



# Insight Cloud Care for Azure

Ensure the performance, security, and resiliency of your environment



## Monitoring, management and support

The cloud — in all its forms — has become pervasive. In fact, during 2019, over half of all enterprises are expected to spend more than \$1M on cloud services.<sup>1</sup> For growing businesses, the cloud offers a multitude of transformative capabilities and opportunities. Cloud allows you to boost IT efficiency, improve collaboration and quickly scale as your needs require. But effectively running the cloud requires expert-driven monitoring, management and support.

Our Insight Cloud Care program can help you achieve positive business outcomes with your Microsoft Azure® solutions. Focus on growth and innovation while we handle your cloud environments.

Insight Cloud Care for Azure is a public cloud managed service designed to provide best-in-class monitoring, management and technical support for the Microsoft® Azure® platform.

### Key benefits include:



#### Cloud success manager

Dedicated resources focused on helping you optimise opportunity in the cloud.



#### Best practice review

Access to dedicated Insight Azure consultants & architects for micro-strategy sessions on cloud development.



#### Cloud monitoring dashboard

Access to Insight's Cloud Management Portal (CMP) to manage and monitor your Azure environment from resources to consumption, in real-time.



**24/7 technical support** Depending on your level of support, Insight Cloud Care offers 24/7 support for your Infrastructure as a Service (IaaS) and Platform as a Service (PaaS) workloads.

## Expert cloud management

Gain a partner on your cloud journey. We leverage our Azure expertise and best practices to ensure the stability and performance of your cloud or hybrid environment with 24/7 monitoring and incident management. We provide change management, patch management, and cloud administration, offloading day-to-day burdens from your IT teams. And we offer service reviews, reporting, and cloud optimisation services to give you increased visibility and control, as well as financial information to reconcile and justify your cloud investments.

## Benefits

- Boost ROI, with improved visibility around cost control and governance.
- Flexibility when you need; Reactive and Proactive support options with regular actionable insights, supported by certified specialists.
- Confidence in operational controls, leading to better change management.

## Our partners



## Related services

- Cloud Care for Microsoft First Response
- Cloud Care for Office 365
- Cloud Care for Office 365 Adoption



## Service tier options

This service is provided in a three-tier structure, allowing you to right-size your level of support.

ESSENTIALS	ADVANCED	PREMIER
<p>Is a reactive service and support offering included for our CSP Customers. Under essentials, we ensure the economic optimisation of your Azure investments with reporting and awareness of over- and underutilised cloud resources.</p> <ul style="list-style-type: none"> <li>• Azure subscription</li> <li>• Access to the CMP dashboard</li> <li>• Cloud success manager</li> <li>• 24/7 admin technical support</li> </ul> <p>Reactive fee-based Support models are also available for non-CSP Customers.</p>	<p>Receive managed support services for your Cloud environment enabling the repurposing of internal resources for other high-priority actions.</p> <p>Everything in Essentials - plus:</p> <ul style="list-style-type: none"> <li>• Azure Cloud technical support, enhanced SLA</li> <li>• 24/7 Monitoring, Incident &amp; Problem management</li> <li>• Azure Cost Optimisation, Alerting, and Remediation</li> <li>• Azure Advisory</li> <li>• Monthly Azure platform health, impact analysis</li> </ul> <p>*Minimum monthly cloud consumption required</p>	<p>Use the public cloud for your critical application and development operations. Insight delivers the tools and expertise to implement high-impact workloads quickly.</p> <p>Everything in Advanced - plus:</p> <ul style="list-style-type: none"> <li>• 24/7 Azure Cloud technical support (event, incident, problem management)</li> <li>• 24x7 Proactive Azure Management and Optimisation</li> <li>• CSM Governance reviews (cost and basic security)</li> <li>• Annual Service Hours (Hands-on)</li> </ul> <p>*Minimum monthly cloud consumption required</p>

## Why Insight for Microsoft?

Few can compare with our relationship with Microsoft. Partners for 25 years and counting, we are the largest Microsoft global partner with more than 1,200 consultants and 150 dedicated Microsoft resources globally. We have made significant infrastructure investments and have earned numerous recognitions.



### 18 Gold & Silver competencies, including:

- Application Development
- Application Integration
- Cloud Platform
- Cloud Productivity
- Cloud Customer Relationship Management
- Data Analytics
- Datacenter
- Small and Midmarket Cloud Solutions



### Microsoft Partner Awards, including:

- 2019 Education Partner of the Year - Finalist
- 2019 Customer Experience Partner of the Year - Finalist
- 2018 Modern Desktop Partner of the Year
- 2018 Artificial Intelligence Partner of the Year
- 2017 Mobile App Development Partner of the Year
- 2016 Internet of Things Partner of the Year



**587** Microsoft certifications globally

## Meaningful solutions driving business outcomes

We help our clients modernise and secure critical platforms to transform IT. We believe data is a key driver, hybrid models are accelerators, and secure networks are well integrated. Our end-to-end services empower companies to effectively leverage technology solutions to overcome challenges, support growth and innovation, reduce risk, and transform the business.