



Solution Brief

# Managed Services

Focus on innovation while maintaining exceptional operational efficiency and management.

Balancing the need to transform while managing everyday IT operations can be challenging. IT teams are lean, making it difficult to both innovate and efficiently manage evolving and/or hybrid IT environments. They face a growing number of system-generated alerts and human-generated incidents to sift through, prioritize, and resolve. Throwing more people at the problem often doesn't solve the issue. Acquiring more technology solutions creates more work and inflates CapEx at a time when agility and OpEx models are essential. And, there just aren't enough time or resources to effectively drive automation and efficiency.

Insight Managed Services has the scale, expertise, methodologies, and tools to reduce incident "noise" and address incidents that have the greatest impact on your business. You benefit by relieving your team of the demands of day-to-day operations and refocusing them on strategic initiatives.

Insight Managed Services uses an operational model that prioritizes familiarity, response, and ownership. We couple this with innovation, automation, and correlation to drive meaningful business outcomes.

Key features:



A service model focused on **familiarity of the client's environment, people, and processes**



**Operational scale** to respond, remediate, and repair to maximize service levels



Services that are configurable to **unique aspects of each client engagement**



Strong ITIL framework integrated with agile processes to **drive continual innovation and operational efficiencies**



A Client Success Team that **proactively monitors performance** in light of target objectives

While your infrastructure may be similar to others', we mold our services and efforts to your organization. You can expect a white glove, high-touch feel, and a partner that actually pays attention. We understand what it takes to hand over the reins; we ensure your trust in us is well deserved.

## Why Insight

- + Decades of experience  
We have helped organizations transform IT service delivery, operations, and resources to meet business challenges for more than 30 years.
- + Deep expertise  
Our 1,500+ services professionals carry more than 3,000 technical certifications.
- + Focused on our clients  
Our sales team, architects, engineers, analysts, project managers, specialists, and field professionals provide end-to-end client support.



critical enterprise infrastructure components monitored  
**~35,000**

Monitoring data center assets on  
**6 continents**

Managing **20,000+** network devices  
**30,000+** servers

Address **3,000+** incidents/month & **4** alerts/second

**10,000+** backup clients managed



## Client outcomes

Saved  
**1000s of hours**  
on operations to focus on  
higher-level tasks



Saved **10%** on operational costs  
by switching from monitoring-only MSP to  
a fully managed network

Integrated a traditional NOC operation and  
eliminated **97%** of effort  
through automation and correlation

Identified initiatives for  
public cloud cost optimization  
to reduce costs by **10%**

Implemented ongoing  
proactive service plans to  
reduce **50-75%** of  
incidents



Patched  
**750+**  
neglected systems  
in the first 6 weeks

Reduced Priority 1  
network events by **83%**  
in the first 6 weeks of  
engagement

## Services scope



**Managed Cloud** — Consistent connectivity, monitoring, administrative support, and incident response, while adhering to governance and compliance mandates.



**Managed Private Infrastructure** — Proactive management of your network, servers, storage, virtualization, and voice with customizable integration, access, and governance.



**Managed Backup and Data Protection** — Backup administration, monitoring, and support to guarantee complete control of your assets.



**Managed Monitoring** — Maintenance, tuning, patching, and tool optimization for alerting and reporting as well as reliable and timely data delivery for improved visibility.

### We monitor, manage, and support all the critical parts of your environment.



Public cloud  
services



Private  
infrastructure

- Network
- Compute
- Storage
- Data protection
- Voice/video

## Our approach

Employing a consultative, holistic approach, we often start by asking a number of “big picture” questions: How is the business currently running? What are the business needs and goals? How can your technologies and platforms be optimized for business value? And, how would managed IT services be optimally deployed to maximize resources and advance the business?

What we uncover through thoughtful assessment dictates the services we deliver, which may include network, compute, storage, backup, security, converged architectures, collaboration, cloud, project and engineering support, and more.

## Hosting options

Whether you want to continue to use your existing infrastructure or are looking to migrate some or all of your workloads to a new platform, Insight Managed Services ensures that you receive consistent services across private and public clouds as well as traditional hosted or on-premises environments. If you need to expand your capacity to keep up with business growth, but don't want to commit large sums of CapEx upfront, we offer a fully consumable OpEx infrastructure model that can scale as your business grows.

### Not sure which workloads belong in which environment?

Our suite of Consulting Services includes assessments and migration services to ensure that you derive the maximum value from your technology by placing each workload on the platform that best meets your business requirements for cost, performance, and compliance. To find out more about our Consulting Services, [click here](#).

## Services highlights



**Advanced correlation filters out the 80%+ of alerts that have no effect on service**, to ensure that resolution and prevention efforts are focused on issues that matter most to the business.



**Manage broad scope of technology from industry-leading providers** ranging from compute, network, and storage to data protection, collaboration, and voice services.



**Flexible service hours** are included in blocks to support scenarios such as executing day-to-day changes, in-depth ad-hoc optimization, and unplanned or time-sensitive operational projects.



**Integration with your processes** enables our Managed Services engineers to act as an extension of your team.



**Integrated ITIL and agile service model** combines the proven service efficiency of ITIL with the speed of agile services.



**Client Success Managers** focused on knowing your business and your IT priorities, and managing the plans to achieve them.



**Service reviews and reporting** provide the insight needed to constantly improve your services.



**Key infrastructure health checks** performed monthly, quarterly, and semi-annually to proactively identify trends and respond accordingly.

## Getting started is easy.

Visit [solutions.insight.com/contact-us](https://solutions.insight.com/contact-us) to connect with our team.

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