



Solution Brief

Cisco+

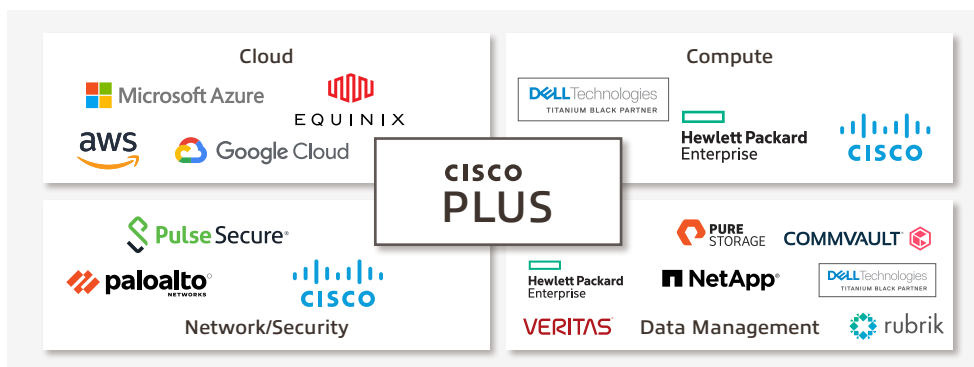
Rethink hybrid cloud with intelligent consumption of on-premises resources through Cisco+ delivered through Insight.

Under pressure to reduce risk while prioritizing transformation and innovation, organizations are increasingly looking to As a Service models to leverage modern IT solutions while reducing CapEx spend. Hybrid cloud solutions as a service from Cisco+, delivered by Insight, allows those organizations to achieve the flexibility of cloud while optimizing for spend, simplicity, and agility.

Cisco+ delivered by Insight provides you with the industry's first comprehensive offering for complete hybrid cloud solutions delivered as a service. Cisco+ enables your business to reduce risk and capital expenditures through a consumption model aligned to cloud service tiers for hardware, software, and services, giving you the flexibility to scale as needed and run workloads where they make the most sense.

Working with Insight for Cisco+ allows you to take advantage of our long-standing expertise and leadership in storage and public cloud, and in-depth partnership with Cisco to make the most of As a Service infrastructure for your organization. As your go-to Cisco+ partner, Insight can help your organization align infrastructure consumption and services with your business needs, monitor, manage, and optimize your solutions, as well as provide ongoing support and bundle related services.

Complete services in a single partner



Insight's approach to delivering Cisco+ drives value for the consumer through our ability to wrap a full portfolio of services around the entire portfolio of Cisco's As a Service solutions. Deep partnerships with Cisco and other industry-leading service providers in cloud, compute, security, data protection, and more, allow Insight to deliver a complete scope of services in a single technology partner — allowing clients to experience strategic solutions and comprehensive support for their hybrid cloud infrastructures.

Key benefits:

Complete pricing transparency
and no contract minimums

Better manage risk
from cloud and business uncertainty

Reduce CapEx spending
through OpEx models

Scale rapidly up/down
to accommodate fluctuations

Simplify capacity planning
by removing added cost pressures

Enhance on-premises performance
while supporting hybrid cloud initiatives

Make workload decisions
without infrastructure limitations






CISCO PLUS

Storage as a Service (STaaS) service level details

Each of our three service levels gives you the best-in-class vendor solution(s) of your choosing, and strategic and technical support from Insight to optimize performance and free up your IT team to focus on strategic initiatives. Service levels span from Essentials, to help you get started, to fully managed Advanced and Premier services.

	Essentials	Advanced	Premier
Assigned Client Success Manager	✓	✓	✓
System health monitoring via Cisco Intersight	✓	✓	✓
Flexible billing options	✓	✓	✓
24/7/365 technical support	✓	✓	✓
Advanced system monitoring and alerting		✓	✓
Request fulfillment		✓	✓
Incident and problem resolution		✓	✓
System software patching		✓	✓
Capacity planning and performance reviews			✓
Infrastructure assessments and key business activity reviews			✓

Process and outcomes

Service level	What we provide	How we deliver	Measurable results
Essentials services	 Support	<ul style="list-style-type: none"> Billing and client success management 24/7 technical support 	<ul style="list-style-type: none"> High client satisfaction rates Maximum uptime
	Advanced services	 Security and notifications	<ul style="list-style-type: none"> Patch management Monitoring and event management Service configuration management
Premier services (or add-on services)		 Resolution	<ul style="list-style-type: none"> Problem and incident management Change enablement and request fulfillment
	SOW/Service hours	 Optimization	<ul style="list-style-type: none"> Capacity, performance, and cost management Service continuity management
		 Implementation	<ul style="list-style-type: none"> Comprehensive planning Skilled resources Projects managed through to completion

Why Insight for Cisco+?

Together, Insight and Cisco have been achieving successful client outcomes for more than 20 years.

Cisco Gold Partner
since 1999

350+ Cisco sales engineers with
2,000+ Cisco certifications

Top 4
national partner

4,000+
consulting and
service delivery
professionals



Gold Certified

Master Specialized in Collaboration

Master Specialized in Data Center and Hybrid Cloud

Master Specialized in Networking

Master Specialized in Security

Master Specialized in Service Provider Technology

Cloud and Managed Service Provider Program

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