

Solution Brief

## Hybrid Cloud Managed Services

Plan, build, support and manage your hybrid cloud environment with our help.

There are many forces at play today. Critical infrastructure is aging and underperforming. Cloud presents compelling opportunities to secure business results and support innovation.

Data is your most valuable asset, providing opportunities to gain competitive advantage and increase market share. We can support you with technology adoption, financial optimisation, governance, management, and securing your technology environment.

With services and capabilities that address your top priorities, Insight can help you make your technology adoption journey, simple.

### Business challenge

IT is evolving more rapidly than ever. Unprecedented demand for higher operational efficiency, improved customer experience, reduced risk, and enhanced IT security is driving this change. And the expectation is that it can all be done while managing costs. IT is also being asked to:

- Enable remote working strategies
- Modernise the data centre
- Control rogue/shadow IT
- Respond to merger and acquisition activity
- Manage governance, regulation, and compliance issues
- Meet uptime requirements
- Implement disaster recovery measures
- Deal with skill gaps, turnover, and staffing

### Why Insight

#### Decades of experience

We have helped organisations 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, which include all major cloud, storage, data protection, networking, and security technologies.

#### Strategic partnerships

leading technology manufacturers and work closely to continuously improve on products hitting the market.

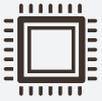
## Our offering

We use proven methodologies, industry best practices, technical certifications, and first-hand experience to help you get the most out of your environment.



### Monitoring:

We can monitor your environment and handle all the alerts and events triggered by your hybrid setup, from the local data centre to the cloud. We will use automation in combination with skilled personal to sort and act on any detected incidents. We will also determine if these are recurring incidents causing a bigger problem that needs to be resolved.



### Patching:

Insight can help you stay up to date and defend your servers and systems against vulnerabilities. With our automated and managed patching service, we take full responsibility in applying these patches and updates in the most fast and secure way possible. If we detect a problem once a patch is deployed, will capture it in our update process and initiate a rollback to get you back up as soon as possible.



### Optimisation:

It's important to continuously improve your IT environment, both from a cost and performance perspective to meet the expectations of your organisation's leadership, IT budgets and end users. Insight can for example help you monitor and optimise your cloud cost and map it against your existing budget. We can also suggest on improvements that will lower your total cost with techniques like scaling and right sizing of virtual machines.



### System Administration:

There are many tasks that IT teams are expected to handle on a day-to-day basis, like user handling, standing up or decommissioning virtual machines and changing virtual network configurations. Through using input from our monitoring tools, we will administer all aspects of your environment from on-premises to the cloud. We use standard ITIL processes when it comes to example request fulfilments and changes and these will be logged and stored in our ticketing system and cloud management portal so you can view the number of tasks, changes or incidents we resolved during the previous 24 hours, weeks or months.

## Managed Services

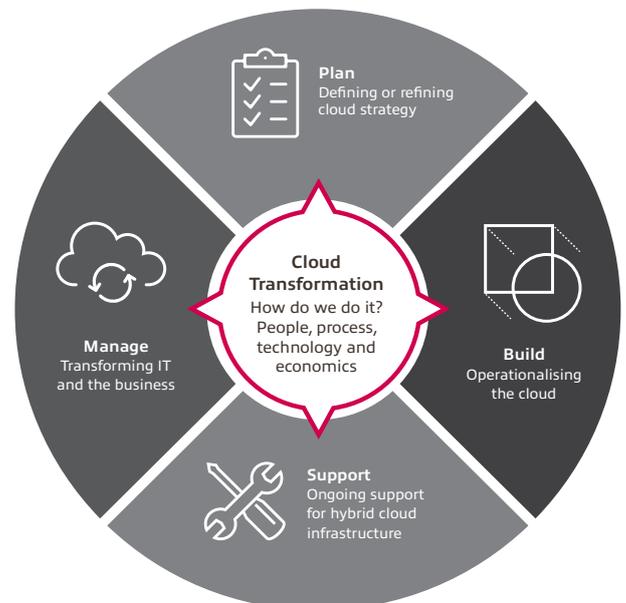
By bundling all our services together we can provide you with complete coverage across your entire IT environment, from one or multiple clouds to your on-premises data centre.

## An end-to-end journey

Our standardised step-by-step approach and services ensure your journey to the cloud is seamless, secure and successful.

We'll deliver and manage a full cloud transformation for you across the plan, build and manage stages and will provide management, monitoring, and support:

- **Plan** – developing or refining a cloud strategy that syncs business lines and IT groups.
- **Build** – deploying and enabling the new architecture, and operationalising the cloud.
- **Manage** – ensuring the new environment is not only manageable but helpful in driving your transformation.
- **Support** – resolving IT incidents through ongoing support for your hybrid cloud infrastructure.



IT transformation isn't just a technology decision — it's a strategic move for modern businesses. We're here to help. To find out more about our Hybrid Cloud Managed Services, please talk to your Insight Account Manager