



Solution Brief

# As a Service Offerings

## Mitigate risk through flexible consumption models.

The pressures on business to reduce risk have never been greater. Organizations cannot afford to put transformation and innovation on the back burner. In-progress cloud or other modernization initiatives retain significance, as a way to achieve specific business objectives and position a company as a true competitor.

Many are looking at cloud to reduce capital spending and provide agility. But achieving these outcomes can be difficult. In addition, organizations are being asked to transform during times of uncertainty, driving the need for new IT models and approaches.

As a Service offerings enable your business to reduce risk and capital expenditures by paying only for what you need on-premises, when you need it. These offerings provide a public cloud-like model on-premises, with consumption-based pricing, plus the flexibility to shift on-premises workloads to public cloud at key times.

## As a Service offerings delivered through Insight vary by pricing model and terms:

### Service-based pricing

Use the latest storage technologies from NetApp and Pure Storage with an OpEx model through Insight, which offers complete pricing transparency and no contract minimums. Pricing is communicated clearly upfront with a minimum to start, while providing the flexibility to scale based on need.

### Configuration-based pricing

- Adopt a truly dynamic approach to compute and storage on-premises, with configuration- and subscription-based pricing of Cisco+, HPE®, and Dell Technologies® solutions on-premises.
- Utilize Insight's Private Infrastructure as a Service (PIaaS) offering that delivers configuration-based pricing for on-premises infrastructure.
- End-to-end service management, including cost optimization

## Why Insight?

As a business, Insight has a legacy in expert-led data center services delivery. We can help assess your needs and As a Service models, recommend a best-fit approach for your organization, and provide care through our skilled and certified service delivery teams to alleviate lock-in and lower the risk your business faces.

## Key benefits:

**Better manage risk**  
from cloud and  
business uncertainty

**Reduce CapEx spending**  
through OpEx models

**Pay only for what is used**  
— no overspending

Scale rapidly up/down  
to accommodate  
fluctuations

**Simplify capacity planning**  
by removing added cost pressures






**Enhance on-premises  
performance while supporting  
hybrid cloud initiatives**

## Service details

Each of our three service levels gives you the best-in-class vendor solution(s) of your choosing, and strategic and technical support from Insight to optimize performance and free up your IT team to focus on strategic initiatives. Service levels span from Essentials, to help you get started, to fully managed Advanced and Premier services.

	Essentials	Advanced	Premier (coming soon)
Assigned Client Success Manager	✓	✓	✓
Flexible billing options	✓	✓	✓
24/7/365 technical support	✓	✓	✓
Advanced system monitoring and alerting		✓	✓
Request fulfillment		✓	✓
Incident and problem resolution		✓	✓
System software patching		✓	✓
Capacity planning and performance reviews			✓
Infrastructure assessments and key business activity reviews			✓

## Process and outcomes

Service level	What we provide	How we deliver	Measurable results
<b>Essentials services</b> <b>Advanced services</b> <b>Premier services (coming soon)</b> (or add-on services)	 <b>Support</b>	<ul style="list-style-type: none"> <li>Billing and client success management</li> <li>24/7 technical support</li> </ul>	<ul style="list-style-type: none"> <li>High client satisfaction rates</li> <li>Maximum uptime</li> </ul>
	 <b>Security and notifications</b>	<ul style="list-style-type: none"> <li>Patch management</li> <li>Monitoring and event management</li> <li>Service configuration management</li> </ul>	<ul style="list-style-type: none"> <li>Up-to-date systems</li> <li>Increased transparency and security</li> </ul>
	 <b>Resolution</b>	<ul style="list-style-type: none"> <li>Problem and incident management</li> <li>Change enablement and request fulfillment</li> </ul>	<ul style="list-style-type: none"> <li>SLOs achieved; SLA met</li> <li>Increased governance and reduced risk</li> <li>Reduced incident resolution time</li> </ul>
	 <b>Optimization</b>	<ul style="list-style-type: none"> <li>Capacity, performance, and cost management</li> <li>Service continuity management</li> </ul>	<ul style="list-style-type: none"> <li>Continual optimization</li> <li>Data-driven decision-making</li> </ul>
<b>SOW/Service hours</b>	 <b>Implementation</b>	<ul style="list-style-type: none"> <li>Comprehensive planning</li> <li>Skilled resources</li> <li>Projects managed through to completion</li> </ul>	<ul style="list-style-type: none"> <li>Regular communication and follow-ups</li> <li>Projects managed to time and cost expectations</li> </ul>

Learn more at:  
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