Insight Cloud Care Programme

Manage, optimize and support your Microsoft CSP Offering

Evaluate your business

Nowadays, Service Providers and Independent Software vendors deliver a wide range of services. Customer demand for public cloud is expected to accelerate, requiring you to react, develop, and provide new public cloud-based services.

To keep up with demand, you can use Cloud Care to:

- Effectively manage your customer subscriptions to increase staff productivity
- Optimize your cloud spend to improve profitability
- Rely on expert knowledge and vendor escalation to effectively resolve incidents and advice to optimize cloud deployments

*Optimize your cloud spend to improve **profitability**..*

Our Insight Cloud Care Programme includes:

Onboarding	Self-Service Subscription Management	Incident Assistance	Advice & Guidance	Optimisation
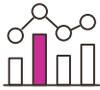
Our solution

Cloud Care is an all-encompassing cloud consumption offering, including onboarding, cloud usage, billing, support, and all delivered seamlessly to Channel Partners. Our solution helps you differentiating with Microsoft Cloud services and maximize the public cloud opportunity for your organization.

At the heart of the service is a team of Microsoft accredited engineers, architects and subject matter experts focused on onboarding, optimizing and supporting your cloud solutions effectively. When required, we can escalate directly to Microsoft.

Cloud Care is available in two tiers: Essentials and Advanced, the service provides you with access to the people and information needed to support your cloud journey.

What you can expect to receive*

- **Advice from cloud experts**
  Our in-house cloud experts focus on understanding your IT priorities, helping you to run your Microsoft Cloud Solutions.

- **Reliable**
  When our in-house team can't support the incident, we will work directly with Microsoft to ensure resolution.

- **Additional services**
  Access to a range of services to optimize your Microsoft cloud solutions.

- **Flexibility**
  Get real-time flexibility to adjust subscriptions and quantity on demand to optimize cloud spend.

- **Dedicated cloud portal**
  A dedicated online portal where you can manage and optimize your Microsoft CSP subscriptions.

- **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.

*Available on all tiers of Cloud Care

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	x	✓
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 business and driving transformation. Insight Cloud Care can help you address current priorities and enable your IT organisation to deliver more value for your customers

Optimize your productivity

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

Increase profitability

Free up your IT teams to drive new transformational projects and deliver value to your customers.

Optimize solutions

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.

WHO WE ARE

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.

About Insight

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

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

Contact your dedicated account manager for more information.

Insight

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