rolled out support in various languages including Azeri (Latin), Chinese (Simplified and Traditional), French (Europe), Norwegian (Bokmal), Portuguese (Brazil and Portugal), Spanish (International), Montenegrin, Indonesian, Lithuanian, Macedonian, and Vietnamese [4, 5]. This makes the service more accessible to businesses operating in different regions globally.