Comprehensive operational support

Serving as an extension of your organization’s IT department, our highly trained Managed Services engineers remotely handle your operational needs to ensure your environment remains functional 24/7. By managing your IT operations — including monitoring, reporting, analysis, and additional support — we provide you with the visibility needed to proactively plan, protect, and maintain your environment.

We are committed to providing exceptional customer service. Our teams are organized to enhance the engineer’s familiarity with each account, leading to faster analysis and resolution of your issues.

Global Response Team
877.682.9600

If you have questions or concerns about your service, or need to escalate your case, email or call and ask to speak to a duty manager or supervisor for the fastest response.

Escalation contacts

Email: msmanagers@insight.com

Insight Cloud Care for Azure
Quick Reference Card

Advanced and Premier

Improve operational efficiency and service levels, gain visibility, control costs, and alleviate internal resource shortages.

Insight delivers expertise, tools, and processes to proactively manage your IT operations and monitor infrastructure health, performance, and capacity. With our ongoing operational support, you can optimize IT spend to balance cost, performance, and compliance considerations against your business needs.

Our services provide:

• In-depth tools that embed service assurance and visibility
• 24/7 incident management for your environment, enabling you to focus resources on strategic activities
• Real-time assistance with multiple contact options by phone, web, or email
• ITIL-based case management that documents changes in your environment
• Change and patch management
• Formal escalation timeline and policy as well as automated alert notifications, formal action plans, and timely status updates
• Integrated processes that enable Insight to act as an extension of your team

Get support

Our customer support management team is available to assist you 24/7 with any escalation needs. Open a support case via:

Portal: services-cdct.insight.com/sp
Phone: 877.682.9600
Email: services-cdct@insight.com
**Support response policy**

<table>
<thead>
<tr>
<th>Priority setting</th>
<th>Initial response</th>
<th>Active case</th>
</tr>
</thead>
<tbody>
<tr>
<td>Priority 1</td>
<td>15 minutes</td>
<td>1 hour</td>
</tr>
<tr>
<td>Priority 2</td>
<td>1 hour</td>
<td>2 hours</td>
</tr>
<tr>
<td>Priority 3</td>
<td>4 hours</td>
<td>24 hours</td>
</tr>
<tr>
<td>Priority 4</td>
<td>24 hours</td>
<td>72 hours</td>
</tr>
</tbody>
</table>

**Incident case flow**

- Client initiates contact
- Issue is evaluated, and priority is assigned
- Managed Services troubleshoots to resolution or escalation point

**Cases escalated?**

- No, case escalated to additional resources in some cases

**Case escalated to**

- Managed Services reaches the case
- Managed Services documents resolution and resolves incident

**Is the problem resolved?**

- Yes
- No, case escalated to additional resources in some cases

**Operational case**

- Client initiates request
- Requests evaluated and risk assessed
- CDC (ticket change-management process is followed)

**Outage required?**

- Yes
- No, Managed Services fulfills request

**Maintenance window scheduled?**

- No
- YES

**Service request case flow**

- Client initiates service requests
- Requests evaluated and risk assessed
- CDC ticket change-management process is followed

**Requests confirmation**

- YES
- NO

**Case escalated to**

- Managed Services reaches the case
- Managed Services documents resolution and resolves incident

**Issue is evaluated, and risk assessed**

- YES
- NO

**Incident request definitions**

- **Priority 1 — Critical**: Client’s system is inoperable; host site, data center, or e-commerce complex is down; network performance is severely degraded; or event causing critical impact to business operations if service is not restored quickly. Workarounds are not available. Client is willing to commit substantial resources 24/7 to resolve the situation.

- **Priority 2 — High**: Remote site is down; network performance is degraded; backup devices/connections have initiated; or client is experiencing intermittent failure or performance degradation which has limited normal business operations. These incidents are time-sensitive and critical to productivity but do not cause an immediate work stoppage. No workaround or manual workarounds are available, and operations can continue in a limited capacity. Client is willing to commit full-time resources during normal business hours to resolve the situation.

- **Priority 3 — Moderate**: A minor incident that can be worked around without major impact to client’s normal business operations. For example: Network, compute, storage, call center, phone system, or system performance is slightly degraded, or network functionality is impaired with limited impact to business operations.

- **Priority 4 — Low**: General questions or a minor incident that has little to no impact on client’s normal business operations. Client requires information or assistance on product capabilities, installation, or configuration. This category also includes scheduled maintenance and enhancements.

**Services highlights**

- **Advanced correlation filters out the 80%+ of alerts that have no effect on service**, to ensure that resolution and prevention efforts are focused on issues that matter most to the business.

- **Manage broad scope of technology** from industry-leading providers ranging from compute, network, and storage to data protection, collaboration, and voice services.

- **Integration with your processes** enables our Managed Services engineers to act as an extension of your team.

- **A service model focused on familiarity** of the client’s environment, people, and processes.

- **Operational scale and flexible service hours** to respond, remediate, and repair to maximize service levels.

- **Client success managers** focused on knowing your business and your IT priorities, and managing the plans to achieve them.

- **Key infrastructure health checks** performed monthly, quarterly, and semi-annually to proactively identify trends and respond accordingly.