



Solution Brief

# Cisco Plus

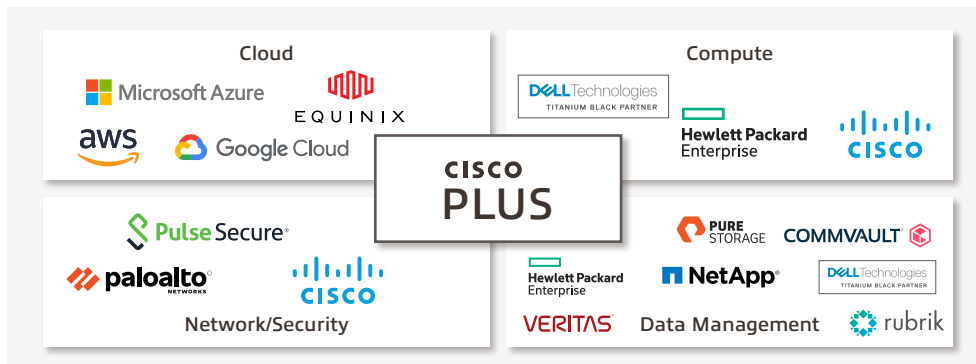
Rethink hybrid cloud with intelligent consumption of on-premises resources through Cisco® Plus delivered through Insight.

Under pressure to reduce risk while prioritizing transformation and innovation, organizations are increasingly looking to As a Service models to leverage modern IT solutions while reducing CapEx spend. Hybrid cloud solutions as a service from Cisco Plus, delivered by Insight, allows those organizations to achieve the flexibility of cloud while optimizing for spend, simplicity, and agility.

Cisco Plus delivered by Insight provides you with the industry’s first comprehensive offering for complete hybrid cloud solutions delivered as a service. Cisco Plus enables your business to reduce risk and capital expenditures through a consumption model aligned to cloud service tiers for hardware, software, and services, giving you the flexibility to scale as needed and run workloads where they make the most sense.

Working with Insight for Cisco Plus allows you to take advantage of our long-standing expertise and leadership in storage and public cloud, and in-depth partnership with Cisco to make the most of As a Service infrastructure for your organization. As your go-to Cisco Plus partner, Insight can help your organization align infrastructure consumption and services with your business needs, monitor, manage, and optimize your solutions, as well as provide ongoing support and bundle related services.


## Complete services in a single partner





Insight's approach to delivering Cisco Plus drives value for the consumer through our ability to wrap a full portfolio of services around the entire portfolio of Cisco's As a Service solutions. Deep partnerships with Cisco and other industry-leading service providers in cloud, compute, security, data protection, and more, allow Insight to deliver a complete scope of services in a single technology partner — allowing clients to experience strategic solutions and comprehensive support for their hybrid cloud infrastructures.

## Key benefits:


**Complete pricing transparency**  
and no contract minimums

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

**Reduce CapEx spending**  
through OpEx models

 Scale rapidly up/down  
to accommodate fluctuations 

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

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

**Make workload decisions**  
without infrastructure limitations






**CISCO PLUS**

## Storage as a Service (STaaS) service level details

Each of our three service levels gives you the best-in-class vendor solution(s) of your choosing, and strategic and technical support from Insight Cloud + Data Center Transformation (CDCT) 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 and Premier services.

	Essentials	Advanced	Premier
Assigned Client Success Manager	✓	✓	✓
System health monitoring via Cisco Intersight	✓	✓	✓
Flexible billing options	✓	✓	✓
24/7/365 technical support	✓	✓	✓
Advanced system monitoring and alerting		✓	✓
Request fulfillment		✓	✓
Incident and problem resolution		✓	✓
System software patching		✓	✓
Capacity planning and performance reviews			✓
Infrastructure assessments and key business activity 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>
	 <b>Optimization</b>		<ul style="list-style-type: none"> <li>Capacity, performance, and cost management</li> <li>Service continuity management</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>

## Why Insight for Cisco Plus?

Together, Insight and Cisco have been achieving successful client outcomes for more than 20 years.

**Cisco Gold Partner**  
since 1999

**350+** Cisco sales engineers with  
**2,000+** Cisco certifications

**Top 4**  
national partner

**4,000+**  
consulting and  
service delivery  
professionals



Gold Certified

Master Specialized in Collaboration

Master Specialized in Data Center and Hybrid Cloud

Master Specialized in Networking

Master Specialized in Security

Master Specialized in Service Provider Technology

Cloud and Managed Service Provider Program

Learn more at:  
[insightCDCT.com](https://insightCDCT.com) | [insight.com](https://insight.com)

©2021, Insight Direct USA, Inc. All rights reserved. All other trademarks are the property of their respective owners.  
AAS-CP-SB-1.0.04.21