

Achieve Your Financial Objectives With As a Service

Models for financial flexibility and business agility

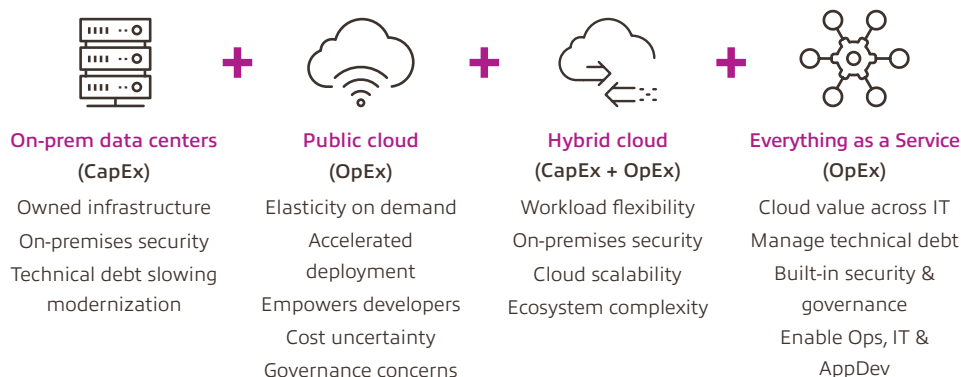
In today's cloud-forward business environment, you likely have a choice for how to finance the technologies that keep your organization competitive. While CapEx approaches have their time and place, OpEx procurement has become an increasingly simple and accessible way to adopt new technologies while adding value for the business.

Companies that used to avoid significant operational expenses are shifting toward As a Service delivery models to realize three key benefits that are largely unavailable through capital expenditures.

| Cost-effective, flexible financial arrangements | Simpler approvals and adoption processes | Solution scalability and support |
|--|--|---|
| <p>Instead of making long-term commitments to technologies through an inflexible CapEx model, companies can choose As a Service options spanning software, infrastructure, AI, and more, which fall under the OpEx procurement model and support savings in several ways:</p> <ul style="list-style-type: none"> Fully tax-deductible in the year of purchase, unlike CapEx/depreciation models. Offer transparency, letting you pay only for what you use. Free up budget dollars for more bottom-line revenue-producing projects. | <p>The monthly payment model of As a Service solutions can help streamline business cash flow over time — there's no long-term commitment. That's good for:</p> <ul style="list-style-type: none"> Going live with services faster to support business continuity Turning off services when you don't need them to save on costs Switching to a new product easily when one product stops fitting your needs Capital items that are typically approved through several layers of management (including C-suite), which slows up purchasing | <p>From scaling consumption up or down to adding capabilities as needed, As a Service is not only easier to scale, but also offers the benefit of working with a third-party solution provider for comprehensive support.</p> <ul style="list-style-type: none"> Pay for infrastructure and support in one regular payment. Include operations and management capabilities in your contract, so that the provider will handle them as part of your monthly service. Leverage provider expertise for forecasting, integrations, and ongoing transformation. |

The journey to Everything as a Service

Every iteration of IT has added ways to solve client challenges. The evolution of As a Service is a fresh way to meet client expectations and drive key business outcomes: scalability, financial flexibility, and agility for innovation.



Why Insight for As a Service

With a wide scope of industry partnerships and decades of experience driving digital transformation, Insight has the scale, expertise, methodologies, and tools to assess available solutions and help clients quickly and cost-effectively implement the best-fit offerings for their needs.

As a Service and Managed Services offerings from Insight help clients free up cash flow previously frozen in CapEx purchases, relieve day-to-day operational demands, and empower innovation while allowing client leadership to refocus on strategic business objectives.

Insight adds value through:

- Delivering an OpEx financial model
- Prioritizing familiarity, response, and ownership
- Driving innovation, automation, and correlation
- Supporting meaningful business outcomes

Key benefits

- + Upfront, transparent pricing
- + Consumption-based payments
- + Scalability and support
- + Cash conservation
- + Improved balance sheet position
- + Reduced financial risk
- + Simplified capacity planning

Available offerings

| | Data center | Modern workplace |
|------------------------|---|---|
| | Managed Private Infrastructure | Managed Deployment |
| | Managed Security | Managed Endpoint |
| | Managed Cloud | Managed 365 |
| | Insight Cloud Care | Managed Virtual Desktop |
| | Managed Monitoring | Managed Adoption |
| | Managed Network | Managed Security for Compliance Services |
| | Managed SD-WAN | |
| | Managed Backup and Data Protection | |
| As a Service offerings | Storage as a Service (STaaS) Cisco+ Hybrid Cloud | Device as a Service (DaaS) Unified Communications as a Service (UCaaS) |

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 | | | | | | | | |
|---------------------|-----------------|---|--|-------------------|----------------------------|---|---|---|------------|--|---|
| Essentials services | Support | <ul style="list-style-type: none"> Billing and client success management 24/7 technical support | <ul style="list-style-type: none"> High client satisfaction rates Maximum uptime | | | | | | | | |
| | | | | Advanced services | Security and notifications | <ul style="list-style-type: none"> Patch management Monitoring and event management Service configuration management | <ul style="list-style-type: none"> Up-to-date systems Increased transparency and security | | | | |
| | | | | | | | | Premier services (coming soon) (or add-on services) | Resolution | <ul style="list-style-type: none"> Problem and incident management Change enablement and request fulfillment | <ul style="list-style-type: none"> SLOs achieved; SLA met Increased governance and reduced risk Reduced incident resolution time |
| | | | | | | | | | | | |
| SOW/Service hours | Implementation | <ul style="list-style-type: none"> Comprehensive planning Skilled resources Projects managed through to completion | <ul style="list-style-type: none"> Regular communication and follow-ups Projects managed to time and cost expectations | | | | | | | | |



Client story:

Business Travel Leader Meets Market Challenges With Comprehensive Managed Services


Client industry: Business travel

Size of company: 18,000+ employees

Challenge: Ready to continue its trajectory of digital transformation, but hesitant to invest in CapEx purchases, this organization needed a holistic solution that would deliver the infrastructure flexibility needed to scale — including a new approach to hyperconverged — while stabilizing monthly cash flow.

Solution: With a holistic view of existing infrastructure and client needs, we recommended adoption of Cisco+ for network, compute, and hyperconverged with Cisco HyperFlex™, as well as bundling As a Service solutions from NetApp Keystone® and Pure as-a-Service™ — an all-in-one infrastructure solution fully managed by Insight. The client's new managed environment combines block storage from Pure Storage and file storage from NetApp® Keystone for a combined 250 terabytes of storage across roughly 12 servers, with 300 terabytes of HyperFlex and managed network services through Cisco+.


Results:

 Unified compute, network, and storage

~12 servers migrated to NetApp Keystone and Pure as-a-Service

250 terabytes of data under Managed Services

300 terabytes of Cisco HyperFlex

 An OpEx model for flexible costs and improved financial stability

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