



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 what you need on-premises, when you need it. These offerings provide a public cloud-like model on-premises, with consumption-based pricing, plus the flexibility to shift on-premises workloads to public cloud at key times.

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 and no contract minimums. Pricing is communicated clearly up front with a minimum to start, while providing the flexibility to scale based on need.


Configuration-based pricing

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

Why Insight?



As a business, Insight Cloud + Data Center Transformation (CDCT) 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 only for what is used — no overspending 

 Scale rapidly up/down to accommodate fluctuations 

Simplify capacity planning by removing added cost pressures

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

Service 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 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 services







- Insight tools and platforms
- Real-time performance and capacity monitoring
- Streamlined billing
- Customizable notifications and alert thresholds
- CMDB (single system of record) across all platforms

Advanced services

- Everything included with Essentials, plus:
- Unlimited technical support (24/7/365)
- Incident and problem resolution
- OS and common application patching

Premier services

- Everything included with Advanced, plus:
- Continuity management
- Capacity planning and performance reviews
- Infrastructure assessments and key business activity reviews

	Service management process	Value proposition/how to measure		
 Implement	Projects	Project services as needed	SOW/Service hours	
 Optimize	Capacity, performance, and enhanced cost management	Continual optimization	Premier services	Add-on services
	Service continuity management	Expert analysis		
 Resolve	Problem management	Reduce incident resolution time	Advanced services	
	Change enablement	Increase governance and reduce risk		
	Request fulfillment (standard changes)	SLO-driven standard changes		
 Secure	Incident management	SLA-driven		
	Patch management	Keep up-to-date		
 Notify	Monitoring and event management	Meaningful notifications		
	Service configuration management	Maintain visibility to environment		
 Support	<ul style="list-style-type: none"> • Billing and client success management • 24/7 technical support • Basic optimization 	Core services to get up and running with reactive support	Essentials services	

Learn more at:
insightCDCT.com | insight.com

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 AAS-SB-1.0.06.20