



Solution Brief

Engineering On Demand

Whether you're needing interim assistance in cloud and data center administration or ongoing support that is reliable and always certified on the latest technologies, Engineering on Demand from Insight Cloud + Data Center Transformation (CDCT) delivers. Clients use this service to free up their IT resources to focus on more strategic activities, improve service levels, and increase scalability at an affordable price point. Services are purchased in service hour blocks per year.

Typical tasks handled

- Remote support, troubleshooting, and training
- Operating system and application patching/upgrades
- Ad-hoc reporting and analysis
- Vendor coordination on client's behalf
- VPN configuration changes
- Network/security review, design, or implementation
- Device reconfigurations, upgrades, and installs
- Server upgrades: patching, security, hardware/OS
- Security event resolution
- Active Directory®, Exchange, or Call Manager system user changes

Technologies supported

Insight's engineering support applies to technologies from the vendors shown here. Please ask us if you need to validate support for specific versions/models.

<p>Compute (OS)</p>	<p>Data protection</p>
<p>Router/switch</p>	<p>Compute (HW)</p>
<p>Firewall</p>	<p>Compute (HyperVisor)</p>
<p>Wireless</p>	<p>Collaboration</p>
<p>Storage</p>	<p>Compute (Microsoft)</p> <p>Active Directory DNS DHCP Exchange</p>
<p>Load balancer</p>	<p>Hyperconverged</p>

Why Insight

870
engineers, architects, and consultants

30+ years
of data center experience

~35,000
critical enterprise infrastructure components monitored

Monitoring data center assets on
6 continents

3,000+
incidents/month resolved

4
alerts/second processed

Learn more at:
insightCDCT.com | insight.com