



Solution Brief

Azure Managed Services

Ensure the performance, security, and resiliency of your Azure® environment

IT is evolving more rapidly than ever. It is crucial to prioritize innovation in order to secure a competitive foothold, but not at the expense of operational performance. Herein lies the challenge: How do you refocus IT teams on strategic objectives while also driving efficiency and optimizing costs?

Insight Cloud + Data Center Transformation (CDCT) offers a way forward with Azure Managed Services. Leverage our expertise, tools, and automation to achieve speed, scalability, cost savings, and any other of your cloud objectives using the Microsoft® Azure platform.

Do more with Azure

Microsoft Azure is a scalable and secure cloud platform that can play a key role in your transformation journey. We can help you make progress, more quickly and with better visibility, in ways that make the most impact on your business. Azure Managed Services are designed to empower your IT teams, while CDCT manages your Azure environment.

A cornerstone of our service model is our self-service, customized Cloud Management Portal (CMP). Here, clients are able to access, provision, and manage the cloud environment. We also deliver specific cloud metrics, dashboards, and cost optimization recommendations.

Key features:

- Standards-based
- Rapid and repeatable, automated deployment
- Governance, optimization, and efficiencies built-in
- Client-customized cloud portal

Our service includes:

- Azure tenant management
- Azure portal and provisioning
- Select managed or unmanaged services at the Azure subscription level
- Azure IaaS and PaaS managed services
- Change, configuration, patching, and update management
- Pre-defined packaged services (e.g. web log service with pre-determined parameters)
- Azure Active Directory® management
- 24/7/365 monitoring and automated event correlation
- Incident and problem management
- Escalation management
- Azure service health
- Platform health maintenance alerts
- Cost optimization and security reporting with recommendations
- Monthly operations reporting
- Client reviews with assigned Client Success Manager (CSM)

Optional:

- 24/7/365 availability monitoring for unmanaged servers
- Active Directory Domain Services (ADDS) management
- Backups (policies, schedules, restores)
- Anti-virus
- Azure Security Center (standard tier)
- Advanced data security
- Additional engineering service hours
- Increased frequency of service reviews with assigned CSM



Configurable:

Flexible financials (% of Azure spend or flat rate per resource)

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 team is made up of sales executives, architects, engineers, analysts, project managers, specialists, and field professionals that provide end-to-end support for our clients.
- + Managed Services methodology
We become familiarized with each client environment to deliver customized, intelligent care through our Managed Cloud, Managed Data Center, and Managed Network and Security services.

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



Support provided by on-shore, U.S.-based resources

High NPS (net promoter score)
— our clients happily count on us to deliver

10,000+ backup clients managed

Why Insight for Microsoft?

There are few who can compare with our relationship with Microsoft. Partners for 25 years and counting, we are the largest Microsoft global partner with more than 1,200 consultants and 150 dedicated Microsoft resources. We have made significant infrastructure investments and have earned numerous recognitions.



14 Gold & Silver competencies, including:

- Application Development
- Application Integration
- Cloud Platform
- Cloud Productivity
- Cloud Customer Relationship Management
- Data Analytics
- Datacenter
- Small and Midmarket Cloud Solutions



2018 Microsoft Partner Awards, such as:



- Apps and Infrastructure — DevOps, and Open Source on Azure (U.S.)
- Data and AI — Internet of Things (U.S.)
- Artificial Intelligence Partner of the Year (Worldwide)



587 Microsoft certifications

Expert cloud management

Gain a partner on your cloud journey. We leverage our Azure expertise and best practices to ensure the stability and performance of your cloud or hybrid environment with 24/7 monitoring and incident management. We provide change management, patch management, and cloud administration, offloading day-to-day burdens from your IT teams. And we offer service reviews, reporting, and cloud optimization services to give you increased visibility and control, as well as financial information to reconcile and justify your cloud investments.

Managed Cloud services:



Bring Your Own Cloud (BYOC)

We fully manage your internally built or CDCT-built cloud environment in Azure.



Enhanced cloud

Support or extend cloud services with solutions such as Insight OneCall™ for 24/7/365 incident resolution.



Industry cloud

Use our proven cloud frameworks to rapidly build a managed cloud made for your industry and business.



Self-service cloud

Leverage a thoughtful combination of managed services and self-service optimized for cost and experience, with offerings like Azure Managed Services.

Benefits of Managed Cloud



Operational efficiencies that free up IT staff to focus on innovation



Use of both private and public cloud to optimize workload alignment



Burstable performance for cost-effective, demanding workloads



Internet perimeter and internal application firewalls



15-minute P1 response



Virtually unlimited scalability



Tighter IT/business alignment



Optional managed threat prevention



Increased ability to deliver business outcomes



End-to-end service management including cost optimization

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 | insight.com

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