



Unlocking Value and Efficiency: Leveraging bluesource for Third-Party Microsoft Support

In today's tech-driven environment, Microsoft products are integral to organisational operations, with Unified Support serving as the predominant support option. However, the escalating costs associated with Unified Support have prompted organisations to explore alternatives to mitigate expenses.

This guide aims to highlight key insights from market trends and present bluesource as a trusted partner for third-party Microsoft support, offering cost-effective solutions and value-added services.

Key Insights

- **Cost Mitigation:** The transition from Premier Support to Unified Support in 2017 resulted in increased costs for many organisations. Unified Support, priced as a percentage of product purchases, led to dissatisfaction among customers due to its high expense.
- **Growing Market:** Since 2017, there has been a surge in interest in alternative Microsoft support providers, driven by dissatisfaction with Microsoft's support quality, responsiveness, and pricing.
- **Customer Expectations:** Despite being the primary vendor for support, Microsoft often falls short of meeting customer expectations in terms of support quality, response time, and pricing, leading to dissatisfaction among users.

Reasons to choose bluesource:

- **Cost Savings:** bluesource offers significant cost savings compared to Microsoft Unified Support, potentially saving organisations 30% to 60%. With transparent pricing and flexible service options, bluesource ensures maximum value for support budgets.
- **Expertise and Efficiency:** With a skilled team, bluesource delivers efficient support services, prioritising customer satisfaction and rapid issue resolution. Unlike Microsoft's outsourced support, bluesource streamlines escalation processes and ensures swift issue resolution.

- **Comprehensive Support:** bluesource offers support not only for Microsoft products but also for products from other vendors, ensuring comprehensive multivendor support tailored to organisational needs.
- **Value-Added Services:** Microsoft clients are increasingly struggling with the rate of change when using M365 services. bluesource solve this through our proactive and M365 change notification management services, providing daily, weekly, monthly checks and reports that need to be accomplished to deliver a performant, secure and compliant Microsoft platform.
- **Long-Term Partnership:** Partnering with bluesource ensures long-term cost savings and reliable support services, essential for meeting cost-saving goals and initiatives.

As organisations seek to optimise value and efficiency in Microsoft support services, bluesource emerges as a trusted partner in delivering cost-effective solutions and value-added services. By leveraging bluesource's expertise, organisations can streamline operations, reduce costs, and ensure seamless support for their Microsoft products and beyond.