



Insight Managed Services Support

Realise the ongoing value of cloud-oriented technology solutions



Business challenge

As a key enabler for business agility and flexibility, technology helps drive innovation and market competitiveness. However, with cloud infrastructure and application capabilities evolving at an unprecedented rate, it is becoming increasingly difficult to proactively govern, maintain, support, and optimise cloud platforms and meet the growing requirements across the business.

How we help

Insight Managed Services Support provides the right balance of people, processes, and tools across our Australian and global technical teams to deliver both proactive and reactive services. Our Managed Services Support capability has been developed to provide our customers with peace of mind and assistance in exploiting the ongoing value of cloud oriented technology solutions. Everything we do is focused on providing real business benefit to our clients by improving reliability, performance and proactively recommending enhancements to existing systems.

We're accredited by Microsoft as an Azure Expert Managed Services Partner and can provide managed services for the following Microsoft technologies and platforms:

- **Managed Data & AI**
 - » Azure Data Platform
- **Managed Modern Apps**
 - » Azure Integration Platform
 - » Dynamics 365
 - » Power Apps
- **Managed Modern Workplace**
 - » SharePoint + Valo
- **Managed Modern Infrastructure**
 - » Azure

Our ITIL-aligned managed services provide peace of mind that your IT investment can be monitored, maintained, and supported by our team of IT professionals. Our base managed services include:

- Self-service access to our online support portal to raise and manage Incidents and Requests. Insight uses the industry-leading ServiceNow platform as our ITSM toolset
- An allocated Service Delivery Manager
- SLA backed service delivery; Incident / Problem / Change
- Service Request Fulfillment
- An allocated number of Hours each month that can be used to enhancement your in-scope services
- Monthly service check-in meeting to ensure ongoing alignment and quality of services

Benefits:

- Proactive Monitoring and Event Management
- 24x7 coverage for high priority Incidents
- Availability Management
- Cloud cost optimisation
- Capacity Management
- Roadmap Planning

Insight awards

- 2021 Worldwide Partner of the Year in Solution Assessments and Azure Migration
- Microsoft Gold Partner
- Certification in 12 Advanced Specialisations across Microsoft Azure, Modern Work and Security

Microsoft
Partner



2021 Partner of the Year Winner
Migration to Azure Award
Solution Assessment Award