



Insight Enterprise Support Services

Cost-effective and flexible services that meet the needs of your organization

Business challenge

Your business relies on a host of technologies to be competitive in today's marketplace, but finding the right skills and resources to support your IT environment is a constant challenge. Maintaining extended support for Microsoft® technologies is an even greater challenge as Microsoft's Unified Support model can be cost prohibitive, and many third-party options don't provide the quality and service you need. With few options for comprehensive services, your organization can be left with gaps in critical system support.

Our solution

Insight's Enterprise Support Services can fill the gap, providing flexible, skilled support resources when you need them. Our strategic relationship with Microsoft, mature services and certified engineers provide the support you need in one comprehensive, cost-effective solution.

Our services support all major Microsoft platforms and include:

- Reactive incident management and resolution
- Remote engineering request resolution
- Options for technical account management and priority escalation to Microsoft
- Optional remote or on-site named service engineers

Description of services

Base service

- Remote engineering requests, including admin changes and migration/deployment support
- Business-hour incident resolution
- Biannual transformational roadmap development
- Access to complimentary technical workshops
- Assigned service delivery manager responsible for service reviews and account coordination
- Service portal access for contract consumption information and metrics/reporting
- Conversion of unused hours to Professional Services

Add-ons

- Priority escalation to Microsoft
 - 24/7 Tier I response
 - Tier II/III call-in/ticket creation, next business day response
- Assigned technical account manager
- Remote or on-site technology-specific named service engineers

Benefits

- Gain flexible access to expert resources.
- Reduce downtime and operational costs.
- Increase internal IT efficiency.
- Support business transformation.

Our partner



Related services


Microsoft Professional Services

Managed Office 365 Services

Managed Endpoint Services


Workplace Services






2020 Partner of the Year Finalist
Retail Award
Solution Assessment Award
2020 Partner of the Year Winner
Customer Experience Award
United States

Microsoft partner for
25+ years




Global footprint, supporting clients in
19 countries



16 Gold & **2** Silver competencies

8,000+ managed Enterprise Agreements (EAs)



20,000+ agreements overall

Gartner 2020 Magic Quadrant for Managed Workplace Services for the fourth consecutive year

Gold Microsoft Partner

Azure Expert MSP

25+ years of experience supporting Microsoft® services

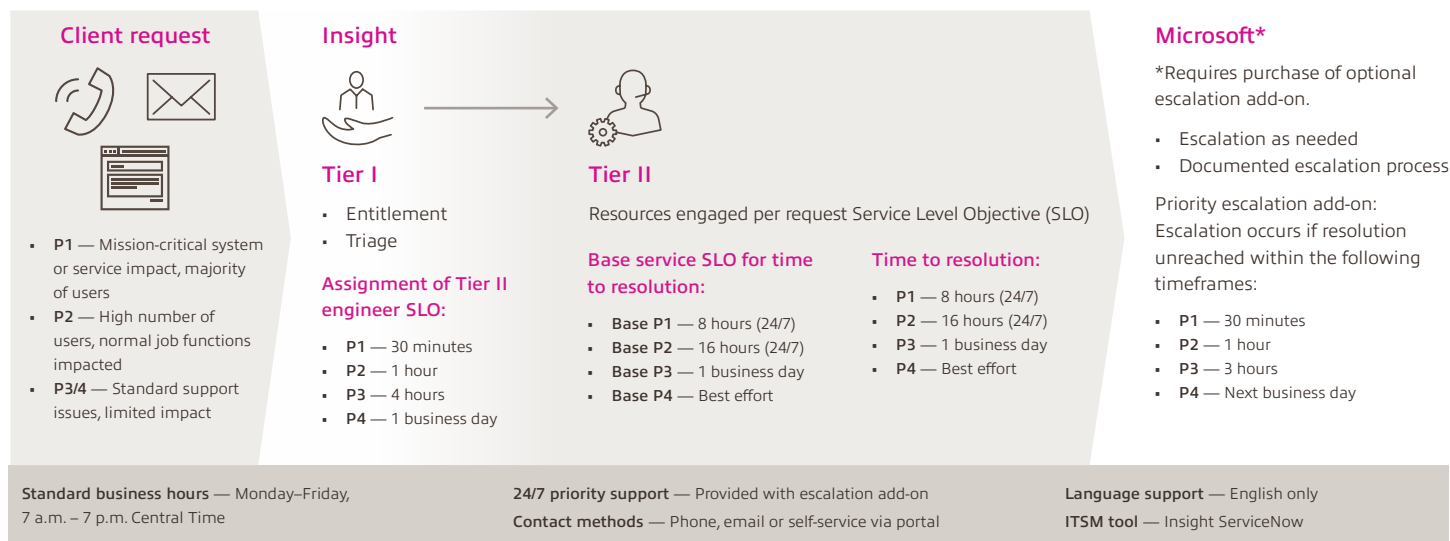
2,000+ Microsoft-focused services and technical professionals (Insight badged)

150+ dedicated managed services resources

Dedicated Microsoft field alliances team

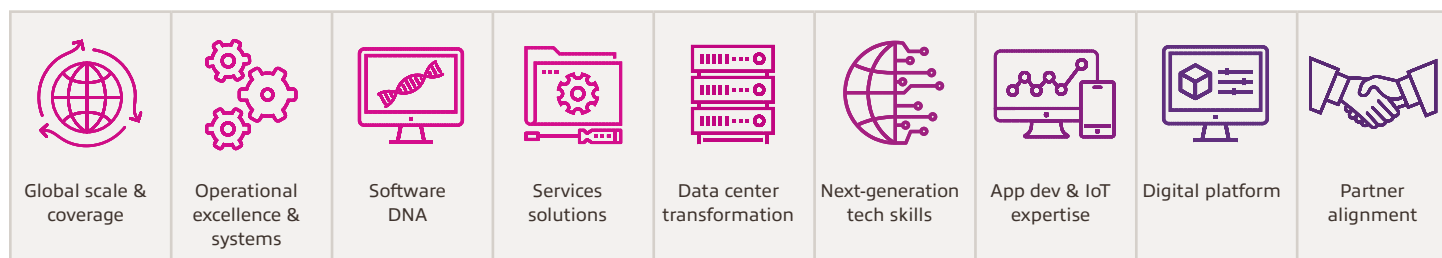
Support process

Get support for your environment by leveraging our expert resources and Microsoft support partnership.



A true end-to-end partner

Today, technology isn't just supporting the business; it's becoming the business. At Insight, we help you navigate complex challenges to develop fresh solutions and processes. We'll help you manage today's priorities and prepare for tomorrow's needs.



About Insight

At Insight, we define, architect, implement and manage Insight Intelligent Technology Solutions™ that help your organization run smarter. We'll work with you to maximize your technology investments, empower your workforce to work smarter, optimize your business and create meaningful experiences.

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