

## Meaningful solutions driving business outcomes

We help our clients modernize 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.

Learn more at:  
[insightCDCT.com](https://insightCDCT.com) | [insight.com](https://insight.com)

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# OneCall Quick Reference Card

## Insight OneCall™ Support Services

As end-to-end data center specialists, Insight Cloud + Data Center Transformation (CDCT) 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-cdct.insight.com/sp](https://services-cdct.insight.com/sp)

**Phone:** 800.291.3230

**Email:** [services-cdct@insight.com](mailto:services-cdct@insight.com)

### Support Managers

#### Business hours resource managers

##### Kevin McBride

o. 952.279.4787 | c. 612.964.2797

[kevin.mcbride@insight.com](mailto:kevin.mcbride@insight.com)

##### Michael Sproelich

o. 919.379.8455 | c. 919.274.5278

[michael.sproelich@insight.com](mailto:michael.sproelich@insight.com)

#### Weekend and off shift resource manager

##### Jason Salas

o. 952.279.4866 | c. 651.783.2600

[jason.salas@insight.com](mailto:jason.salas@insight.com)

### Escalation Distribution Group

[onecallmgrs@insight.com](mailto: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](mailto:jane.howell@insight.com)

#### James Bush — Chicago/TOLA

o. 919.379.8448 | c. 919.607.2606

[james.bush@insight.com](mailto:james.bush@insight.com)

#### Michelle Barnes — MN/WI/MO/IA

o. 952.842.3814 | c. 952.842.3814

[michelle.barnes1@insight.com](mailto:michelle.barnes1@insight.com)

#### Angel Ponce — West/CO

o. 480.889.9646 | c. 602.706.0584

[angel.ponce@insight.com](mailto: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 CDCT. 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.

CDCT 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](mailto:jack.sparks@insight.com)

#### Vice President, Engineering

##### Michael Parsons

c. 720.840.3705

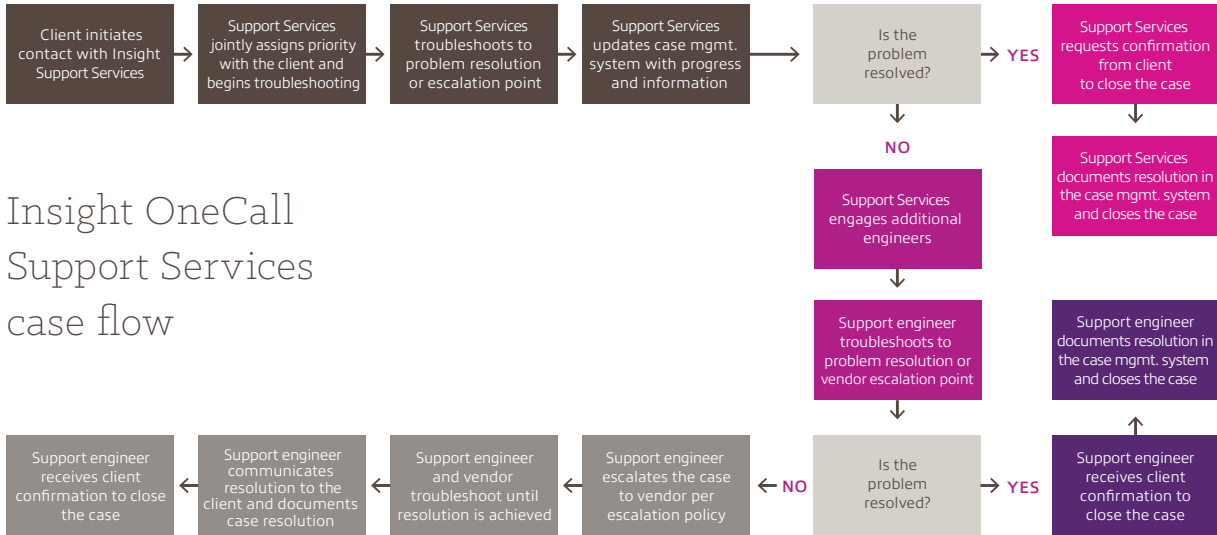
[michael.parsons@insight.com](mailto:michael.parsons@insight.com)

#### Practice Manager

##### Jeff Gallo

c. 303.229.6163

[jeff.gallo@insight.com](mailto:jeff.gallo@insight.com)



## Insight OneCall Support Services case flow

### Support response policy

Priority setting	Initial response	Case updates <sup>1</sup>	
		Active case	Observing case
Priority 1	15 minutes <sup>2</sup>	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 CDCT. An "observing" case is monitored by CDCT and is awaiting new development.  
2. CDCT typically responds to Priority 1 incidents in less than five minutes and works them continuously until resolved.

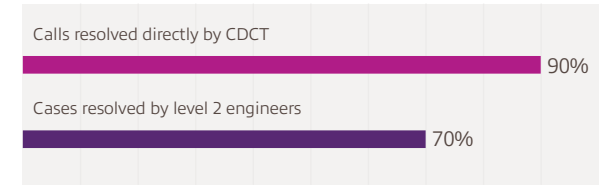
### Priority level definitions

- **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 CDCT for rapid, impressive results from every interaction.

### Service levels

Customer satisfaction ratings exceed industry benchmarks



### 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 CDCT streamlines report-to-resolution processes, reduces your IT problem engagement time, and maximizes uptime.