



Premier Support for Microsoft



Flexible and cost-effective access to the best experts for your Microsoft platforms

Business challenge

Your business relies on a host of technologies to be competitive in today's marketplace but finding the right skills and resources to support your IT environment is a constant challenge. Keeping your staff trained across the breadth of your evolving technologies is increasingly difficult, and support providers can lack the flexibility to right-size to your organisational requirements. With few options for comprehensive services, your organisation can be left with known gaps in critical system support.

Our solution

Insight's Premier Support for Microsoft can fill the gap, providing flexible, highly skilled support resources when you need them. Our certified engineers, mature support services, and strategic relationship with Microsoft provide the support you need in one comprehensive, cost-effective solution. Services include:

- 24x7x365 on-demand access to world class engineering resources
- Escalation into Microsoft support with clearly defined processes
- Reactive incident management and resolution
- Coverage for all cloud and on-premises platforms which are under current Microsoft support
- Australian based Service Delivery Manager and Client Success Manager
- Access support from Insight's ServiceNow portal, phone, or email
- Service delivery monthly reporting

Duration

- 12 months (trial available)

Benefits:

- Get flexible access to expert resources.
- Reduce downtime and operational costs.
- Pay for the level of support that you need.
- Provide IT admins with extra bandwidth to focus on delivering business value.
- Relax; you're covered by experts from Insight and Microsoft.

Why Insight for Microsoft

- 2023 Country Partner of the Year Australia and Hong Kong
- Worldwide Solution Assessment Partner of the Year

Trial with Insight today

Premier Support for Microsoft allows you to cancel after 90 days with no penalty. Contact Insight to arrange a free discussion where we right-size the service for your organisation's needs and provide you with a no obligation quote. To learn about pricing and how to begin, marketing.APAC@insight.com

1800 189 888
au.insight.com

0800 933 111
nz.insight.com

65 6438 2995
sg.insight.com

852 2972 8200
hk.insight.com

How does Insight OneCall for Microsoft compare with Microsoft Unified Enterprise Support?

Insight strongly recommends Microsoft Unified Enterprise Support for organisations that highly value comprehensive first party support services. Insight OneCall for Microsoft is an alternative which covers only a subset of these services, utilising clear escalation processes to leverage the expertise across both Insight and Microsoft.

Unified Enterprise feature detail			Premier Support for Microsoft	
Foundational services	Technical Support (24/7)	<ul style="list-style-type: none">Expected response times:<ul style="list-style-type: none">Critical Sev 1: 15 min for Azure/ 1 hour for all other products1 hour Sev A/2 hour Sev B/ 4 hour Sev C	Technical Support (24/7)	Response times depending on incident severity: 30 minutes / 1 hour / 4 hours / 1 day
	Escalation Management	<ul style="list-style-type: none">For Critical Business System Down issues, resource assigned after 15-minutes for Azure, or 1-hour for all other productsFor Critical Business System Degraded issues, resource assigned after 1-hour for all products	Escalation Management	Clear escalation path defined, which includes Microsoft as required
	IT Health	<ul style="list-style-type: none">On-demand assessments with as-needed setup and configuration services	IT Health	Not included
	Cloud Assistance	<ul style="list-style-type: none">Billing support provided by the Azure Support team (included in the free support)	Cloud Assistance	Not included
	Account Management	<ul style="list-style-type: none">Assigned Customer Success Account Manager	Account Management	Assigned Service Delivery Manager and Client Success Manager, delivered from Australia
	Advisory Support	<ul style="list-style-type: none">Advisory Phone Support (limited to six hours or less per incident)	Advisory Support	Included, noting that advisory support consumes available hours
	Technical Training	<ul style="list-style-type: none">On-demand videos, hands-on labs, learning paths, and expert-led webcasts	Technical Training	Not included
Tailor your solution	Proactive Services*	<ul style="list-style-type: none">Expert-led, solution-specific engagements designed to help customers onboard and optimize their key solutions with services for Well-Architected, Server Migration, Security, Microsoft Teams, Power Apps, Analytics, and more	Proactive Services	Not included
	Enhanced Solutions*	<ul style="list-style-type: none">Relationship-driven, in-depth support experiences, including Support for Mission Critical, Designated Support Engineering, Azure Rapid Response, Azure Event Management, Office 365 Engineering Direct, Developer Support	Enhanced Solutions	Not included

*Available through Flex Allowance or for purchase as add-ons

Support process and escalations



About our Service Desk

Gartner 2021 Magic Quadrant for Managed Workplace Services for the fifth consecutive year

1,000,000+ end users supported

2,000,000+ tickets handled per year

450+ technicians

24/7/365 Level 1-3 support

25+ years of Service Desk experience

19 countries of supported clients

ServiceNow ITSM incident management system