

Solution Brief

Managed Services

Focus on innovation while maintaining exceptional operational efficiency and management.

Balancing the need to transform while managing everyday IT operations can be challenging. IT teams are lean, making it difficult to both innovate and efficiently manage evolving and/or hybrid IT environments. They face a growing number of system-generated alerts and human-generated incidents to sift through, prioritise, and resolve. Throwing more people at the problem often doesn't solve the issue. Acquiring more technology solutions creates more work and inflates CapEx at a time when agility and OpEx models are essential. And, there just aren't enough time or resources to effectively drive automation and efficiency.

Insight Managed Services has the scale, expertise, methodologies, and tools to reduce incident "noise" and address incidents that have the greatest impact on your business. You benefit by relieving your team of the demands of day-to-day operations and refocusing them on strategic initiatives.

Insight Managed Services uses an operational model that prioritises familiarity, response, and ownership. We couple this with innovation, automation, and correlation to drive meaningful business outcomes.

Key features:



A service model focused on **familiarity of the client's environment, people, and processes**



Operational scale to respond, remediate, and repair to maximise service levels



Services that are configurable to **unique aspects of each client engagement**



Strong ITIL framework integrated with agile processes to **drive continual innovation and operational efficiencies**



A delivery team that **proactively monitors performance** in light of target objectives

While your infrastructure may be similar to others', we mold our services and efforts to your organisation. You can expect a white glove, high-touch feel, and a partner that actually pays attention. We understand what it takes to hand over the reins; we ensure your trust in us is well deserved.

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.
- + **Focused on our clients**
Our sales team, architects, engineers, analysts, project managers, specialists, and field professionals provide end-to-end client support.

~35,000 critical enterprise infrastructure components monitored

Monitoring data center assets on **6 continents**

Managing **20,000+** network devices
30,000+ servers

Address **3,000+** incidents/month & **4** alerts/second

10,000+ backup clients managed



Client outcomes

Saved
1000s of hours
on operations to focus on
higher-level tasks



Saved **10%** on operational costs
by switching from monitoring-only Managed
Service Provider to a fully managed network

Integrated a traditional Network Operating
Centre operation and eliminated **97%** of effort
through automation and correlation

Identified initiatives for
public cloud cost optimisation
to reduce costs by **10%**

Implemented ongoing
proactive service plans to
reduce **50-75%** of
incidents



Patched
750+
neglected systems
in the first 6 weeks

Reduced Priority 1
network events by **83%**
in the first 6 weeks of
engagement

Services scope



Managed Cloud — Consistent connectivity, monitoring, administrative support, and incident response, while adhering to governance and compliance mandates.



Managed Infrastructure — Proactive management of your network, servers, storage, virtualisation, and voice with customisable integration, access, and governance.



Managed Security — Strengthen your network and stay on top of evolving cyberthreats. Maintain compliance and rapidly respond to threats while simplifying security toolsets.



Managed Applications — Ensure seamless performance, scalability and security, while you focus on innovation.



Digital Workplace Management — Take a hands off approach to modernising and maintaining a future-forward workplace.



Managed FinOps — Achieve best-practice compliance, governance and security across your cloud estate.



Managed Software Asset Management (SAM) — Make informed decisions about your software investments with proactive and systematic management of licenses and usage.

We monitor, manage, and support all the critical parts of your environment.



**Public cloud
services**



**Private
infrastructure**

- Network
- Compute
- Storage
- Data protection
- Voice/video

Our approach

Employing a consultative, holistic approach, we often start by asking a number of “big picture” questions: How is the business currently running? What are the business needs and goals? How can your technologies and platforms be optimised for business value? And, how would managed IT services be optimally deployed to maximise resources and advance the business?

What we uncover through thoughtful assessment dictates the services we deliver, which may include network, compute, storage, backup, security, converged architectures, collaboration, cloud, project and engineering support, and more.

Services highlights



Advanced correlation filters
out the 80%+ of alerts that
have no effect on service,
to ensure that resolution and
prevention efforts are focused
on issues that matter most to
the business.



Manage broad scope of
technology from industry-
leading providers ranging from
compute, network, and storage
to data protection, collaboration,
and voice services.



Flexible service hours are
included in blocks to support
scenarios such as executing
day-to-day changes, in-depth
ad-hoc optimisation, and
unplanned or time-sensitive
operational projects.



Integration with your
processes enables our Managed
Services engineers to act as an
extension of your team.



Integrated ITIL and agile
service model combines the
proven service efficiency of ITIL
with the speed of agile services.



Client Delivery Managers
focused on knowing your
business and your IT priorities,
and managing the plans to
achieve them.



Service reviews and reporting
provide the insight needed to
constantly improve your services.



Key infrastructure health
checks performed monthly,
quarterly, and semi-annually to
proactively identify trends and
respond accordingly.

Getting started is easy.

To learn about pricing and how to begin,
contact marketing.apac@insight.com

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