

Insight 

# Solutions Guide 2020



[be.insight.com](https://be.insight.com)

# Welcome



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## Manage Today and Transform for Tomorrow

### Making the right choices for your organisation requires more than just information – it takes Insight.

Today, technology is not just supporting the business, it's becoming the business. To stay competitive, you must simultaneously run your business and fuel innovation.

Insight's annual European technology survey of IT decision makers uncovers the latest technology trends and shows the significant evolution of our business journey.

The survey showed organisations are implementing transformative workplace solutions that empower employees to be more efficient, collaborative and engaged. The modern workplace has now become a competitive advantage in the search for the best employees with 74% of IT professionals reporting their organisations link modern technology to attracting and retaining talent. In their attempts to build modern workplaces, organisations are focused on strategies and solutions to personalise the employee experience, offer greater support resources and empower employees to work in new, more collaborative ways. End user adoption is one of the main focuses to achieve this.

Another important fact is that organisations have begun investing heavily in cloud, however, IT professionals report that 30% of that spend is not utilised effectively. This waste could stem from the lack of visibility of used services at the cost centre, workload and application level reported by over one-third of IT decision makers. It is also likely an outcome of organisations struggling to determine best-fit workloads for public, private and hybrid clouds. Cloud spending and difficulties planning and allocating budgets for cloud consumption are also a contributing factor. Combined, these findings suggest that organisations need guidance when it comes to monitoring cloud consumption, controlling their cloud spend and optimising their cloud investments.

This brings us to our focus for 2020. We'll work with you to maximise your technology investments, empower your workforce to work smarter, optimise your business and create meaningful experiences. Through our expertise, deep partner relationships and creative mindset, we'll help you navigate complex challenges, put the right technology in place and develop meaningful outcomes.

Our **Connected Workforce** and **Supply Chain Optimisation** solutions keep you running efficiently. Our **Cloud + Data Centre Transformation** solutions foster flexible work environments and **Digital Innovation** helps you innovate smarter and drive differentiation through the development of bespoke software solutions that leverage, high value, high-impact digital technologies. Learn more about our solutions in this guide.

I hope you enjoy reading Insight's Solution Guide 2020, and to get started - **It takes Insight.**



**Marie del Marmol**  
Country Manager,  
Insight Technology Solutions Belgium



Today, technology isn't just supporting the business; it's becoming the business. At Insight, we help you navigate complex challenges to develop fresh solutions and processes. We'll help you manage today's priorities and prepare for tomorrow's needs.

[be.insight.com/content-and-resources/2019/reports/2019-intelligent-technology-index](https://be.insight.com/content-and-resources/2019/reports/2019-intelligent-technology-index)

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## Today's Challenges

Organisations are undergoing a fundamental transformation in the way work is planned, created and tracked.

Employee expectations are changing too, as the next generation of employees expect to work in more flexible ways than ever before, using technology to stay connected and collaborate with colleagues and customers alike. In fact, productivity improves by 20-25% within organisations where employees are connected.

Developing consistent digital work experiences across platforms, securing sensitive data and connecting your distributed workforce are a lot of complex moving parts to consider.

Making sense of this modern workplace, keeping your workforce engaged and ensuring that your business can capitalise on new opportunities within a shrinking tech budget can be quite a challenge.

## Our Solutions

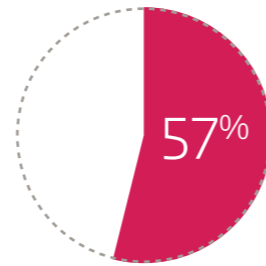
Insight can help you transform your organisation with connected workforce solutions that empower your employees to work smarter, faster and more efficient.

Familiar productivity applications make day-to-day tasks easier. From producing charts and presentations to emails and spreadsheets, the right tools help your employees be productive, even when they're out of the office.

Integrated mobility platforms bring secure multi-device workplace experiences to every employee, with the convenience to do more from anywhere, on any device.

Your workforce is global and so are your customers. Easy-to-use collaboration tools help your employees work seamlessly together in new ways, building relationships and inspiring customer trust.

As a single source for all of your IT needs, we align the latest connected workforce technologies and services with your customer, employee and business goals.



of the companies that are highly connected are more likely to report a favourable market position and **grew revenues more than 10%** over the past two years vs their peers.

## Insight Lifecycle Services for Connected Workforce

Insight guides you with three steps to achieve your Connected Workforce.

### 1. Plan

Our end-to-end process details every stage in your Connected Workforce journey, so you know where you're headed and how to get there.

#### Discovery Workshop:

The Connected Workforce Discovery Workshop evaluates your existing state, establishes clear goals and provides a solid foundation to guide your journey. To get the most accurate information, we begin each workshop with your key stakeholders to confirm and validate your environment and offerings.

#### Connected Workforce Assessment:

The Connected Workforce Assessments service explores every potential path to determine the fastest and most cost-effective approach for moving your workforce to the modern workplace.

We analyse the data and identify the right tools, applications and services to support secure and modern work styles.

### 2. Build

#### Connected Workforce Migration:

The Insight Connected Workforce Migration service delivers safe and secure migrations of your existing environment to Office 365 or Microsoft 365. Our specialist teams help you realise your connected workforce goals by developing, configuring and/or migrating the technologies that help you succeed. With a secure foundation for your modern workplace, your organisation will run faster using the right frameworks and policies to boost operational excellence and drive future growth.

- Device Configuration Service & Windows 10 migration
- Endpoint Device Security
- Planning Services: Collaboration
- O365 SharePoint Deployment
- O365 & Active Directory Federation
- O365 Monitoring and Management
- O365 Mail Migration
- O365 Skype for Business Development

### 3. Manage

#### Connected Workforce Optimisation:

This service helps you get the most from your Office 365 environment. We conduct a detailed analysis of your Office 365 workloads so that you know exactly how they are being consumed.

#### O365 Managed Services:

This service helps your employees to stay effective after the rollout. We provide ongoing management and optimise your new connected workforce technology.

This includes regular health checks, training and support services, ensuring you get the most from your connected workforce solutions.

More specific for O365:

- O365 End User Standard Support
- O365 Basic Support for IT
- O365 Training

## We are a true end-to-end partner

Insight Connected Workforce solutions help you build a cloud-first, mobile-first, next-generation workplace. We'll help you drive productivity, simplify management and consolidate spending.



### Productivity

Empower your workforce with tools that maximise their productivity and effectiveness.



### Mobility

Create a flawless mobile experience for your employees, with applications that go where they go.



### Collaboration

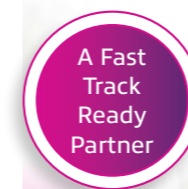
Achieve more together with instant messaging or high definition voice and video collaboration.



### Managed Services

Focus on your client while we take care of your infrastructure, end-users, and applications.

Find out more, visit: [be.insight.com/connectedworkforce](https://be.insight.com/connectedworkforce)



Creating a modern workplace means embracing employee expectations and priorities.

**7 in 10** European IT decision makers believe it is "very or extremely important" for corporate IT to resemble consumer-like experiences.

As organisations have been prioritising the employee experience, complaints about poor user experience have decreased over the past two years, according to **44%** of IT professionals.

When organisations value the employee experience and commit to improving it, they can see **an improvement in employee satisfaction**, leading to increased engagement and productivity.

Source: ITI report

# Insight's Collaboration Solutions

Collaboration through shared workspaces enables your workforce to share ideas, join virtual meetings and organise projects as well as teams. Allow your workforce access to their files and emails wherever and whenever they need to, and to send and receive information crucial to their work. Interacting and collaboration as and when required is becoming paramount to the success of many businesses.

Together we can discuss and identify which solutions will match with your current workflows, optimising and enhancing where needed. Based on your feedback and collaboration, a tailored solution can be built, and its implementation planned and executed to your specifications.

Solutions like TEAMS enable your workforce to share their screen, discuss ideas and organise virtual meetings with ease. With the added benefits of remaining reachable through classical means thanks to the integration of Cloud PABX or the possibility to connect your own phone infrastructure.

It also offers a nexus for colleagues to discuss, collaborate, access files and attend virtual meetings. Together with O365, creating and managing team projects has never been easier.

Whatever the size of your meeting rooms, Insight can help you choose, implement and manage the devices used for virtual meetings. Integrated solutions enable you to start up meetings in a swift and dynamic way.

**Insight can help you choosing the right solutions. It is important to choose the right device to fit your needs.**

**More information about these hardware devices can be found on pages 28 - 33.**

# Insight Digital Workspace™



## Transforming for the digital world

Transforming your business to compete in today's digital economy is more than just a technology refresh with the latest hardware, software, or cloud deployments. It's really about adapting to new ways of working and creating a strong digital culture.

But organisations struggle to engage their workforce with consistent digital experiences. Legacy tools, resistance to change, varying skillsets and low corporate transparency hamper productivity and prevent organisations prospering from new opportunities that digital transformation brings.

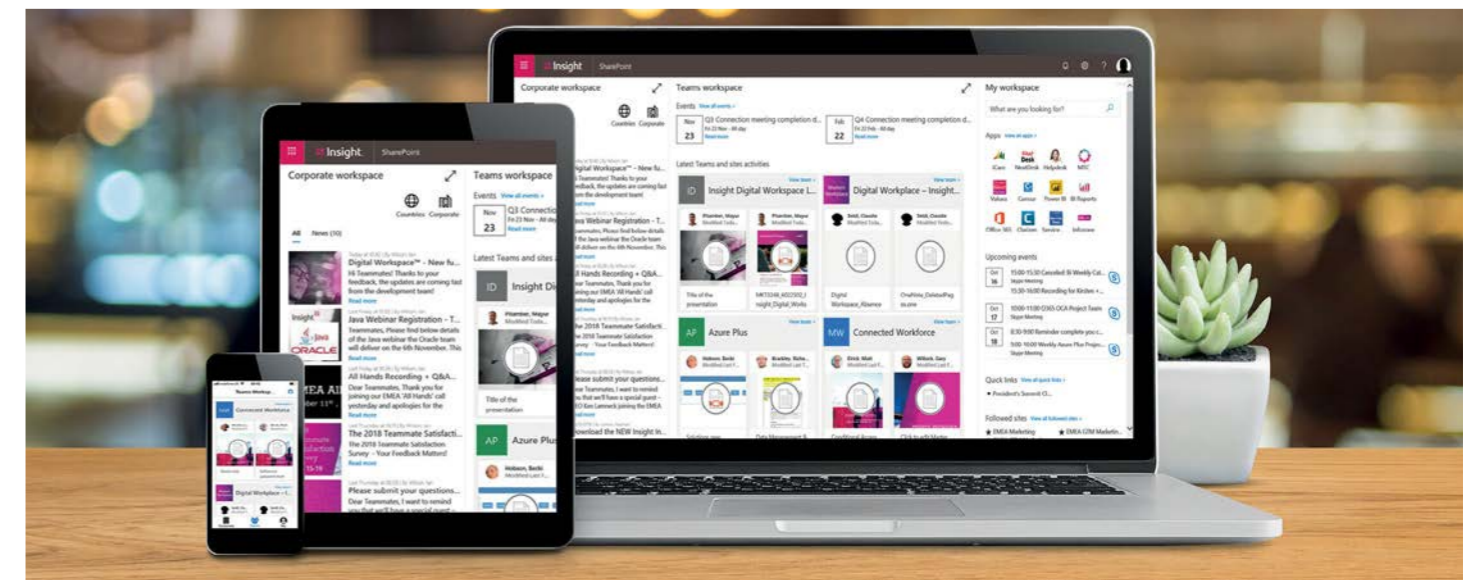
## All in one place

With the Insight Digital Workspace™, employees start their day with the right tools and the latest information all in one place. This cloud-based solution brings seamless workflows across Office 365 apps and services to create an immersive user experience.

- Corporate news and updates**  
 Keep employees informed of relevant organisational news to build trust and transparency
- Tailored internal communications**  
 Engage staff with personalised news and content from a central point
- Relevant team workspaces, project documents and files**  
 Contextual awareness of project teams and activities provide one-click access to relevant workspaces and documents to speed up collaboration, reviews and co-authoring
- Personal workspace**  
 Present a tailored, device-aware and uncluttered view of the all relevant Office 365 and third party apps
- Contextual search tool**  
 Delivers relevant content related to the employee's current activity or search terms including documents, email or social network posts
- One-click to connect**  
 Connect instantly from your personal workspace with colleagues or customers using messaging, audio and video calling, conferencing or live sharing
- Upcoming events and quick links**  
 Plan, prioritise and prepare for the workday through immediate calendar visibility, easy access to popular internal sites or pages for daily work tasks
- Reliable mobile experience**  
 View important corporate updates on-the-go, collaborate with project teams remotely and securely access work files or third party apps from anywhere, anytime, on any device
- Powerful analytics**  
 Gain valuable insights across lines of business - monitor IT workflows measure employee engagement or effectiveness of internal communications

## Helping you work smarter

The Insight Digital Workspace™ is the perfect solution for all organisations considering a digital culture to drive greater employee engagement, enhanced business outcomes and future-proofs IT investment in the digital age.



Visit: [be.insight.com/digital-workspace](https://be.insight.com/digital-workspace)


# Gain a Competitive Edge


Today's competitive environment requires businesses to have greater agility. Your employees need modern computing devices that work consistently, on demand, with cloud applications that support collaboration, productivity and mobility. Introducing Insight Managed Desktop, Insight Managed O365 and M365 Teamwork Assessment.


## Insight Managed Desktop

Shifting from legacy approaches to modern IT management isn't achieved overnight. Insight Managed Desktop Services are designed to meet your organisation where it is today and help you progress toward a framework that supports efficiency and innovation.

All Managed Desktop Services options include ongoing assistance with the modernisation of your desktop environment through:

 Ongoing reviews and roadmaps for your desktop environment

 Support for migration of devices into Intune

 Plans for the retirement of your legacy infrastructure

Insight Managed Desktop Services can manage all aspects of your desktop environment. By efficiently applying best practices, we will work to continually update and modernise your environment. We have several service options to meet your needs.



## Insight Managed O365

Insight Managed Office 365 is an admin-to-admin offering that helps your business optimise its Microsoft Office 365 Licences by providing a full-service, modernised process, complete with comprehensive reporting and data-driven analytics, skilled administrative and operations support.

Insight has developed an approach to adoption that fosters a culture of continuous learning that allows you to innovate, optimise costs, keep up with continual change and build returns on your Microsoft investment.

Our offering provides support for all Microsoft 365™/Office 365 Licence types (Business, E1, E3, E5) for all cloud-based Microsoft 365/Office 365 applications.

## Microsoft 365 Teamwork Assessment

The Microsoft 365™ Teamwork Assessment guides you through evaluating your current teamwork environment and business goals and maps out a course for moving forward, utilising the Office 365 suite of applications (Microsoft Teams™, SharePoint®, Yammer®, Skype® for Business and OneDrive®).

You will receive an actionable roadmap for teamwork that will ensure your employees and suppliers can collaborate effectively and share information securely no matter where they work.

### Business outcomes

- Gain a holistic view of your future state by reviewing capabilities across security, teamwork, meetings and change management.
- Receive an actionable plan which will assist you on your transformation journey and prepare you to take full advantage of critical Microsoft® applications.
- Accelerate digital transformation by aligning your business opportunities and challenges with your IT and organisational readiness.



## communicativ

# Microsoft Intelligent Communications Specialists

Communicativ enables organisations to communicate and collaborate better and more efficiently using Microsoft Unified Communications solutions. We are a highly skilled consultancy firm and support Insight BeLux customers in their journey towards Microsoft Teams or Skype for Business.

## Teams Governance

Governance is a common term in IT and entails the set of conventions, rules and controls an organisation applies to the deployment, use and management of applications. Through the governance policies, the organisation's management ensures that data is stored and used in a structured manner that complies with organisation's policies and legal requirements (such as GDPR).

In a Teams Governance plan, you define the rules, conditions and conventions involved with the use of Microsoft Teams. The goal is to produce a complete document that provides users and admins with practical guidelines. The governance policies should be supportive of the organisation's working processes whilst also ensuring that compliancy requirements are met.

If your organisation wants to avoid the risks and costs imposed by data being used in an unstructured manner in Microsoft Teams, we recommend making a governance plan. Are you interested in learning more? We are happy to explain more in a personal (video) meeting.

## Teams Telephony

Many customers are looking to replace their traditional telephony systems (PBX). Compared to traditional phone systems, Microsoft Teams and Skype for Business offer more modern communication channels and flexibility. Employees can communicate easily by using the same account and user interface on different devices such as mobile phones, desk phones, tablets, laptops and PCs. Together with Insight we deliver complete Microsoft Teams and Skype for Business telephony environments in cloud, on-premises-, or hybrid deployment.

## Teams Collaboration

To remain competitive in the digital world, organisations must make faster and better decisions. This imposes a challenge as employees, customers and partners are more mobile than ever before. Microsoft Teams and Skype for Business enable organisations to collaborate with remote workers, partners and customers. Employees can share presentations, content and other applications in video meetings.

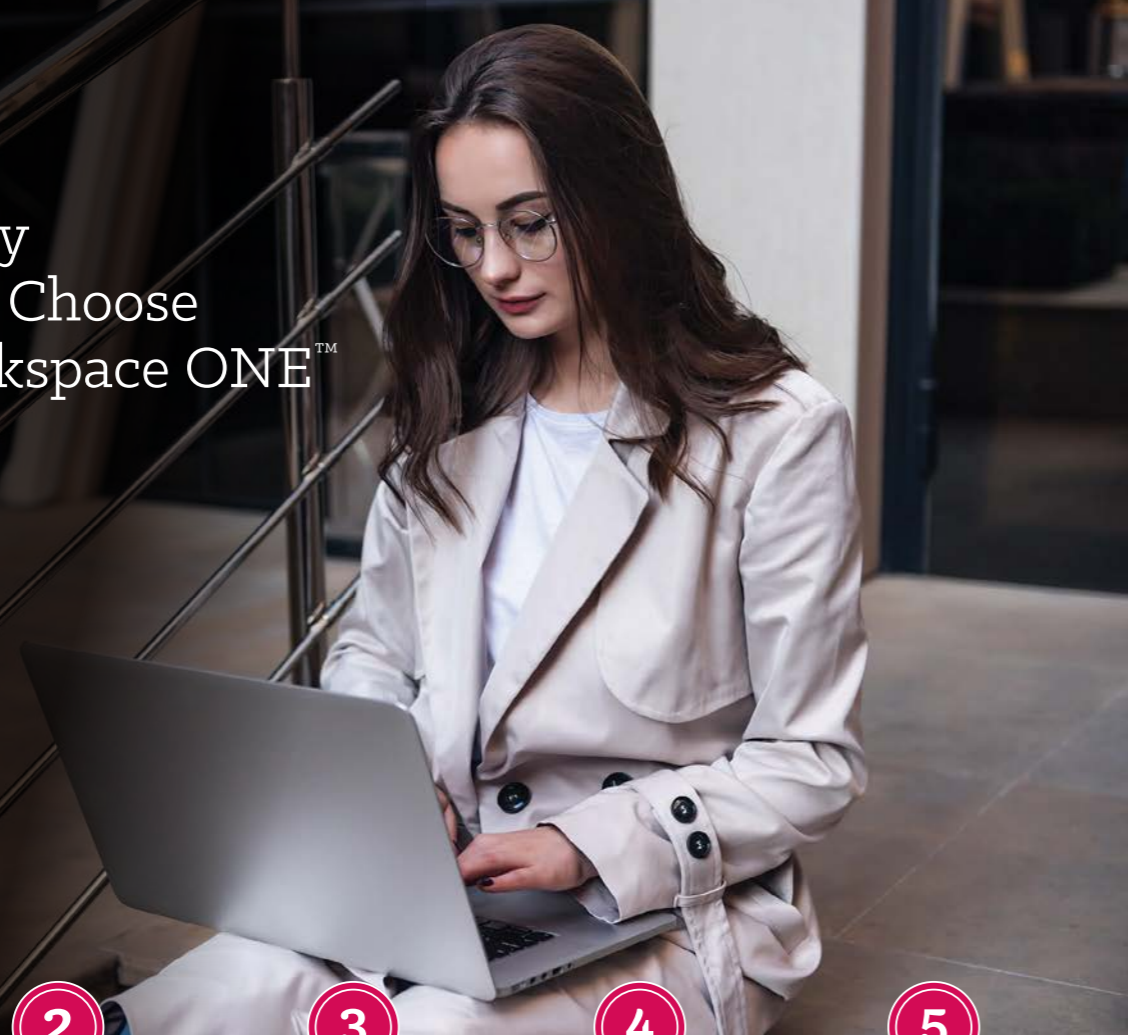
We help organisations identify where and how Microsoft Teams or Skype for Business can add value to their business and meeting rooms. Our solutions support your collaboration scenarios and boost business performance.

### In a Governance plan for Teams, you will find guidelines for topics such as:

|   |   |
|---|---|
| What functions are activated or not activated.                              | How to set up a team within Teams and how to manage it (for Team owner and technical managers). |
| The different user/administrator roles and their responsibilities in Teams. | How to ensure teams are used in compliance with applicable and (data) security regulations.     |
| Which structure is applied at individual team and channel levels.           | When to grant or not grant remote access to external parties in projects and at what level.     |
| How to deal with data in a Team that is terminated.                         |   |



# 5 Reasons Why Organisations Choose VMware® Workspace ONE™



1

### Engage Employees from Day One

Workspace ONE empowers employees with any app, any device experience, real-time notifications and 1-click workflows, and even an AI-powered virtual assistant to guide them through HR, IT and business tasks.

Businesses with high employee engagement are proven to have better retention and business results.

2

### Modern Management of Any Endpoint

Workspace ONE enables modern management to simplify IT operations, tighten security and deliver ready-to-work experiences across every client – physical or virtual. Leveraging our roots in mobility, Workspace ONE enables industry-leading Windows PC, Mac, rugged, and IoT management, allowing IT to unify silos and gain cloud efficiencies.

Workspace ONE is recognised leader in UEM, Real-time management of mobile, desktop and IoT devices from the cloud.

3

### Easily Embrace Zero Trust Security

With Workspace ONE UEM providing industry leading device compliance across all your devices, and Workspace ONE Access acting as a broker across your identity infrastructure, embracing a Zero Trust security model gets a lot easier. And with Workspace ONE Intelligence, device and user risk is continuously verified and auto-remediated to keep employees productive.

Digital Workspace Security: Leverage a modern Zero Trust security approach for employees, apps, endpoints and networks.

4

### Open Ecosystem, Open Choice

Our unparalleled open ecosystem works across devices, apps and security providers. No matter how you choose to enforce security, whether you deploy in the cloud or on premises, or what devices and apps you add in the future, our technology simply works. Plus, as a founding member of the AppConfig Community, VMware is committed to supporting every app, now and in the future.

5

### Best Digital Workspace Solution & Best Value

Saving time saves money. Enjoy rapid ROI from a product that is easier to manage, includes powerful troubleshooting capabilities, offers self-service capabilities and now supports cross platform remote control to diagnose and fix issues in the field. Integration with VMware Horizon and vSphere reduce storage costs while other time-saving integrations with Certificate Authorities, Identity Providers, Mobile Threat Detection, Endpoint Detect & Response and CASB vendors further separate Workspace ONE from the competition.

Different Editions to Meet Your Needs: Workspace ONE comes in different editions to meet the needs of any organisation, no matter where they are on the journey to the digital workspace.

Visit: [be.insight.com/vmwareworkspace-one](https://be.insight.com/vmwareworkspace-one)



## Protect Your Customers' Office 365 Data

Microsoft Office 365 provides a wide array of powerful services within Office 365 – but a comprehensive backup of your Office 365 data is not one of them. This creates a tremendous opportunity to scale your business while generating new net revenue streams.

| Microsoft's Responsibility | Microsoft Global Infrastructure                        | Office 365 Data Replication  | Infrastructure-Level  | Role as Data Processor  |
|----------------------------|--|--|---|---|
|                            | Uptime of the Microsoft Office 365 Cloud Service       | DC to DC Geo-redundancy<br><br>Recycle Bin<br>Limited, short-term data loss recovery (no point-in-time recovery)   | Physical Security<br>Logical Security<br>App-level Security<br>User/Admin Controls  | Data Privacy<br>Regulatory Controls<br>Industry Certifications<br><i>HIPPA, Sarbane-Oxley</i>           |
| Your Responsibility        | Your Office 365 Data                                   | Office 365 Backup  | Data-Level  | Role as Data Owner  |
|                            | Access and control of your data residing in Office 365 | Copy of your data stored in a different location<br><br>Full Data Retention<br>ST & LT retention filling any/all policy gaps<br><i>granular &amp; point-in-time/recovery options</i> | <b>Internal:</b><br>Accidental Deletion<br>Malicious Insiders<br>Employee Retaliation<br>Evidence Tampering<br><b>External:</b><br>Ransomware, Malware<br>Hackers, Rogue Apps | Answer to corporate and industry regulations<br><br>Demands from internal legal and compliance officers |



60% of sensitive cloud data is stored in Office documents & 75% of that data is not backed up\*

\* 451 Research Report - <https://go.veeam.com/wp-office-365-responsibility-report>



## Today's Challenges

The business landscape is evolving every day. In order to remain competitive, organisations have to stay ahead of the curve. CIOs need to focus on the day-to-day demands of IT operations, but also deliver innovation and efficiencies in fast-moving global markets.

The rise of cybercrime is an evolving problem, as is the challenge of doing 'more for less'. Ungoverned shadow IT threatens to destabilise IT governance as impatient users, fed up with waiting for corporate IT to provision the resources they need, start to do their own thing. Unfortunately, niche IT solutions often increase the complexity of the IT environment, further straining the network infrastructure.

## Our Solutions

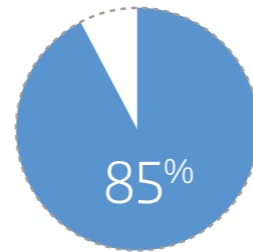
Insight's Hybrid Cloud solution - a three-step process and proven expertise enable you to optimise and modernise your business and achieve more value from your IT investment through data-driven insights. We'll fast track you to the right Hybrid Cloud strategy, the right processes and the right platforms for successful on-demand IT.

Combining experience, expertise and powerful technology, we enable you to successfully address today's three key business imperatives:

- Optimise costs
- Remove complexity
- Drive innovation

With Insight, you can run smarter workloads that access, process and manage data – securely and efficiently – anytime, from anywhere.

We help you to define and navigate cloud and data centre platforms, maximise the potential of your data and deliver major cost and performance efficiencies across the whole spectrum of data centre activities.



of businesses using cloud technology believe it enables their business to **grow faster.**

## 1. Plan

### Discovery Workshop:

This one-day, interactive format is tailored for the specific needs of the IT leadership team in your business. We take you through a discovery process that prioritises your business needs and explains the latest cloud technologies. Finally, we will give a recommendation around the implementation of the cloud within your current infrastructure

### Hybrid Cloud assessment:

Our Hybrid Cloud Assessment Services are designed to help you choose the right cloud approach for your business.

### Standard

Designed to help customers identify the 'first or next' candidate(s) for IT services, utilising cloud resources. The standard advisory report includes high level design and high level risks and issues.

### Advanced

A strategic and comprehensive service, architected to support organisations to build solid foundations for cloud projects.

The advanced advisory report includes detailed level design, detailed project plan and cross-functional stakeholder engagement.

## 2. Build

### Hybrid Cloud Migration:

Insight's Hybrid Cloud Migration Service for Microsoft Azure helps you navigate the complexities of migration, supporting a quick and confident move of all or part of your workloads to Azure.

Using proven methodology and an agile approach tailored to your organisation's individual needs, certified Azure consultants will ensure you understand, choose and implement the right migration options to support current and future business innovation.

## 3. Manage

### Hybrid Cloud Optimisation:

Insight's Hybrid Cloud Optimisation Service for Microsoft Azure gives you the visibility, insight and knowledge you need to maximise your Azure performance, security and value.

Our highly experienced Azure cloud professionals will perform an independent assessment of your current approach to Azure, and help identify and implement optimisation improvements to meet your organisation's specific environment.

A Fast Track Ready Partner

## Benefits

- Increased business agility and speed to market
- Maximise efficiency, productivity and cost management for your workloads
- Our solutions provide a platform to drive innovation with your organisation
- Enhanced customer experience
- Enhanced control over mission critical workloads

Visit: [be.insight.com/cloud](https://be.insight.com/cloud)



# Today's Cloud Challenges: The Impact of Cloud Governance

Ensuring a successful journey in Azure starts with building your organisation's business and technology strategy, without losing sight of the possible challenges posed by its implementation such as protecting your applications and data deployed in the cloud, and without adding extra complexity or cost.



Organisations have begun investing heavily in cloud, spending an annual average of **£29.48M**. However, IT professionals report that **30%** of that spend is not utilised.

ITI Report

## What is Cloud Governance?

Azure Governance is proven guidance that's designed to help you create and implement the business and technology strategies necessary for your organisation to succeed in Microsoft Azure.

## Why choose Insight for your expertise?

Insight's services are designed to help you evaluate specific technology areas from a business, strategic and technical perspective.

They follow proven delivery methodologies to help you identify and execute IT services that are matched closely to your individual needs and objectives. The cloud governance service supports you to optimise your Microsoft Azure environments.

Delivered by Insight's experienced cloud experts, using a proven methodology, meeting your expected performance and availability requirements while minimising costs.

## Our cloud governance service will give you access to the expertise and knowledge to maximise your cloud value and avoid risks.



### Improve ROI of Azure Spend

Identify low usage resources and take data driven actions to reduce the resource size/tier or to improve your workload's performance.



### Defined Optimisation Roadmap

Understand how you can optimise your workloads with a clear implementation plan and take action with agile methodologies.



### Decrease Security and Availability Risks

Use Azure Premium Services to enhance your workload's resilience and security.



### Complete Inventory and Visibility of your Azure Resources

Gain visibility and control of your Azure Resource through a single pane of glass dashboard.



### Customise the Dashboard based on your needs

Extend the default single pane of glass information with your own needs.



# Insight Cloud Solution Provider Program (CSP)

The CSP program makes accessing the benefits of the cloud straightforward. This model allows you to pay for cloud-based solutions on a **monthly basis**. The monthly cost is flexible, based on how many users there are and what solutions they need, meaning that costs are based on your **daily needs**, not your maximum demand. In addition, CSP comes with **help-desk support** as standard, along with a range of optional enhanced services and tools to self-manage your software subscriptions.

## Through Insight CSP you can buy the following solutions:

- Microsoft Office 365
- Microsoft Enterprise Mobility Suite
- Microsoft Dynamics 365
- Microsoft Azure

## Key Benefits of Insight CSP

- Save money by paying only for what you need and minimising operational costs
- Budget predictably with a yearly support fee
- Remove the management headache through built-in support
- Free up IT resource with enhanced support options
- Rapidly scale through our automated, online purchasing portal

## Insight Support Services for CSP customers

The Insight CSP Program comes with built-in support, ensuring your **move to the cloud is seamless** and removing the support headache from an already overstretched IT department.

In addition, our range of low-cost enhanced support services frees up your IT staff on an ongoing basis, enabling them to focus on delivering true business innovation, secure in the knowledge that their users are supported round the clock.

- **Basic Support Service** – Azure Basic and Office 365 Basic are support offerings supplied by default to any customer who purchases services through Insight's CSP platform.
- **Standard Support Service** – Standard is the next tier of service, where we'll offer advisory assistance around the clock.
- **Advanced Support Service** – The last, and top tier of the services, are the Advanced Services. These offerings are adding the most value as far as support services go and are not only reactive but also proactive.



This service is available for Microsoft Licence product (O365 and Azure).



# Cloud Management Made Simple with the Power of CloudHealth



Managing cloud infrastructures can be substantially more complex than traditional data infrastructures; however, cloud infrastructures have the potential to become highly optimised, intelligent systems that improve enterprises.

With the opportunity to automate tasks and processes combined with the expertise of a managed service provider, the relationship between scale and complexity is rapidly diminishing. CloudHealth is a policy driven solution that provides full visibility across cloud infrastructures, providing the ability to identify optimisation opportunities for cost, usage, performance and security and recommendations to simplify.

### What is CloudHealth?

CloudHealth is the leading Cloud Service Management platform, providing a centralised console to simplify management and streamline billing to deliver value added services. CloudHealth integrates with public cloud service providers like Amazon Web Services, Google Compute Platform, Microsoft Azure and resources in the data center. The platform provides a centralised hub with consolidated data, robust analytics, integrated reporting, optimisation recommendations and governance.

### Cloud Management Services

- Customer billing and burndown tracking
- Create dynamic business groupings known as “Perspectives”
- Cost, usage and performance management reporting
- Customer health checks
- Cost optimisation and recommendations
- Rightsizing analysis and recommendations
- Centralised governance and policy management
- Cloud migration assessments to AWS or Azure

### Benefits of CloudHealth

#### Cut costs

- Save 10-20% on cloud expenses starting from day one
- Keep cloud resources optimised

#### Go faster

- CloudHealth helps reclaim hundreds of hours per year
- Manage and understand cloud performance

#### Reduce risk

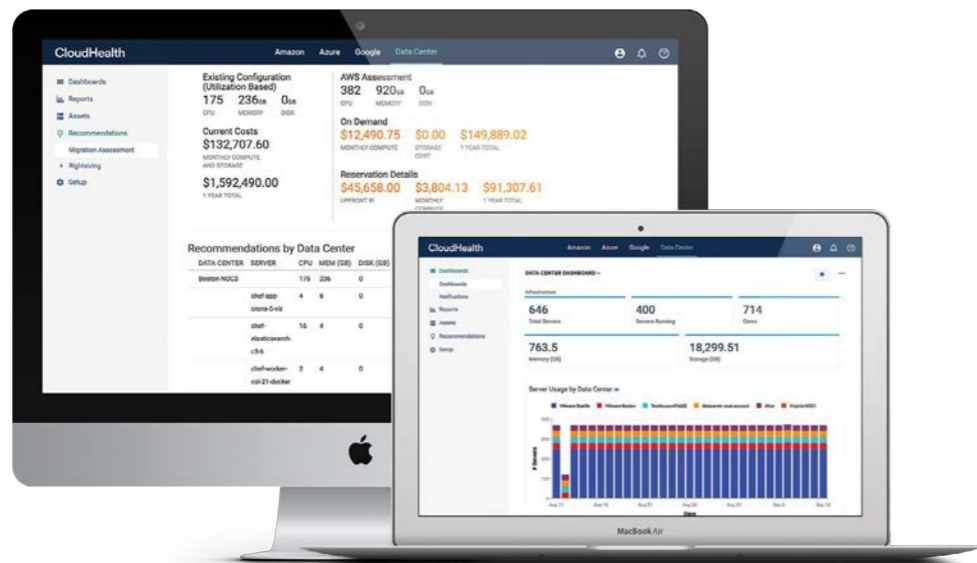
- Governance simplified – create rules to manage infrastructure
- Stay ahead of vulnerabilities before they cause problems

#### Simplify management

- Rightsize millions of instances with one click
- Tame shadow IT with visibility across all users

### Extended Service Profile

- Reporting, monitoring, management and remediation on behalf of clients
- Monitoring, reporting and assessments with recommendations for overall cloud management and optimisation opportunities
- Assessment services which highlight opportunities and recommendations for optimisation of cost, performance, cloud governance and security



Mounting competitive pressures and evolving customer behaviours are **driving change** in every industry.

Organisations are expected to adopt new technology-centric business models at a rapid speed. When catering to modern, highly mobile and informed customers, if your company isn't innovating, it's faltering.

Organisations that proactively embrace innovation will **lead the way**.

### Engage your customers and empower your teams with exceptional digital innovation.

#### We deliver transformation through digital experiences

We help our clients innovate smarter and drive differentiation through the development of bespoke software solutions that leverage high value, high-impact digital technologies.

#### Optimise your operations

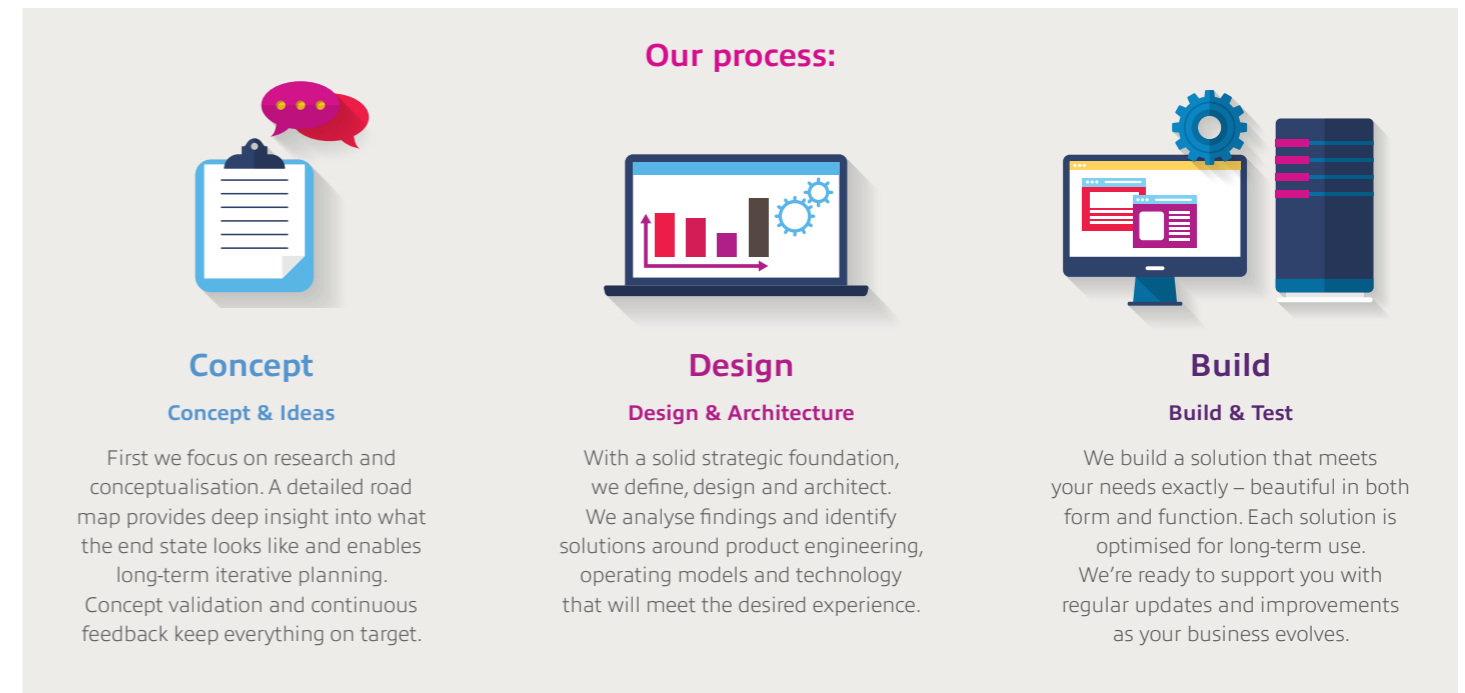
Data and connective technology give you intelligent insights to optimise your business and help you achieve more

#### Engage your customers

Personalised experiences proactively address customer needs and engage end users at a deeper level.

#### Empower your workers

Friction-free tools empower your workforce and boost productivity, efficiency and satisfaction. Execute your digital journey outcomes quickly and smoothly.



In the **next two years**, organisations across Europe plan to increase their investments in digital transformation by **nearly £10M\***

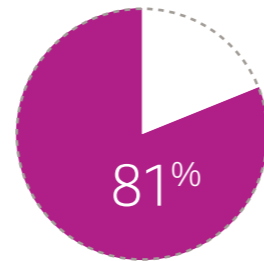
Find out more, visit: [be.insight.com/digital-innovation](https://be.insight.com/digital-innovation)

\* Insight Intelligent Technology™ Index

## Today's Challenges

Today, the majority of IT budgets and time is spent in maintaining existing infrastructure – a necessity in managing day-to-day operations. However, now more than ever, the IT department is tasked with both supporting and growing the business – a tall order not always accounted for in resource allocation.

Although budgets are on the rise, they're not rising at a rate fast enough to cover both managing every day and investing in the future. To support the changing role of the IT department, you need to make the most with the resources you have.



of the CIO/CTOs agree balancing resources to maintain infrastructure and grow the business is a **pain point** for their organisation.

## Solutions



**E-commerce Solutions**

See page 19



**Licence Consulting Services**

See pages 20-23



**Software & Hardware**

See pages 24-33

## Business Outcomes



**Reduce costs, time & resources**



**Vendor consolidation**



**Maximised value of hardware & software investments**



**Streamlined end-to-end experience**

Find out more, visit: [be.insight.com/supply-chain-optimisation](https://be.insight.com/supply-chain-optimisation)

## E-Procurement with Insight

Insight offers all customers the opportunity to transact their purchasing requirements via E-Procurement. This could be through a self-service tool for simplified purchasing or a system integration with platforms such as SAP and Oracle, as well as leading marketplaces such as SAP Ariba® and Coupa.

### Why choose E-Procurement with Insight?

Insight have helped thousands of clients implement free E-Procurement solutions by offering vendor agnostic advice around a variety of solutions, including custom catalogues, punchouts and E-invoicing.

### Insight's solutions are designed to simplify and automate IT procurement.

Gain greater control over the buying experience with your 'myInsight' portal. Let your employees purchase technology using a customised portal to match your organisation's criteria, requirements and security standards.

Improving procurement efficiency can lead to better cost control, understanding of business processes and inter-department communication. Empower employees with a unified, customised shopping experience that enables quick purchases with E-Procurement, and use reporting features to track and manage orders and invoices.

### How will E-Procurement help my business?

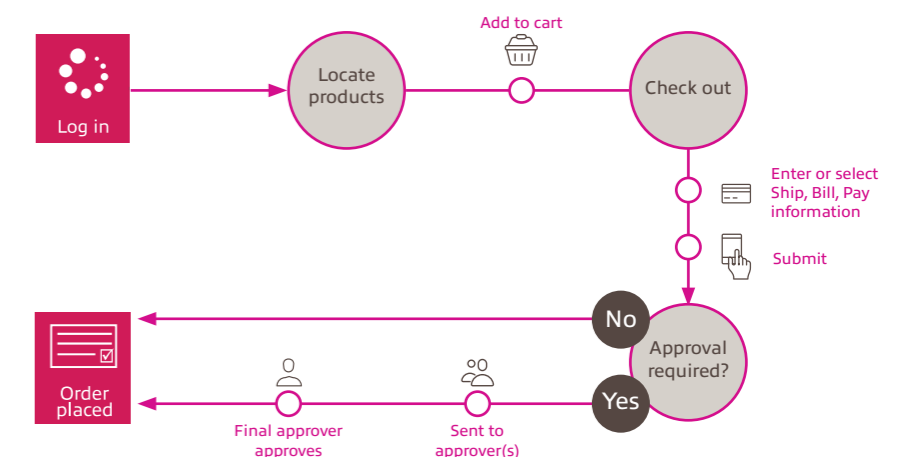
By addressing commodity purchasing, which accounts for the majority of IT-related POs and subsequently administration costs, users will experience a lower cost of procurement. The streamlining and automation of business processes offers tangible cost savings for your organisation and improved management of the procurement process.

## Simplified Lifecycle Management

### Implementation timeline

|   |
|---|
| Requirements gathering                                      |
| Client site design and development (catalogs and standards) |
| Approval workflow testing                                   |
| Implementation/go-live                                      |
| <b>Basic configured setup: 1-2 weeks</b>                    |
| <b>Complex implementation: 4-6 weeks*</b>                   |

\* Timeline may vary based on level of complexity



# Licence Consulting Services

Since software is not a physical asset, it is easy to over-provision or underbuy licensing. By optimising your software licensing estate, whether this is on-premise or in the cloud, you can regain control of your investments, ensuring costs savings are made.

Our Licensing Consulting Services and solutions help you maximise your software investment and ensure you purchase licences based on your requirements.

## Benefits

- Realise cost savings of software licensing up to 30%
- Gain a clear view of what you own
- Improve software utilisation and value from your software investment
- Optimise your software estate and achieve compliance

"We help our clients to manage their software assets today and transform their software strategy for tomorrow."

[be.insight.com/lcs](http://be.insight.com/lcs)

| Optimisation Services                  | Approach  | Benefits   |
|--|---|--|
| <b>Contract Optimisation</b>           | Helps you to achieve the best possible contracts and commercials at a renewal.                              | <ul style="list-style-type: none"> <li>• Align software procurement to organisational strategy</li> <li>• Maximise already made investments to secure better commercials on future procurement</li> <li>• Benchmark supplier proposals and discounts</li> <li>• Eliminate over-procurement</li> </ul>  |
| <b>Licence Deployment Optimisation</b> | Helps you maximise the value from your existing software assets.  | <ul style="list-style-type: none"> <li>• Deploy Licences in an optimal configuration</li> <li>• Eliminate shelfware</li> <li>• Re-deploy unused perpetual assets to support future projects</li> <li>• Maximise the residual values in already made investments</li> </ul>   |
| <b>Cloud Optimisation</b>              | Helps you to optimise, manage and control the cost of your public cloud estate.                             | <ul style="list-style-type: none"> <li>• Optimise public cloud infrastructure</li> <li>• Deploy consumption and cost management tools</li> <li>• Build governance and control processes</li> </ul>   |
| Advisory Services                      | Approach  | Benefits   |
| <b>Process Consulting</b>              | Helps you build or enhance your software asset management processes and policies.                           | <ul style="list-style-type: none"> <li>• Assess current software asset management processes against internationally agreed best practice</li> <li>• Identify process gaps or inefficient and address them</li> <li>• Design and implement a SAM programme that delivers value</li> </ul>   |
| <b>Audit Defence</b>                   | Helps you to reduce your commercial and reputational risk during a software audit.                          | <ul style="list-style-type: none"> <li>• Reduce commercial and reputational risk during a software audit</li> <li>• Get expert advice from ex-auditors when its most needed</li> <li>• Reduce time and administration spent on software audits</li> <li>• Reduce the frequency and intensity of software audits</li> <li>• Design, implement and health check SAM tooling solutions</li> <li>• Single point of contact for SAM tooling technical and user support</li> <li>• Avoid costly vendor services</li> </ul> |
| <b>Technology &amp; Tools</b>          | Helps you design, implement, host, support and manage SAM technologies.                                     | <ul style="list-style-type: none"> <li>• Design, implement and health check SAM tooling solutions</li> <li>• Single point of contact for SAM tooling technical and user support</li> <li>• Avoid costly vendor services</li> </ul>   |
| <b>Baselines</b>                       | Helps you understand what software you are actually using, compared to what you're entitled to be using.    | <ul style="list-style-type: none"> <li>• Identify non-compliance and address it</li> <li>• Eliminate shelfware</li> <li>• Reduce the frequency and intensity of software audits</li> <li>• Consolidate software publishers and the associated maintenance agreements</li> <li>• Recycle software from non-use to where it is needed</li> </ul>   |
| Managed Services                       | Approach  | Benefits   |
| <b>Software Lifecycle Services</b>     | Provide outsourced software assets management services to help solve your unique software licensing puzzle. | <ul style="list-style-type: none"> <li>• Eliminate shelfware</li> <li>• Reduce the frequency and intensity of software audits</li> <li>• Recycle software from non-use to where it is needed</li> <li>• Identify non-compliance and address it</li> <li>• Consolidate software publishers and the associated maintenance agreements</li> <li>• Outsource software asset management to a specialist and focus internal resources on their core skill set</li> </ul>   |

# Contract Optimisation

Our Licence Optimisation Services are managed & delivered by world class, EMEA Consultants. Leveraging years of experience working with some of the most complex global clients, to ensure optimal commercial & contractual solutions are adopted.



## Microsoft

The Microsoft Contract Optimisation process ensures you have a thorough understanding of what you own, use and need in the future. Under our guidance, your IT, Finance and Procurement Teams are enabled to build a solid and cost effective licensing strategy that meets your future business needs.

- Address flexibility against change – growth/decline
- Cloud services legal impact & locking
- Deep server estate analysis
- Global Benchmark contract database
- Contract and Global pricing optimisation
- Future requirement & SA dependency assessment

## IBM

IBM software licensing can be very complicated, due to the enormous amount of different software products, partly a result of the number of acquisitions that IBM has made over the last years. Next to that, IBM's licensing rules, especially the concept of PVU licensing combined with Sub Capacity rules, can create a confusing and troublesome view of what licences you actually own and how this relates to your needs, now and in the future.

- Target the high value portfolio analysis
- ILMT configuration optimisation
- Yearly spend trend analysis
- PVU and sub-capacity assessment
- Contract optimisation and negotiation support

## ORACLE

Oracle Software licensing is an area that can be complicated due to the vast amount of products, the interlinking of many licensing rules and the complexity of these rules. Managing Oracle software means dealing with a variety of challenges which can lead to spiralling costs and minimal value extraction of your Oracle software portfolio.

- Deep contract analysis and review
- Review applicable Licence rights on agreements
- Advice on infrastructure optimisation
- Alignment to licensing and current strategy
- Identify 'true' compliance risk
- Subject matter negotiation support and advice

## SAP

SAP software licensing can be very complicated, due to the wide portfolio of over 2,500 different software products and complex licensing rules and metrics. Guided by Insight, your IT, Finance and Procurement Teams are empowered to build a solid and cost effective SAP licensing strategy that meets your future business needs.

- 'True' user profile to Licence alignment
- Review user usage and behaviour changes
- Future requirement and growth assessment
- Product & usage dependencies
- Hardware & future change risk analysis
- Optimisation based re-configurations



# Cloud Optimisation

Maximise the value of your cloud investment

## Consulting

We help you define your first steps into the cloud, identifying ways to streamline your workloads, providing a clear financial assessment on the practicality for the move to cloud.

## Subscription Optimisation

This service provides a forensic analysis of your current cloud and subscription usage, advice on how to improve your cloud development and become more cost efficient.

## Intelligent Optimisation

Our consultants analyse the behaviours and patterns of your usage and consumption and offer management information to your business.

## Billing

Pay for the services you consume, reducing time and admin costs through cross-charging directly to the relevant cost centers within your business.

# Audit Defence

## Business challenge

Software publisher audits continue to be a source of great frustration for many organisations. Unplanned, business disruptive activities which very often result in unbudgeted and unmanaged audit settlement fees.

A revenue stream in its own right, many software publishers are now using software audits as a vehicle to push their own business agenda. Allowing clients to remediate non-compliance with products and SKUs that are aligned to the publisher's own company transformation, such as their cloud services. This new market phenomena is leading many organisations to procure cloud licensing in an audit situation, which may not always be the correct business and technology decision.

## Our solution

We provide expert advice and guidance when you need it the most. Our audit defence consultants have previously worked as auditors for the software publisher they have expertise in. We can work behind the scenes, providing strategy advice for mitigating risk to your executive team, whilst in parallel supporting your operational team to collate the absolute minimum data required to satisfy the audit. Alternatively, we can fully manage the process, acting as a member of your team, removing the administrative burden from you, whilst involving you for key decision making and to report progress. When it comes to the settlement itself, our consultants will fully support the negotiation process. They will help you to navigate past the initial publisher offer and agree to something better suited to your organisational and commercial strategy.



"Clients continue to report increasingly frequent software licence audits, resulting in undefended, unbudgeted and unmanaged costs."

# Software Lifecycle Services



Our Software Lifecycle Services (SLS) are designed to help you with all elements of your Software Asset Management, improving business performance whilst ensuring you maximise software investment.

You can outsource as much, or as little of your software lifecycle management – we work around your needs.

## We offer five services that cover all aspects of managing software:

### 1. Licensing Intelligence Centre

Providing on-demand software licensing expertise as an extension to your service desk.

### 2. Environment and Tooling

Giving clarity on the IT assets within your organisation and/or managing associated tooling.

### 3. Purchasing and Entitlement

Efficiently managing and advising on software procurement decisions and driving fulfilment actions.

### 4. Governance and Compliance

Managing risks and change, offering guidance on best practice and providing insightful stakeholder reporting.

### 5. Lean Licensing

Optimising your software consumption and procurement to its ideal running state.

Each service can be consumed independently or delivered as one programme to help you through your full software lifecycle journey.

# Managed Enterprise Licence Dashboard

## New offer

Managed Enterprise Licence Dashboard (ELD) is a cost-effective managed service delivering software governance and compliance.

## 40% of respondents reported over-purchasing of licences

Understanding your licence entitlement, consumption and the software licence position is a very common challenge that all organisations are trying to tackle. Publisher audits are on the increase and more than 50% of businesses can expect an audit during the life of their licence agreement. Insight has found that the typical exposure when audited is an additional 35% of annual spend.

## There is a way to have this information at your fingertips

Commercial SAM tools have more advanced capabilities but can prove costly. The Managed Enterprise Licence Dashboard service is cost effective way to provide you with greater governance and compliance over your software environment. Key deliverables include:

- Intuitive dashboard overview of key licensing indicators
- Detailed view of licence agreements, entitlements, deployments and expirations
- Reporting and download capabilities
- Detailed compliance and consumption position, analysis and recommendations
- Access to specialist skills for licence support and advice

## How do you benefit?

Software can account for a significant part of your IT budget. The knowledge and recommendations delivered through these services can help you gain more:

- **Visibility** – Continuous licence compliance, entitlement and consumption positions help you become more proactive when faced with audits or renewals
- **Agility** – Consistent and dependable information helps you understand how best you can optimise your budget spend
- **Efficiency** – Reduced IT administrative burden to gather, interpret and comply with licence agreements enabling you to deploy your resources on value-add projects
- **Value** – Reduce your risk of unbudgeted costs through non-compliance and increase the value of your entitlements.

Find out more, visit: [be.insight.com/slsservices](https://be.insight.com/slsservices)

We partner with the top technology brands.

### Software Strategic Partners

| Backup            | Creativity               | Dev Ops | Licensing                                | Security                                      | Software Asset Management | Virtualisation   |
|-------------------|--------------------------|---------|--|---|---------------------------|------------------|
| arcserve<br>veeam | Adobe<br>nitro<br>NUANCE | redhat  | AUTODESK Reseller<br>Microsoft<br>ORACLE | COFENSE<br>Symantec<br>TREND MICRO<br>VARONIS | FLEXera<br>snow           | CITRIX<br>vmware |

### Hardware Strategic Partners

Collaboration Solutions

|       |          |          |           |      |
|-------|----------|----------|-----------|------|
| cisco | Jabra GN | logitech | Microsoft | poly |
|-------|----------|----------|-----------|------|

Beside our strategic partners listed, Insight has established relationships spanning over 3,000 vendors. This means we have access to the expertise and technology you need to solve the most critical business problems.

## Why Insight?

We recommend the right partners and solutions based on your exact requirements, from our full range of services and vendor relationships.



Insight supplies over 100,000 software products.



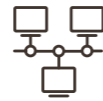
Insight BE is your one-stop-shop for great deals on IT software.



Valuable compliance and audit support.



Global on-demand reporting.



Dynamic tracking.



Accurate record management.

## Renewals

They say time is money and in this instance if you leave your licensing renewals to the last minute, this could potentially cost you a fortune. When in this situation, it's a common occurrence for businesses to be forced to buy like-for-like contracts without sufficient review or negotiation because they believe this is the easiest option within the modern time restricted IT department. However, in our experience, we have seen organisations paying an average of 30% more than they should be, due to leaving licensing renewals to the last minute and not taking the time to make a sensible and informed decision based on their true requirements.

This highlights the crucial need to plan ahead and allow time to reassess your business needs and understand them thoroughly, ensuring you are not paying for something you don't need. Insight is there to help. Our account managers will follow up on your renewals and will contact you on time to remind you about your upcoming expiring licences.

By planning costs adequately and understanding what the real requirement looks like for the long term, businesses will be able to ensure a far more strategic outcome...

**Timing is Critical.**

## Microsoft Licensing with Insight

Insight is a specialist of Microsoft Licensing, and is an organisation where companies can manage all their software purchases in one place.

With experience totaling more than 20 years, Insight (and its predecessors) is still a prominent player in Microsoft Licensing, with a significant market share of more than 25% within the Belgian market. Through its global presence, Insight has always been able to implement contracts globally.

Microsoft has a wide range of Volume Licensing Programs that Insight has a strong supporting presence in that it showcases to its customers. Insight is also currently transforming into a service led company, meaning licensing roots are not denied.

Microsoft offers numerous options: ad hoc or annuity programs, monthly or annual products, directly through Microsoft, hosting parties, or direct insights: each program has its own capabilities, pricing, flexibility and obligations. Insight offers all of these options and can therefore advise your company independently on the best course to take.

Insight also offers advice on product licensing to minimise confusion, due to their complex nature - Microsoft regularly makes changes to the way products need to be covered (per core, per processor, per server, per user, per device) or regularly releases new bundles in which products are sold together.

Although many may have hoped the rise of the cloud would make the licence path smoother, it's quite the opposite. The transition of the classic workplace to a modern one turned the whole licensing experience around; from ownership to subscriptions and a vast menu customers need to choose from. The hybrid cloud story, with datacenter workloads shifting from companies premises towards the cloud, brought even more complexity as companies no longer buy products with predictable costs, but are charged for the services they use. Guidance from experts is needed more than ever before to avoid costly surprises.

That guidance is available at Insight: ensuring you are properly covered, utilising the correct programs for your business needs, keeping an eye on the benefits that save you money, and guiding towards a competitive price.



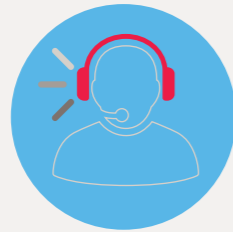


## Unleash your team's creativity with Adobe Creative Cloud for teams.

Creative Cloud for teams is the perfect solution for efficiently producing all your creative work, across all your connected teams in a secured business environment. It offers exclusive tools and services to help your teams collaborate effectively and organise their creative work in a smarter way.

### Get expert support when you need it

We all need a little help from time to time, and with Creative Cloud for teams, support from Adobe experts is always close at hand.



- Log a support ticket or chat directly with a support agent for technical support, 24/7.
- Creative Cloud for enterprise membership also entitles you to unlimited 30-minute product expert sessions a year.

### Manage software updates your way

Enable your team members to update their software directly, build a package of updates and install them on every computer without user interaction, or deploy software across the whole network.



Whatever works best for you and your team.

### Make the most of the admin console

The admin console puts you at the helm of your organisation's creativity.



Complete control over your team's Adobe products.



Easy access to expert support for your business.



Tools that encourage and increase collaboration.

### User and licence management made simple

The admin console gives you a quick and clear overview of who your team's Creative Cloud licences are assigned to.



Your agreement gives you a single renewal date for all your licences, saving you time and hassle.



#### Adding users.

Group by team, location, or the apps they use.



#### Assigning Licences.

Easily assign and reassign Licences.



#### Growing team?

No problem. Order directly from the admin console.

### Why choose Insight for Adobe?

We are uniquely positioned to help support your Adobe requirements, with a dedicated team of software specialists as well as Adobe Champions throughout our business.



Data Breach is the **#1 threat** to all organisations over the next 10 years.



**90% of cyberattacks** start with phishing attacks that continue to evolve.



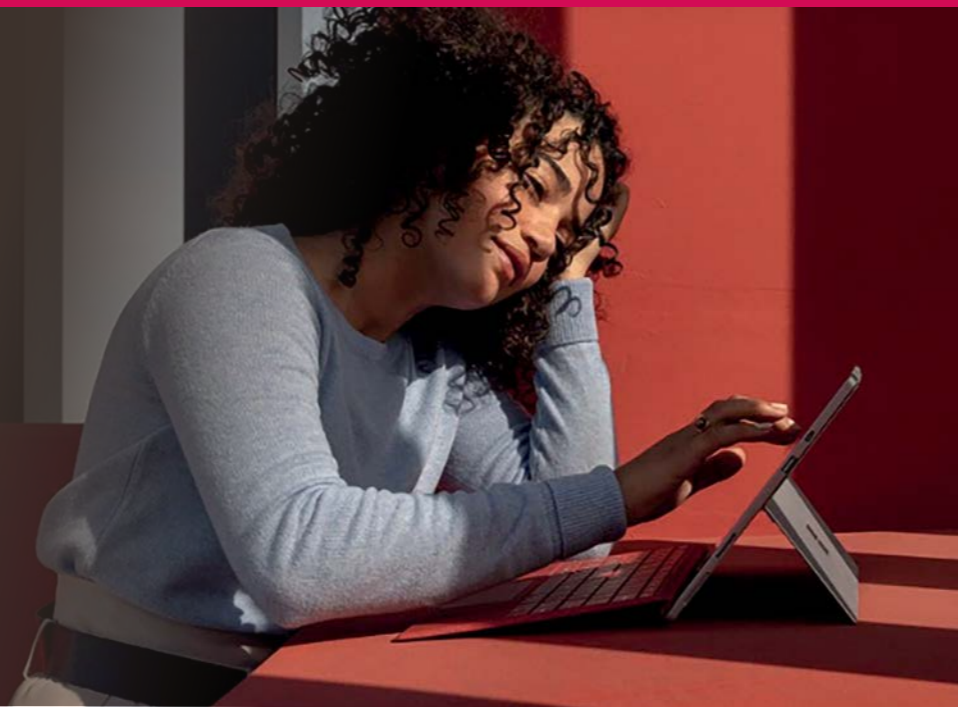
**Perimeter technology** alone can't stop phishing.

**Cofense** is uniting people with technology to defeat these bad actors with the **ONLY** phishing defense platform that embraces, enables and leverages crowd intelligence on a global scale.

Get started today, visit: [be.insight.com/cofense](https://be.insight.com/cofense)

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# Devices on a platform you trust



## The Surface Family

**Surface Pro**  
Ultra-light and versatile.  
The iconic Surface 2-in-1, now even faster and more versatile with USB-A and USB-C.

**Surface Book**  
Powerhouse performance.  
The most powerful Surface laptop with 13.5" or 15" detachable touchscreen.

**Surface Studio**  
The ultimate creative studio.  
The most immersive and powerful Surface desktop with a 28" fully adjustable touchscreen.

**Surface Laptop**  
Style and speed.  
Thin, light and elegant design is now even faster.

**Surface Go**  
Portable power.  
The smallest, most affordable Surface 2-in-1 with a 10" touchscreen. Available with 4G LTE.



## Meet the new additions

All with Instant On and Fast Charging as standard.



**Surface Pro X**  
A bold new take on Pro.  
The thinnest, lightest, most mobile Surface 2-in-1 yet with 13" touchscreen and LTE.

**Surface Laptop 3 - 13.5" & 15"**  
Express yourself, powerfully.  
The most popular, slim, and stylish Surface laptop in a range of colours and materials, now with 13.5" and 15" touchscreens.

**Surface Pro 7**  
Ultra-light versatile.  
The iconic Surface 2-in-1, now even faster and more versatile with USB-A and USB-C™.

## Surface Hub 2S and 2X



### Move beyond meetings, to true teaming

Teams come in all shapes and sizes. They can be local or spread across the globe. People are your biggest investment – and your most valuable asset. To transform from collaboration to true teamwork, you need to invest in tools that bring out their best in the conference room, in a team space, in any space.

### Purpose-built for teams

More than a smart board or an interactive whiteboard, Surface Hub 2 devices are Optimised for teams that want to connect, co-create, and produce with others regardless of their location. Surface Hub 2 devices bring together the best of Microsoft collaboration tools – from Windows and Office to Microsoft Whiteboard and Microsoft Teams.

### Work seamlessly together

Move from the first idea to the finished product without missing a beat. On Surface Hub 2X, you will be able to streamline your group workflow through enhanced collaboration features like multi-user sign-in to simultaneously access and save content to the cloud.

### Perfect fit for any space

Huddle where you need to with modern design and an intuitive software experience. We've teamed up with workplace expert Steelcase to make rolling stands and easy-to-hang wall mounts<sup>1</sup> so it can go wherever your ideas take you. Surface Hub 2X will scale and adapt to your space with tiling and rotation abilities.

### Microsoft Surface Hub 2: The Insight Solution

Our experienced consultants plan, build and then manage a collaboration solution built around Surface Hub, which delivers more engaging, efficient meetings. We survey your sites and assess the network infrastructure to ensure that it will support voice and video over IP. We add the device to your network, install the Microsoft store apps you need and perform functional tests.

To fast-track adoption we roll out end-user training programs that help your teams use Surface Hub to its full potential. We also support custom app development through workshops, and can extend the collaboration solution to include legacy devices on your network.



Find out more, visit: [be.insight.com/surfacehub](https://be.insight.com/surfacehub)

Work with a single solution provider for all your communication needs for Microsoft TEAMS or Skype for Business

## From Meeting Rooms to Mobile

Creating the technology that connects the world and then stepping quietly away.

Our comprehensive set of smart endpoints for unified collaboration span personal and group communication, with a full range of headsets, desk and conference phones and video collaboration solutions.

Our cloud software and services provide advanced management, analytics and the insights that drive first-rate business decisions. Wherever and whenever you communicate or collaborate, we make the experience as genuine as face to face. Bringing the world closer. One to one. One to many. Many to many.



### Video

Enhance your customers' meetings with HD video and content collaboration solutions designed specifically for Skype for Business and Microsoft Teams meeting rooms. The **Polycom + HP Microsoft Teams Room System Bundle** is a native Microsoft room system that combines the familiar Microsoft Teams and Skype for Business experiences with the most versatile HP Microsoft Teams Room System and Polycom's legendary audio and video quality for rooms of any size. Polycom offers a variety of room solutions and camera options, such as **Polycom EagleEye IV USB**, **Polycom EagleEye Director II** and the new **Polycom Studio**, which delivers business-class audio and video capabilities in an easy-to-use USB bar.



### Video Interoperability

**Polycom RealConnect** for Microsoft Teams or Skype for Business provides video interoperability with standards based video endpoints such as Polycom and Cisco, using Microsoft Outlook for scheduling, and enabling one-click join functionality. Now available as a cloud service or through on-premises collaboration infrastructure.



### Desktop

In the office, at home or on the go, Poly delivers the broadest set of voice devices for Microsoft Office 365.

**Polycom VVX** line offers solutions that are certified for Skype for Business, both online and on-premises and connects to Microsoft Teams via a voice gateway.

**CCX 500 and CCX 700** – our new native Microsoft Teams capable phones – are coming soon in 2019. CCX 500 and CCX 700 business media phones extend Microsoft Teams straight to your desktop phone so that your contacts list, calendar and meetings are fully integrated. CCX general availability is to be announced.

**Plantronics Elara 60 Series** is a mobile phone station that simplifies life for the mobile-first user with either iOS or Android, extending Microsoft Teams and Microsoft Cortana voice assistant to a desk-phone-like experience.



### Conference

Customers looking for phones for their Microsoft Teams and Skype for Business communications turn to Polycom when they want high-quality audio and innovative features.

**Polycom Trio** sets the conferencing standard for phones, letting you easily start your Microsoft Teams or Skype for Business calls with one touch-to-join calendar integration.



### Headsets

Plantronics headsets are designed with today's business professional in mind, enabling rich audio connections no matter what your workstyle is or where you touch down. Plantronics headsets are certified for Skype for Business and compatible with Microsoft Teams. Microsoft Teams Certification is pending.

The **Plantronics Voyager** family of Bluetooth wireless headsets provides seamless, multi-device connectivity for today's workforce. The Plantronics Savi family provides a selection of DECT wireless headsets that offer best-in-class sound quality and device connectivity, long-range and hands-free mobility and hours of talk time for ultimate efficiency.

The **Plantronics Blackwire** family gives you a broad selection of corded UC devices that deliver outstanding audio quality and reliability, ease of use and price points to meet any budget.

The **Plantronics Calisto** speakerphone family delivers high-quality audio solutions for small conference or huddle rooms and personal conferencing.



### Services

The Polycom Professional Service team provides you with the expertise to effectively plan, deploy, operate and support your Microsoft UC solution environment. For global organisations, the forthcoming Managed Services for Microsoft Teams will provide a one-stop shop experience to ease the move to Microsoft Teams.



### Software

Boost business results when you add a software solution to monitor and maintain your devices and headsets. Drive the adoption of new initiatives, troubleshoot issues and manage inventory more effectively.

Add **Plantronics Manager Pro SaaS** or **Polycom Device Management Service** for access to actionable insights to improve business processes, employee performance and compliance.



## Logitech Tap

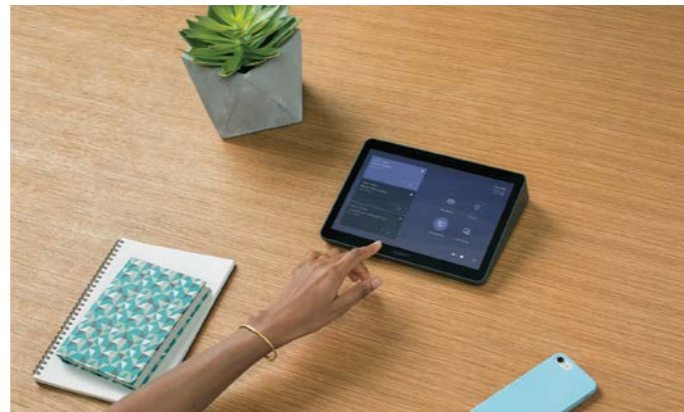
### The Perfect Room Solution for Every Teams Video Meeting

Video conferencing room solutions with Logitech Tap deliver calendar integration, touch-to-join, instant content sharing and always-on readiness. Pre-configured with room-optimised software from Microsoft Logitech Room Solutions include all the necessary components: tap touch controller, small form factor computer, impressive cable management and different mounting options.

With the same interface at your desktop and in meeting rooms, the Logitech Tap means everybody can set up a Teams video meeting within seconds. Together with the Logitech Meetup and Rally conference camera and Tap, there is a meeting room solution available for meeting rooms of every size.

**Logitech Meetup** is the perfect solution for the small meeting room. With its 120 degrees field of view, even the person that sits next to the display will be perfectly visible. This all-in-one device will make sure that everybody is heard and seen perfectly clearly.

For the bigger meeting rooms there is the **Logitech Rally and Rally Plus**. With its great cable management, studio-quality video and advanced modular audio this solution fits in every kind of meeting room, from 8 up to 45 seats.



Huddle Rooms



Medium Rooms



Large Rooms



## One size does not fit all

When it comes to productivity, the right tool matters.

The modern office worker is more demanding than ever. With Unified Communications (UC) on the rise, and the need for mobility increasing every year, professionals are looking for solutions which allow them to work in the way that suits them best.

From desk workers to mobile workers, the needs of every employee will vary depending on their environment and how they prefer to work.

87% reported increased productivity when using a Jabra audio solution<sup>1</sup>

Which knowledge workers do you recognise in your organisation:

| Standard office  |   | Flexible office  | On-the-go   |   |
|--|---|--|---|---|
| Desk Worker  | Corridor Warrior  | Remote Worker  | Executive Nomad   | Road Warrior  |
| The desk worker needs the <b>Jabra Evolve 80</b> which has the Active Noise Cancellation (ANC.) He needs to be able to block out his busy work environment, and a built-in busylight, which shows his colleagues when he doesn't want to be disturbed. | The corridor warrior's <b>Jabra Evolve 75</b> fully supports her work mode as she wanders the corridors, grabbing five minutes with colleagues here and there. She loves its versatility and the amazing sound quality when she's on a call or listening to music. <sup>2</sup> | The remote worker works mostly from home, so the <b>Jabra Evolve 65</b> helps to prevent interruptions from family when working. | The executive nomad's <b>Evolve 65t</b> helps him to always be available, wherever he is, as his biggest challenge is being able to make calls from all sorts of places, like cars, planes and airports. He loves the professional call quality, the excellent battery life, and the great sound quality for music. | The Road Warrior's <b>Evolve 65e</b> allows him to seamlessly switch between talking business and listening to music. He finds it very comfortable to wear, and loves the fact that he never has to worry about running out of battery in the middle of a long day on the road. |



There's an Evolve for everyone and a Speak to suit

If you require advice on which headsets are best for your organisation, please email Insight and our specialists will get in touch with you.

[info.be@insight.com](mailto:info.be@insight.com)

1. Relates to Evolve users; Source: Jabra Evolve Registered User Feedback Survey 2017. Jabra, based on 852 interviews.  
2. Jabra Knowledge Worker Survey, 2018. Kantar TNS, based on 2604 interviews.

# Why Insight?



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

Our connected workforce solutions and supply chain optimisation know-how combined with our cloud and data centre transformation expertise keeps business running, fosters flexible work environments and puts you at the forefront of innovation.

## We act as an extension of your team

By reviewing your current IT environment, we can recommend solutions that streamline your operations, control costs and support your business objectives. Our continued support throughout the project lifecycle ensures we proactively monitor and manage your technology projects with a dedicated service delivery manager.

## The breadth and depth to deliver

Our breadth and depth gives us the scale and expertise to deliver the most complex, global multi-site projects, offering scalable services and solutions. We have over 1,200 skilled, certified consulting and service delivery professionals who are focused on managed, technical and professional services.

## Dedicated Customer Success Team

We offer all cloud clients access to our multi-lingual Customer Success Team to support you on your cloud journey. Your dedicated success manager will engage with you from onboarding to ongoing management of your cloud services, ensuring you get the most out of your investment.

## Unrivalled partner network

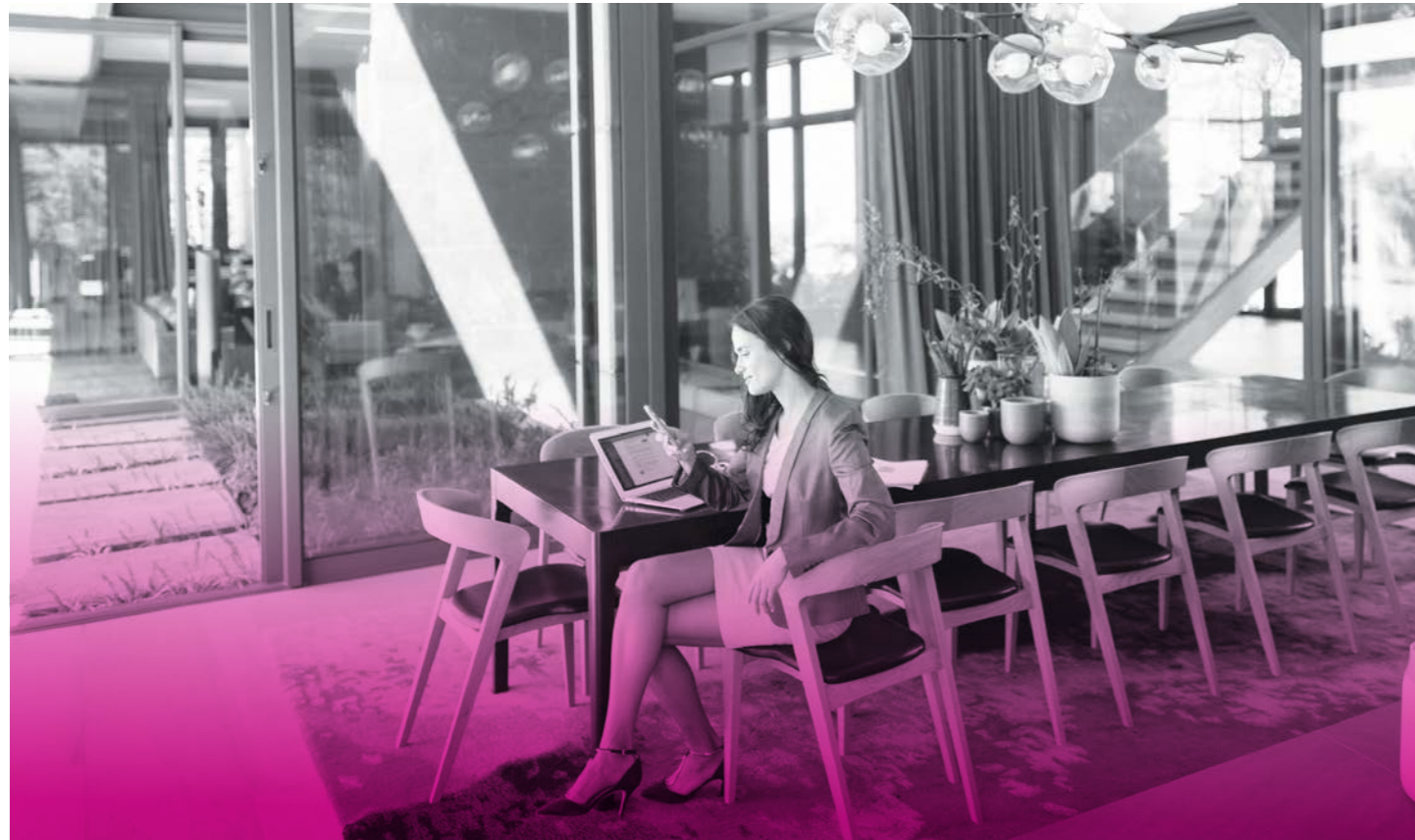
We have unprecedented partnerships across the marketplace, holding in excess of 800 partner accreditations from nice partners through to strong global manufacturers such as Microsoft and Cisco. Our partnerships offer you a wide range of technology solutions to choose from as well as enhanced product and technical support.

## Insight Managed Services

We deliver proven end user and infrastructure support that empowers business growth. Our IMS solutions enable greater operational efficiency – freeing up IT departments to focus on more strategic activities.

## Operational expertise and effectiveness

We offer a broad range of hardware and software products with access to a virtual inventory and efficient supply chain execution, as well as product fulfilment and logistics capabilities, management tools and technical expertise.



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