

OneCall Quick Reference Card



Insight OneCall™ Support Services

As end-to-end data center specialists, Insight designs, deploys, and supports the technology that matches the demands of your organization. Insight OneCall Support Services provide ongoing, real-time support for your data center infrastructure. Our unsurpassed service will help you minimize downtime, achieve your service-level agreements, and keep your IT running at optimal performance.



Insight OneCall support center
800.291.3230

Easy access to service

For your convenience, you can open a support case with Insight OneCall via three options:

Portal: services-na.insight.com/sp
Phone: 800.291.3230
Email: services@insight.com

Support Managers

Business hours resource managers

Kevin McBride
o. 952.279.4787 | c. 612.964.2797
kevin.mcbride@insight.com

Michael Sproelich
o. 919.379.8455 | c. 919.274.5278
michael.sproelich@insight.com

Weekend and off shift resource manager

Jason Salas
o. 952.279.4866 | c. 651.783.2600
jason.salas@insight.com

Escalation Distribution Group

onecallmgrs@insight.com

Our support management team is available 24/7 to assist you with any issues regarding incident resolution.

Client Success Managers

Jane Howell — East
c. 860.965.6519
jane.howell@insight.com

James Bush — Chicago/TOLA
o. 919.379.8448 | c. 919.607.2606
james.bush@insight.com

Michelle Barnes — MN/WI/MO/IA
o. 952.842.3814 | c. 952.842.3814
michelle.barnes@insight.com

Angel Ponce — West/CO
o. 480.889.9646 | c. 602.706.0584
angel.ponce@insight.com

OneCall support

Serving as your first line of support, our support engineers are available to begin the problem resolution process immediately upon your first call to Insight. OneCall includes end-to-end problem determination and root cause analysis. In addition, advanced support engineers are available in real time for escalation and resolution of the most complex issues and product support needs.

Insight is committed to providing exceptional service. If you are not getting what you need, please ask to speak to the OneCall duty manager. In addition, you can contact the following individuals to escalate your case, share concerns, or provide feedback:

Director, Client Support

Jack Sparks
o. 952.279.4729 | c. 612.702.5785
jack.sparks@insight.com

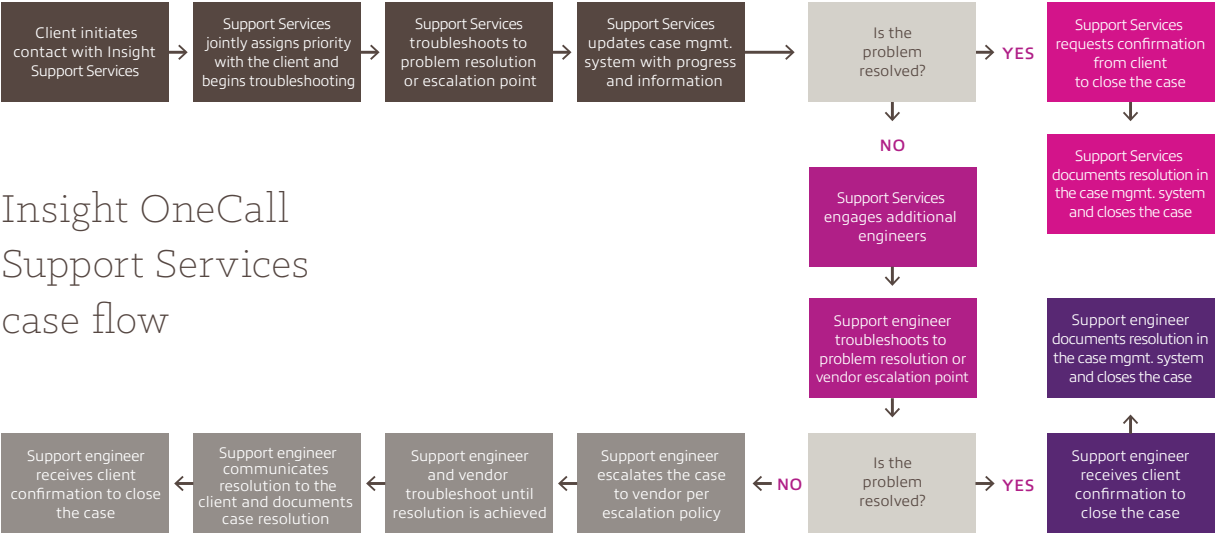
Senior Vice President

Stephen Moss
c. 678.662.6681
stephen.moss@insight.com

Driving innovation with digital transformation

At Insight, we help clients enable innovation with an approach that spans people, processes, and technologies. We believe the best path to digital transformation is integrative, responsive, and proactively aligned to industry demands. Our client-focused approach delivers best-fit solutions across a scope of services, including the modern workplace, modern applications, modern infrastructures, the intelligent edge, cybersecurity, and data and AI.

Learn more at:
solutions.insight.com | insight.com



Support response policy

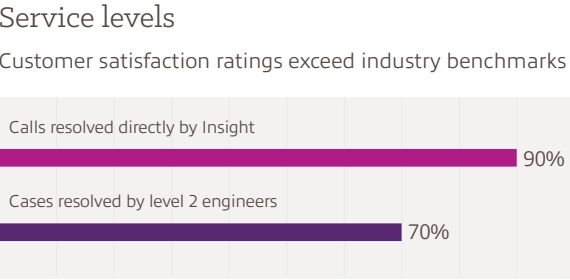
Priority setting	Initial response	Case updates¹	
		Active case	Observing case
Priority 1	15 minutes²	1 hour	N/A
Priority 2	1 hour	2 hours	24 hours
Priority 3	4 hours	8 hours	48 hours
Priority 4	24 hours	72 hours	72 hours

Notes: 1. An “active” case is being actively worked by Insight. An “observing” case is monitored by Insight and is awaiting new development.
2. Insight typically responds to Priority 1 incidents in less than five minutes and works them continuously until resolved.






Priority level definitions

- **Critical (Priority 1):** Your system is inoperable or is at a severely reduced level of functionality resulting in an adverse impact on normal business operations, and no immediate work-around or resolution is available. You agree the incident will be worked continuously until resolved.
- **Severe (Priority 2):** You are experiencing intermittent failure or performance degradation that has limited normal business operations. These incidents are time sensitive and critical to productivity but do not cause an immediate work stoppage. No work-around is available and operations can continue in a limited capacity.
- **Medium (Priority 3):** Conditions are defined as a minor incident that can be worked around without major impact to your normal business operations.
- **Low (Priority 4):** General questions or a minor incident that has little to no impact on your normal business operations.

Through access to the same cumulative engineering knowledge that designed your solution, Insight OneCall Support Services help you resolve issues quickly and accurately. You can count on Insight for rapid, impressive results from every interaction.



Our best-practices support center provides you with:

-  Real-time assistance with multiple contact options by phone, web, and email
-  Industry-leading service level along with solutions-based call routing to the engineer with the right skill set right away — so you spend less time on the phone
-  Case management tools that allow you to open cases online, make real-time updates, and review your case history
-  Service level objectives that accelerate responses to the most complex questions and issues while providing automated alert notifications and timely status updates
-  Single point of contact for support questions and issues spanning multiple vendors, product lines, and solution sets

Consolidating your support needs with Insight streamlines report-to-resolution processes, reduces your IT problem engagement time, and maximizes uptime.