

Insight Managed Service for Microsoft Azure



Comprehensive Support

Insight Managed Service (IMS) for Microsoft Azure provides a complete and comprehensive support package, accelerating time to value on your Microsoft Azure investment and minimising risks to the organisation.

At the heart of the service is a team of Microsoft Certified Professionals, architects and subject matter experts, focused on responding and managing incidents efficiently and cost-effectively.

Business Challenge

Cloud services change the way that businesses use and consume IT.

While the freedom to build and run applications in cloud and hybrid environments has ushered in a new era of innovation, Microsoft Azure also introduces new challenges, including: changing administrative processes, diagnosing and fixing faults and managing support costs – especially as skilled resources are in short supply.

Key benefits

Reduces the overheads associated with supporting Microsoft productivity tools.

Direct access to Insight's specialist team of Microsoft Azure professionals.

Option to extend and tailor the IMS for Microsoft Azure service using Add-On modules.

Our Solution

Insight Managed Service for Microsoft Azure reduces your administrative overheads by providing access to specialist and highly experienced Azure cloud professionals. Our support service is flexible and modular, enabling us to tailor it to meet the needs of your business.

Through a simple yet comprehensive report, Insight provides you with valuable data on all aspects of your customer's consumption and growth projections, giving you the opportunity to stay cost-effective from day one.

Our Service

Available in three tiers: Basic*, Standard and Advanced**, the service provides you with access to the people and information needed to support your Azure journey. As a foundation, both service levels cover you for unlimited issues or incidents relating to the Azure platform.

Standard level support provides enhanced coverage, including valuable 'Advisory' services to provide guidance and help to optimise your Azure environment and includes a broader scope of problem resolution.

Extending and tailoring your service

Standard tier customers have the option to extend and tailor the IMS for Microsoft Azure service to meet their needs using Add-On modules, including:

- **Additional Advisory Units**
add more advisory service credits as you need them
- **Change Management**
we perform changes and configuration on your behalf
- **Azure Security Centre**
advisory and reporting support for Azure Security Centre
- **Azure Advisor**
advisory and reporting support for Azure Advisor Service
- **OMS Insight and Analytics Management**
advisory and reporting support for monitoring and alerting services
- **Licensing and Compliance**
advisory services for Microsoft Licensing Optimisation and third party compliance

| Microsoft Azure Support | Basic | Standard | Advanced |
|---|-------------------|-------------------|-------------------|
| Service Coverage | 8am-5pm (Mon-Fri) | 8am-5pm (Mon-Fri) | 24/7/365 |
| English language (DE/FR/ES/IT/NL/SE language support available on 'best endeavours') | ✓ | ✓ | ✓ |
| Phone Support/ Ticket Based Support | ✓ | ✓ | ✓ |
| SLA and Incident Monthly Report | ✓ | ✓ | ✓ |
| Response Time to Initial Ticket Request (P1/P2 Hours) | 2/4 | 2/4 | 15 mins / 2 hours |
| Response Time to Initial Phone Call | 30 secs | 30 secs | 30 secs |
| Maximum Named Contacts | 1 | 5 | 5 |
| Service changes / Updates Notifications | ✓ | ✓ | ✓ |
| Notifications and Advisory Reports | ✓ | ✓ | ✓ |
| IMS Incident & Advisory Support | | | |
| Number of Incident Requests Per Annum | Unlimited volume | Unlimited | Unlimited |
| Number of Advisory Units Per Annum | Incident Only | 20 | 50 |
| Storage Services (Blob, File, Table, Queue, Disks) | | ✓ | ✓ |
| Networking Services (VPN Gateway, Routing, Load Balancing, Traffic Manager, Application Gateway, CDN, NSGs, Public IP, DNS) | | ✓ | ✓ |
| Compute Services (VMs, Scale Sets, Availability Sets) | | ✓ | ✓ |
| Security Services (KeyVault, Security Centre, Log Forwarding, etc) | | ✓ | ✓ |
| Billing and Cost Management (Native Azure) | | ✓ | ✓ |
| Azure Resource Manager | | ✓ | ✓ |
| Role Based Access Control (Service Admin Only) | | ✓ | ✓ |
| Application Insights | | ✓ | ✓ |
| Azure Backup and ASR | | ✓ | ✓ |
| Azure Active Directory | | ✓ | ✓ |
| Access Management | | ✓ | ✓ |
| Portal Management | | ✓ | ✓ |
| Pro-Active Managed Support | | | |
| Change Management | | Add-on | 10 units |
| Azure Advisor Service | | | ✓ |
| Azure Cost Management | | | ✓ |
| Azure Security Centre | | | ✓ |
| OMS Insight and Analytics Management | | | ✓ |
| Service Reviews | | Quarterly | Monthly |

For more information please contact your Insight Account Manager.

*Basic is our free service, which is only available to CSP customers.

**Advanced level support builds up from our Standard tier to offer a comprehensive solution to ensure you get the most out of Azure.