



Managed Services Quick Reference Card

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

Insight Managed Services 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

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.



Provides a service model focused on familiarity of the client's environment, people and processes.



Operational scale and flexible service hours are offered to respond, remediate and repair to maximize service levels.



Service delivery management focuses on knowing your business and your IT priorities and manages the plans to achieve them.



Key infrastructure health checks are performed monthly, quarterly and semiannually to proactively identify trends and respond accordingly.

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

International:
+1-480.889.9600

Get support

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

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

Escalation contacts

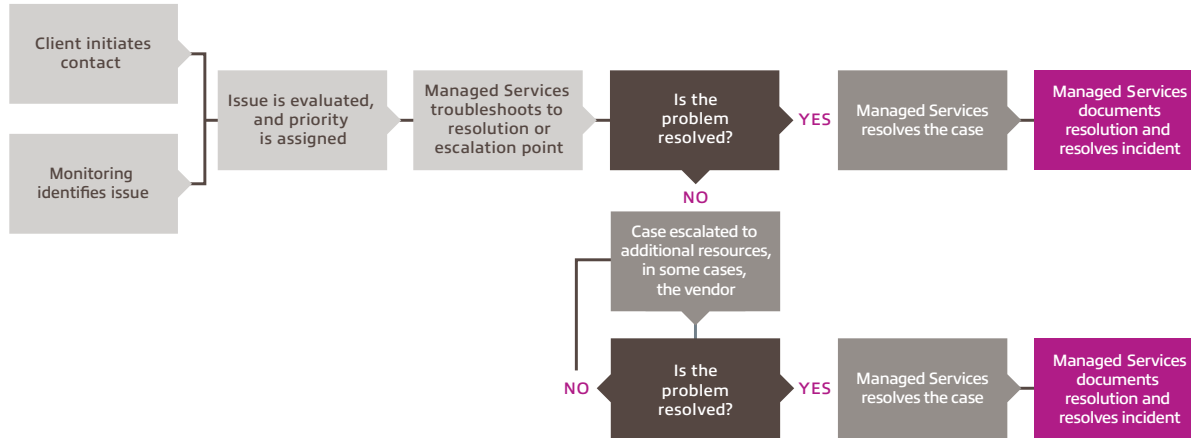
If you have questions or concerns about your service, or need to escalate your case, email or call and ask to speak to a duty manager or supervisor for the fastest response.

Phone:
877.682.9600
International:
+1-480.889.9600
Email:
msmanagers@insight.com

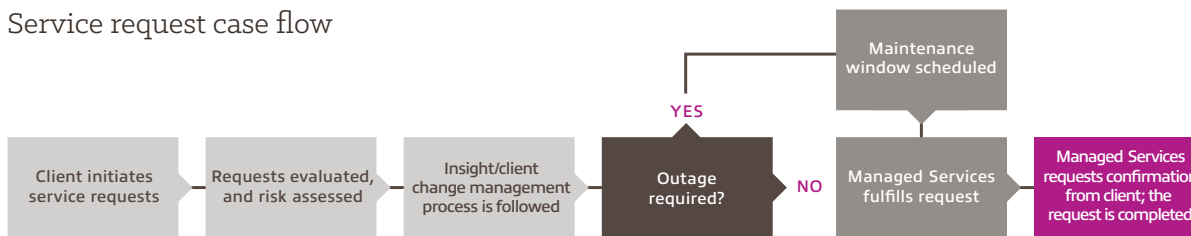
Support response policy

Priority setting	Incident response	Incident update
Priority 1	15 minutes	1 hour
Priority 2	1 hour	4 hours
Priority 3	4 hours	24 hours
Priority 4	24 hours	72 hours

Incident case flow



Service request case flow



Priority level 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 that 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.

Incident request definitions

- Alert:** A breach in a predetermined threshold, varying in severity from critical to informational. Delivery of alerts is typically via email but can also be sent via SMS.
- Incident:** Typically break/fix work. The action is a direct result of a systems issue, misconfiguration, hardware failure or human error.
- Service request:** A scheduled action that results in a move, add, change or delete (MACD). Service requests may also be activities that are not system modifications, but rather evaluations or assessments of systems to determine what changes may or may not be required.