



Solution Brief

# OneCall for Azure and OneCall PLUS

## Streamlined support for your cloud environment

From greater agility to new delivery models, reasons abound for moving workloads to the cloud. Microsoft® Azure® is one option: an integrated platform of cloud services that can be used to build, deploy, and manage applications. It is also an ideal backup storage target for many organizations.

**Insight OneCall™ Support Services for Azure** provide comprehensive support for your cloud-based data and workloads. Rest assured your assets are being managed and protected. Receive fast and effective care for your environment. Contact a team of certified engineers who will take ownership of incidents affecting your Azure workloads and work them until they are wholly resolved.

### Key features of OneCall for Azure:

- 24/7/365 incident management
- Cost-effective real-time support for streamlined issue resolution
- Fast access to engineers with no triage — we get you to the right skill set, right away
- Full visibility through web-based tools for opening/tracking issues
- Make just one call to address multiple OEMs and/or cloud service providers covered by OneCall

The pressure is on to modernize, transform, and maintain a competitive stance all the while. It comes down to establishing priorities and ensuring you have the right people, processes, and tools working on the right initiatives. OneCall for Azure lets you lean on an expert team to provide round-the-clock support for your Azure environment, so your IT organization can focus on strategic objectives.

### Making cloud easier

There is no “right way” to cloud, but optimization is essential to ensuring your investments deliver business value. Microsoft’s Cloud Solution Provider (CSP) program reduces the complexity of buying and using Azure, over Enterprise Agreements (EA).

Enterprise Agreement (EA)	CSP Azure	Included with CSP
3-year term, \$12K annual minimum	<b>No upfront commitment</b>	<ul style="list-style-type: none"> <li>• Client onboarding</li> <li>• Break/fix for Azure issues</li> <li>• How-to for Azure administration</li> <li>• Licensing and billing support</li> </ul>
Commit adjusted annually	<b>Monthly consumption</b>	
4 support plans; additional cost for support	<b>24/7 U.S.-based support</b>	
Annual billing from Microsoft	<b>Monthly billing from Insight</b>	

Built for your success



**Largest**  
Azure partner



**Dedicated team**  
of Azure technical solution advisors

Microsoft Partner with

**14** Gold & Silver competencies including:

- Cloud Customer Relationship Management
- Cloud Platform and Cloud Productivity
- Datacenter and Data Platform

OneCall by the numbers

**1,000+**

OneCall Support clients

**1,500+**

incidents resolved monthly

**90%**

of incidents resolved in-house

**15 minutes**

average response time for P1/critical issues

**24/7/365**

incident management

## A smart addition

The challenges and costs of managing on-site backup storage are significant. This scenario can also fail to provide the flexibility required to meet business needs.

**OneCall PLUS** is a comprehensive solution for deployment and management of hybrid cloud Azure targets that leverages market-leading backup and storage technologies, and an established team of support engineers from Insight Cloud + Data Center Transformation (CDCT). Store backup files on different types of cloud storage based on your business requirements, retain existing application and processes while avoiding tape and expensive on-premises storage, and gain flexibility and scalability.

### OneCall PLUS includes:

- Insight CSP with OneCall Support Services (switch from an Enterprise Agreement (EA) or sign up for an Insight CSP to get started)
- Deployment of Azure storage target (Blob and/or File)
- 24/7/365 remote Azure storage services:
  - Monitoring
  - Incident management
  - Administration
- Annual service reviews
- Monthly consumption and cost reporting

## Drive outcomes

From migration to managing your cloud storage, there are many moving parts to attend to. Ask us for more information about services that are natural complements to OneCall Support for Azure and OneCall PLUS, and can help you achieve specific results.



### Storage Migration

We bring unparalleled experience in migration and a time-tested approach to move workloads while minimizing risk, downtime, and data loss.



### Data Protection Assessment

By compiling and evaluating key data about your data protection and backup capabilities, we help you make well-informed decisions to improve your operational resiliency.



### Managed Backup and Data Protection

Backup administration, monitoring, and support to guarantee complete control and safeguarding of your assets.



### Managed Services for Azure

A single source of support across the entire platform including hardware, cloud services, and application support, while adhering to governance and compliance mandates.

## Go farther

Insight offers Azure application services through our Digital Innovation solution area. CDCT works closely with Digital Innovation teams to build and deploy applications that leverage Internet of Things (IoT), artificial intelligence, and machine learning. We were recently named Microsoft Worldwide Artificial Intelligence Partner of the Year, and received Microsoft awards including U.S. Partner Award for Apps and Infrastructure – DevOps and U.S. Partner Award for Apps and Infrastructure – Open Source on Azure.

## Meaningful solutions driving business outcomes

We help our clients modernize and secure critical platforms to transform IT. We believe data is a key driver, hybrid models are accelerators, and secure networks are well integrated. Our end-to-end services empower companies to effectively leverage technology solutions to overcome challenges, support growth and innovation, reduce risk, and transform the business.

Learn more at:

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

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