



Solution Brief

# As-a-Service Offerings

Mitigate risk through flexible consumption models.

The pressures on business to reduce risk have never been greater. Organizations cannot afford to put transformation and innovation on the back burner. In-progress cloud or other modernization initiatives retain significance, as a way to achieve specific business objectives and position a company as a true competitor.

Many are looking at cloud to reduce capital spending and provide agility. But achieving these outcomes can be difficult. In addition, organizations are being asked to transform during times of uncertainty, driving the need for new IT models and approaches.

As-a-service offerings enable your business to reduce risk and capital expenditures by paying only for a subscription minimum monthly amount, with what you need on-premises and instant scalability when you grow. These offerings provide a public cloudlike model on-premises, plus the flexibility to shift on-premises workloads to public cloud at key times as directed by the client application.

As-a-service offerings delivered through Insight vary by pricing model and terms:

### Service-based pricing

- Use the latest storage technologies from NetApp and Pure Storage with an OpEx model through Insight, which offers complete pricing transparency. Pricing is communicated clearly upfront with a minimum to start, while providing the flexibility to scale based on need.
- Gain end-to-end service management, including cost optimization.

### Configuration-based pricing

- Adopt a truly dynamic approach to compute and storage on-premises, with configuration- and subscription-based pricing of Cisco+, HPE® and Dell Technologies® solutions on-premises.
- Use Insight's Private Infrastructure as a Service (PlaaS) offering that delivers configuration-based pricing for on-premises infrastructure.
- Gain end-to-end service management, including cost optimization.

### Why Insight?

As a business, Insight has a legacy in expert-led data center services delivery. We can help assess your needs and as-a-service models, recommend a best-fit approach for your organization, and provide care through our skilled and certified service delivery teams to alleviate lock-in and lower the risk your business faces.

### Key benefits:

**Better manage risk** from cloud and business uncertainty.

**Reduce CapEx spending** through OpEx models.

**Pay minimum monthly fee, plus additional costs for bursting as needed** — no overspending.

**Scale rapidly up/down via flexible burst usage.**

**Simplify capacity planning** by removing added cost pressures.





**Enhance on-premises performance while supporting hybrid cloud initiatives.**

## Service details

Our two service levels give 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 services.

	Essentials	Advanced
Client Delivery Management	✓	✓
Flexible billing options	✓	✓
24/7/365 technical support	✓	✓
Advanced system monitoring and alerting		✓
Request fulfillment		✓
Incident and problem resolution		✓
Infrastructure patches and updates		✓
Capacity planning and performance reviews		✓

## Process and outcomes

Service level	What we provide	How we deliver	Measurable results
Essentials services	 <b>Support</b>	<ul style="list-style-type: none"> <li>Billing and client success management</li> <li>24/7 technical support</li> </ul>	<ul style="list-style-type: none"> <li>High client satisfaction rates</li> <li>Maximum uptime</li> </ul>
	 <b>Security and notifications</b>	<ul style="list-style-type: none"> <li>Patch management</li> <li>Monitoring and event management</li> <li>Service configuration management</li> </ul>	<ul style="list-style-type: none"> <li>Up-to-date systems</li> <li>Increased transparency and security</li> </ul>
	 <b>Resolution</b>	<ul style="list-style-type: none"> <li>Problem and incident management</li> <li>Change enablement and request fulfillment</li> </ul>	<ul style="list-style-type: none"> <li>SLOs achieved</li> <li>Increased governance and reduced risk</li> <li>Reduced incident resolution time</li> </ul>
SOW/Service hours	 <b>Implementation</b>	<ul style="list-style-type: none"> <li>Comprehensive planning</li> <li>Skilled resources</li> <li>Projects managed through to completion</li> </ul>	<ul style="list-style-type: none"> <li>Regular communication and follow-ups</li> <li>Projects managed to time and cost expectations</li> </ul>

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