



A better way to manage your IT environment

Technology is evolving, and end-user expectations are changing. In the midst of it all, organizations are expected to manage complex IT environments with multiple vendors, sites and service partners. And sometimes, your long-term business goals take a backseat to keeping the lights on.

Insight's Uptime Assurance is a suite of IT maintenance services that support your infrastructure's day to day operations, so you can stop exhausting valuable time and resources — and focus on the bigger picture. From the desktop to the data center, new to legacy products, on-site to remote services, we deliver on your unique needs.

- One of the world's largest value-added resellers
- 2,300+ technical certifications
- 3,600+ hardware, software and cloud partnerships
- Access to more resources
- Lifecycle support for 80% of the global Fortune 500

Insight helps you
run smarter with
flexible solutions
that extend the life
of your IT assets.

How Uptime Assurance support will help your business

We empower your organization to focus on your core competencies — while we take care of the rest. Our teams serve as your single source to manage all of your IT environments, supporting a full spectrum of devices. We leverage our deep industry expertise to transform complexities into efficiencies.

With proactive service event management and predictive and preventive maintenance, you'll increase customer satisfaction and reach your ultimate goals of driving revenue for your business. You'll also be able to achieve:

- **Accountability** with dedicated program management and governance
- **Cost savings** with customizable SLAs & warranty management
- **Customer satisfaction** with proactive service event management
- **Asset optimization** with maximized warranties & extended asset lifecycles
- **Visibility** into service activity, meaningful reporting & analytics

A myriad of capabilities to help you succeed

See how Insight's robust capabilities can change the way you manage your infrastructure.

Supported devices	
End-user devices	PCs, laptops, tablets, printers
Networking	Routers, switches, hubs, access points
Systems	Servers, storage area networks, data center

Coverage options
Flexible service levels from 24/7/2 to next day
On-site, advanced exchange and depot
Warranty management
End-of-life support for legacy products
Remote diagnostics, monitoring and call home feature

Service delivery resources
Service delivery through Insight technical resources, Original Equipment Manufacturers (OEMs) and select third-party maintenance partners
Dedicated service program management resources
24/7 live Insight command center
65 direct spare-part stocking locations across North America, as well as access to OEM replacement parts

Additional features
Dedicated program management support
Service event visibility, Service Level Agreement (SLA) reporting and performance analytics
Integrated service management systems
Uptime assurance complements other Insight service offerings, including our Remote Network Operations Center (RNOC) and service desk