



# Insight Cloud Care First Response

Microsoft Support, Your Way



## Business challenge

Cloud computing is dynamic and ever-changing. Keeping your operations across both 'business as usual' as well as delivering in the digital frontier is a constant juggling act. You require the confidence to reach support as and when you need, accessing cloud platform expertise without complex contracts that are often not tailored to your actual requirements .

## Support, your way

Insight's Cloud Care First Response provides admin to admin level resolution support for your Microsoft cloud platforms. Insight provide you with a safety net, allowing you to leverage operational expertise while you extend your organisation into the cloud.

We put you in control of your support hours. You direct the Insight team to provide support on request and consume available time the way you choose. You will be kept up to date monthly on your remaining support hours and can top up when required.

Insight provides confidence in cloud operations, delivering a trusted service to support your organisation while you build capability alleviating the burden of managing incidents in your environment alone.

## Our solution

The Insight Cloud Care team provides a remote service offering that delivers admin to admin support capacity for your IT team. The Cloud Care team can respond to any logged Incident or Service Request on your Microsoft environment 24 x7.

1

### L1 – L3 Admin to Admin Support & Self Service

- Ease of contact; 24x7 Reactive Service Desk
- Level 4 options available via Insight's extensive partner network

2

### Support when you need it

- Insight holds 14 Gold and Silver Microsoft competencies and over 580 Microsoft certifications
- Backed by Partner Premier Support services with vendors
- Proactive Support options available

3

### Flexibility and choice

- No lock in multi-year contracting
- Known costs - buy what you need upfront, use what you need, when you need it

## Benefits

- Lightweight and rightsized to business and budget needs
- Confidence in operations while you build capability
- Known costs from the outset that can be consumed and procured as needed
- Backed by vendor priority support
- Refocus your IT teams on innovation

## Our partners



## Related services

- Cloud Care for Microsoft 365
- Cloud Care for Microsoft Azure
- Cloud Care for Microsoft 365 Adoption
- Microsoft Teams Adoption & Enablement
- Microsoft Teams Proactive Governance & Adoption Advisory

