



Solution Brief

Insight Cloud Care for Azure

Ensure the performance, security, and cost-effectiveness of your Azure® environment.

IT is evolving more rapidly than ever. It is crucial to prioritize innovation in order to secure a competitive foothold but not at the expense of operational performance. Herein lies the challenge: How do you refocus IT teams on strategic objectives while also implementing governance and optimizing costs?

Insight Cloud + Data Center Transformation (CDCT) offers a way forward with Insight Cloud Care (ICC) for Azure, part of our Managed Cloud portfolio. Leverage our expertise, tools, and automation to achieve speed, scalability, cost savings, and any other of your Microsoft® Azure goals, through effective governance and controls.

Do more with Azure

Microsoft Azure is a scalable and secure cloud platform that can play a key role in your transformation journey. We can help you make progress, more quickly and with better visibility, in ways that make the most impact on your business. Insight Cloud Care for Azure is designed to empower your IT teams, while we manage your Azure environment to specific cost and other objectives.

A cornerstone of our service model is our self-service, customized Cloud Management Platform (CMP). Here, clients are able to access, provision, and manage the cloud environment. We also deliver specific cloud metrics, dashboards, and cost optimization recommendations.

Insight Cloud Care

Essentials (Acquisition)	Advanced (+ Operate)	Premier (+ Optimize)
<p>ICC Essentials provides a core set of tools and services designed to get you up and running quickly and safely with expert technical support.</p> <ul style="list-style-type: none"> Cloud Success Manager White glove onboarding Spend management Unlimited 24/7/365 expert technical support Ongoing management assistance Insight's Cloud Management Platform 	<p>ICC Advanced provides everything included in Essentials and adds full operational support for a broad portfolio of Azure services. Insight delivers a standard set of management services, tools, and processes that allow you to offload daily support activities.</p> <ul style="list-style-type: none"> Incident management Service configuration management Monitoring and event management Patch management Request fulfillment Change enablement Client Success Manager-led optimization reviews 	<p>ICC Premier provides everything included with Essentials and Advanced and adds governance and optimization solutions to help you get the most from your organization's investment.</p> <ul style="list-style-type: none"> Governance reviews Cost optimization reviews Service continuity review Optimization recommendations Advisory services Azure consoles (review & recommend)

Key features:

- Standards-based
- Rapid and repeatable, automated deployment
- Governance, optimization, and efficiencies built in
- Client-customized cloud portal

Why Insight

- + Decades of experience
We have helped organizations transform IT service delivery, operations, and resources to meet business challenges for more than 30 years.
- + Deep expertise
Our 1,500+ service professionals carry more than 3,000 technical certifications.
- + Focused on our clients
Our team is made up of sales executives, architects, engineers, analysts, project managers, specialists, and field professionals who provide end-to-end support for our clients.
- + Managed Services methodology
We become familiarized with each client environment to deliver customized, intelligent care through our Managed Cloud, Managed Data Center, and Managed Network & Security services.

~35,000 critical enterprise infrastructure components monitored

Monitoring data center assets on

6 continents

Managing **20,000+** network devices
30,000+ servers

Address **3,000+** incidents/month & **4** alerts/second

Support provided by onshore, U.S.-based resources

High NPS (net promoter score) — our clients happily count on us to deliver

10,000+ backup clients managed

Service description and framework

	Service management process	Value proposition/ How to measure		
Implement	Projects	Services provided and billed separately	SOW/Service hours	
Optimize	Capacity, performance, and enhanced cost management	Analysis of infrastructure as architected	Premier services	Add-on services
	Service continuity management			
Resolve	Problem management	Problem management should reduce INC over time	Advanced services	
	Change enablement	Increased governance — reduce risk		
	Request fulfillment (standard changes)	Fulfilling standard changes in catalog		
	Incident management	SLA driven		
Secure	Patch management	Define method and frequency		
Notify	Monitoring and event management	Notifications by phone, email, and text		
	Service configuration management	CMDB — auto-discovered		
Support	24/7 technical support + basic optimization	Core services to get up and running with essential support	Essentials services	

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 | insight.com

Why Insight for Microsoft?

There are few who can compare with our relationship with Microsoft. Partners for 25 years and counting, we are the largest Microsoft global partner with more than 2,000 Microsoft-focused services and technical professionals and 150+ dedicated managed services resources. We have made significant infrastructure investments and have earned numerous recognitions.



18 Gold & Silver competencies, including:

- Application Development
- Application Integration
- Cloud Platform
- Cloud Productivity
- Cloud Customer Relationship Management
- Data Analytics
- Datacenter
- Small and Midmarket Cloud Solutions



Microsoft Partner Awards



2020

- Azure Security Deployment Partner of the Year

2019

- Customer Experience Worldwide Finalist
- Education Worldwide Finalist
- U.S. Azure Application Innovation Partner of the Year
- U.S. Azure Team Partner Choice Award for Data/AI
- U.S. Fastest Growing Surface Reseller



576 Microsoft certifications

©2020, Insight Direct USA, Inc. All rights reserved. All other trademarks are the property of their respective owners.
 MCSS-SB-5.0.09.20