On-Site With Insight

Technical resources for on-site support

Optimize end-user experiences and IT resources.

From workforce device management to network and security troubleshooting, teams face a constant stream of demands. Additionally, many teams struggle to maintain the requisite feet-on-the-ground availability to identify, address, and resolve IT concerns quickly — leading to added costs, time lost, and delayed productivity.

On-Site With Insight adds expert resources to your team upon request to help you solve technology concerns fast. Our dispatch team provides professional technical support and troubleshooting for a wide range of device, hardware, software, network, and security needs.

Why On-Site With Insight?

Keep end users productive and support your IT staff with expert technicians deployed on-site. Simply submit a ticket to Insight's 24/7 Command Center. We'll coordinate dispatch for on-the-ground support to arrive the next business day. This program will help your organization:

Diagnose, troubleshoot, and repair hardware issues and software questions.

Perform network infrastructure triage and repair.

Handle device lifecycle maintenance and replace equipment and software.

Remove viruses and perform malware remediation.

Document, track, and monitor issues to resolve.

Benefits

- Ensure productivity for end users.
- Augment internal IT resources.
- Accelerate troubleshooting.
- Save time and reduce IT costs.

End of Life — Readiness — Procure — Prepare — Deploy — Maintain

Microsoft Surface

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