Support Plan	Microsoft Unified Support	Covenant Enterprise Support
Description	A subscription-based support model that provides access to Microsoft engineers.	A customized support model that provides break-fix and proactive support from our subject matter experts and Microsoft engineers.
Products Supported	Requires the purchase of support for all your licensed cloud and on-premises Microsoft products such as: • Active Directory • Azure (projected spend) • Dynamics 365 • Exchange Server • Microsoft 365 • Microsoft Configuration Manager (SCCM) • Microsoft Fabric • Power BI • SharePoint Server • SQL Server • Windows Server	Includes support for your choice of products in the Microsoft Enterprise Stack including but not limited to: • Active Directory • Azure • Dynamics 365 • Exchange Server • Microsoft 365 • Microsoft Configuration Manager (SCCM) • Microsoft Fabric • Power BI • SharePoint Server • SQL Server • Windows Server
Tier 2 Support	N/A	Covenant Enterprise Support provides access to architects and subject matter experts in each Microsoft solution area. Covenant works with your team to understand the complexities and nuances of your team and environment ahead of time so that when issues arise, we can spend less time getting up to speed and more time solving the problem and dealing with your team in a manner they are looking for. Covenant can resolve most issues using in-house support, however we escalate to Microsoft as soon as possible when necessary.
Tier 3 Support	Microsoft Unified Support gives your organization access to Microsoft's top tier of support engineers to assist you with your Microsoft Services.	Similarly to Microsoft Unified Support, Covenant Enterprise Support provides access to Microsoft's top tier of support engineers. However, Covenant proactively monitors and escalates your tickets. We work with your team and Microsoft to ensure that issues are resolved as quickly as possible.
Cost	Requires a minimum annual commitment. Cost is based on a percentage of the annual Microsoft software and cloud spend for all Microsoft products and services.	Offers a significant cost savings compared to Unified Support by tailoring the services offered to your business rather than taking a percentage of your yearly Microsoft license spend.