

## 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

**Phone:** 877.682.9600  
**Email:** [msmanagers@insight.com](mailto:msmanagers@insight.com)



# Managed Services Quick Reference Card

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

Insight Cloud + Data Center Transformation (CDCT) delivers expertise, tools, and processes to 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 CDCT 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](https://services-cdct.insight.com/sp)

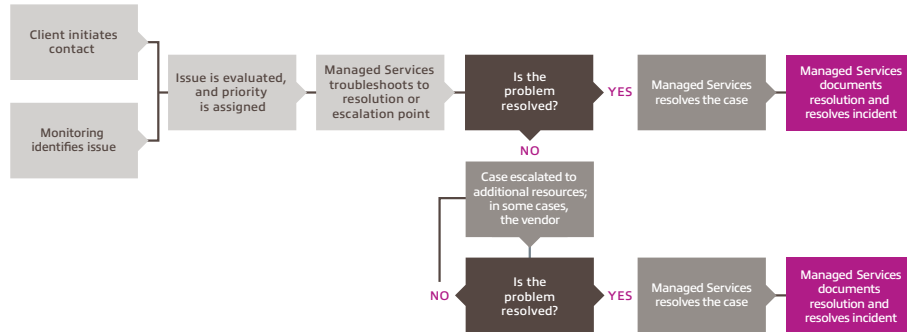
**Phone:** 877.682.9600

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

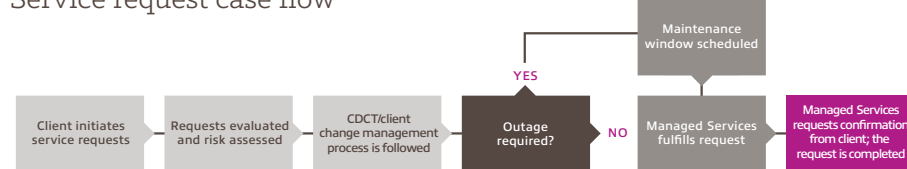
## Support response policy

Priority setting	Initial response	Active case
Priority 1	15 minutes	1 hour
Priority 2	1 hour	2 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; 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.



**Service delivery management** 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.

## 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 an activity that is not a system modification, but rather an evaluation or assessment of systems to determine what change may or may not be required.