



Solution Brief

Insight Cloud Care for Microsoft 365

Maximize your Microsoft 365 investment with Insight Cloud Care — our award-winning program for clients that purchase public cloud solutions.

Insight Cloud Care for Microsoft 365



Onboarding assistance

A cloud specialist will help you set up your tenant, provision your licenses and introduce you to Insight's Cloud Commerce Portal.



Help desk support

Insight Cloud Care provides your organization with 24/7/365 break-fix technical support for subscriptions acquired through Insight Cloud Care.



Cloud Success Manager (CSM)

Your CSM (for Advanced tier) will provide training, tips and tricks, communication on features and changes, assistance with your cloud spend and recommendations of best practices for success on your cloud journey.

Options to fit your organization's needs

Essentials

Provides a core set of tools and services designed to get you up and running:

- Assisted onboarding to Insight's Cloud Commerce Portal
- 24/7/365 break-fix technical support for named admins
- Billing support

Advanced

Provides everything included in Essentials and adds:

- 24/7/365 break-fix technical support for admins and end users
- The opportunity to work with one of our Cloud Success teammates. This team provides best practice recommendations for adoption, security and spend management, as well as training and assistance with Insight's Cloud Commerce Portal and Microsoft's Admin Center.

Managed 365

Let Insight manage your 365 environment:

- Tenant administration and architectural support
- Advanced reporting and visibility to your environment
- Options for end-user support and specialized adoption
- Moves/Adds/Changes
- Policy management
- BrainStorm QuickHelp™ adoption solution
- Engineering hours
- Predictable per-user, per-month cost



Best-in-class service

We're recognized as a top cloud partner. Leverage our capabilities to optimize your public cloud costs.

[Learn more.](#)

All 6

Solutions Partner designations for Microsoft across North America

2022 Insight executive honored by Microsoft as **Security Changemaker of the Year**



2022 Canada Partner of the Year
2020 US Partner of the Year

2021 Worldwide **Solution Assessments Partner of the Year**



12 specializations for Microsoft

Interested?

Reach out to your client executive or [contact us](#).