



## Solution Brief

# Insight Cloud Care for Microsoft

Innovate faster, be resilient and operate with agility.

Organisations today have a vast suite of cloud tools available to them to increase productivity and collaboration in the workplace.

As a result, there is often plenty of room for improvement in IT operations. Key considerations to boost cloud investment should include: How can you optimise cloud systems? How can you reduce rework? How can you minimise troubleshooting and improve IT staff experience? How can you leverage a third-party to help you better prioritise and address critical business objectives?

## Our solution

Cloud Care is an all-encompassing cloud consumption offering including, onboarding, cloud usage, billing, and support, and all delivered seamlessly to Insight clients. Our solution helps you accelerate time-to-value on your Microsoft Cloud investment and minimise risks to your organisation.

At the heart of the service is a team of Microsoft Certified Professionals, architects and subject matter experts, focused on onboarding, optimising and supporting your cloud effectively.

Available in two tiers: Essentials and Advanced, the service provides you with access to the people and information needed to support your cloud journey

Our partner  **Microsoft**

### Our Insight Cloud Care service includes:

- Onboarding
- Subscription Management
- Incident Assistance
- Advice & Guidance
- Optimisation

### Why Insight

**Decades of experience** We have helped organisations transform IT service delivery, operations, and resources to meet business challenges for more than 30 years.

**Deep expertise** Our 1,500+ services professionals carry more than 3,000 technical certifications, including all major cloud, storage, data protection, networking, and security technologies.

**Strategic partnerships** with leading technology manufacturers with whom we work closely to continuously improve products hitting the market.

## What you can expect to receive

- **Advice from cloud experts**

Our in-house cloud experts focus on understanding your business and your IT priorities, helping you to navigate your cloud journey confidently.

- **Fair Pricing**

Leverage price protection on eligible products for 12 months.

- **Additional services**

Access to a range of services to optimise your cloud experience.

- **Flexibility**

Get real-time flexibility to adjust subscriptions and quantity on demand to optimise cloud spend.

- **Dedicated cloud portal**

A dedicated online portal where you can manage and optimise your Microsoft CSP environment.

- **Customer Success Team \***

A designated client success team representative will guide you through the onboarding process and be one of multiple points of contacts after that.

\*only applicable to Essentials and Advanced

## Support

Receive support from Insight's first-line technical support experts.

| Support Modules                     | Essentials | Advanced |
|-------------------------------------|------------|----------|
| Cloud Care Onboarding & Orientation | ✓          | ✓        |
| Service Management Portal           | ✓          | ✓        |
| Service Delivery Manual             | ✓          | ✓        |
| Service Report Dashboard            | ✓          | ✓        |
| Request Management                  | ✓          | ✓        |
| Incident Assistance                 | ✓          | ✓        |
| Escalation Manager                  | ✗          | ✓        |
| Advice & Guidance Hours             | 10 Hours   | 25 Hours |
| Hours of operation                  | 8x5        | 24x7 *   |
| Authorised contacts                 | 25         | 50       |

\* Onboarding hours 9x5

### Business outcomes

Staying viable in the modern world is a balancing act between managing day-to-day needs and driving transformation.

Insight Cloud Care can help you address current priorities and enable your IT organisation to deliver more value for the business.



### Better control

Through our intuitive platform, you can gain real-time analytics on all aspects of your cloud consumption plans from licensing, consumption billing all the way to support.



### Increase productivity

By having access to our expertise and services portfolio you can ensure your systems always work at their most optimal performance.



### Focus on innovation

Free up your IT teams to drive new transformational projects and deliver value back to the business.

## About Insight

At Insight, we define, architect, implement and manage Insight Intelligent Technology Solutions that help your organisation run smarter.

We will work with you to maximise your technology investments, empower your workforce to work smarter, optimise your business and create meaningful experiences.

For more information please contact your Insight Account Manager.

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