

# MICROSOFT, MANAGED.

A GUIDE TO MAXIMISING YOUR MICROSOFT INVESTMENT WITH MANAGED SERVICES

## Business is built on Microsoft.

Microsoft is the global leader in cloud and software solutions for business — and for good reason. Between Microsoft® Azure® for cloud infrastructure and Microsoft 365™ for collaboration and productivity, Microsoft offers leading-class answers for every business technology need.

**But could you be getting more from your Microsoft environment?**

### Challenges in the Microsoft environment:



Realising desired ROI



Monitoring spend and utilisation



Troubleshooting common challenges



Managing multiple vendors and licenses



Managed Services for Microsoft help your teams overcome common challenges in the Microsoft ecosystem.

With expert management for Microsoft products, your business can improve costs and utilisation, accelerate workforce efficiency and productivity, and secure all your assets with confidence.

## Microsoft means business.

Office 365 holds around

**46% of global market share**

of office technologies.<sup>1</sup>

Microsoft Teams® is the leading business communication service globally, with



**270 million users in 2022.**<sup>2</sup>

**95% of Fortune 500 companies**

trust their business on Azure.<sup>3</sup>



Microsoft Azure holds nearly

**25%**

of global cloud infrastructure market share.<sup>4</sup>

**More than 15 million organisations use Azure Active Directory® (AD) while subscribing to Microsoft cloud services** like Microsoft 365, Microsoft Azure and Enterprise Mobility Suite.<sup>5</sup>

# Business benefits of managed Microsoft



## Improved cost and utilisation

Ensure budget dollars are spent effectively and that cloud resources are kept in check. Managed Services for Microsoft from Insight help you take the reins on cost and utilisation to reduce unnecessary spending and scale Microsoft resources up and down per the business's performance goals.



## Streamlined security

Protect your data, users, networks, and devices and avoid the gaps and compliance concerns that often make their way into multi-vendor environments. Managed support for Microsoft enables advanced protection for every aspect of security. Whether you're looking to bolster security with an upgrade from Microsoft 365 E3 to E5, or you're considering a fully managed security environment, Insight can help.



## Efficiency and productivity

Create exceptional user experiences, unmatched support and accelerated productivity in the workforce — no matter where your teams work. Insight's expertise in Microsoft Azure, Microsoft 365, Office 365 productivity tools and more means you can leverage managed services for any part of your Microsoft environment to enable Microsoft solution adoption, integration, support and efficiency for every user.



## Better resource allocation and ROI

Keep your skilled resources working on what matters. With managed services, tasks like help desk, troubleshooting, refresh, billing and other daily activities that take away from more strategic work are off your plate. Not only do your teams get more time for managing business-critical tasks, but you get more value from every Microsoft purchase, because our business is making Microsoft work better for you.

## What to expect from Insight Managed Cloud for Azure

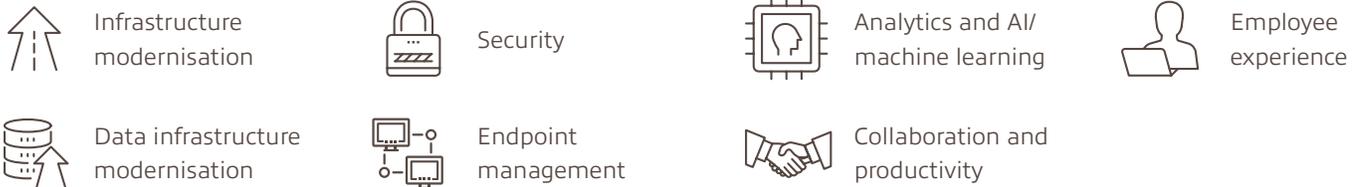
Monitor	Manage	Secure	Optimise
24/7 visibility & response to events	Up-to-date data & peak performance operations	Workloads & data are inspected & protected	Provide visibility to & control of Azure costs
<ul style="list-style-type: none"> <li>Reactive issue detection</li> <li>Performance monitoring</li> <li>Database optimisation</li> </ul>	<ul style="list-style-type: none"> <li>Cloud administration</li> <li>Cloud-native network management</li> <li>Scale resources based on demand</li> </ul>	<ul style="list-style-type: none"> <li>Patch management</li> <li>Security posture reporting</li> <li>Pinpoint vulnerabilities &amp; compliance gaps</li> <li>Cloud-native backup management</li> </ul>	<ul style="list-style-type: none"> <li>Usage, cost visibility &amp; forecasting</li> <li>Budget threshold &amp; alerts</li> <li>Optimisation recommendations</li> </ul>

Services and features included depend on the solutions chosen

# Why Insight for Microsoft

Insight knows Microsoft, inside and out. As a Microsoft partner for more than 30 years, we help clients worldwide maximise the feature sets of Microsoft solutions to meet strategic objectives and drive broad transformation.

## Our Microsoft capabilities address your top business priorities:



## Our superpowers



**Adopt & build modern platforms.**



**Automate, connect & operate securely.**



**Drive innovation with data & AI.**

Helping clients adopt and build modern platforms cloud to edge, prioritising IT as a business agenda

Helping clients automate and connect modern platforms securely, meeting demands for user-centric technology

Helping clients innovate on modern platforms at a competitive pace, using data to drive innovation

## Why Insight for Microsoft?

Few can compare with our relationship with Microsoft. Partners for 30 years and counting, we are the largest Microsoft global partner with more than 5,000 consultants and 1000 dedicated Microsoft resources globally. Our best-in-class capabilities, unmatched expertise, and ability to successfully deliver solutions built across all areas of Microsoft technology have earned us numerous recognitions.

- 7** Microsoft Solutions Partner Designations, including:
- Microsoft Cloud
  - Infrastructure (Azure)
  - Modern Work
  - Security



**Microsoft Partner Awards, including:**

- 2023 Microsoft Australia Partner of the Year
- 2023 Microsoft Hong Kong Partner of the Year
- 2023 Solution Assessments Partner of the Year
- 2022 Microsoft Surface Reseller Partner of the Year
- 2022 Microsoft Surface Hub Reseller Partner of the Year
- 2021 Microsoft Security Partner of the Year (Singapore)

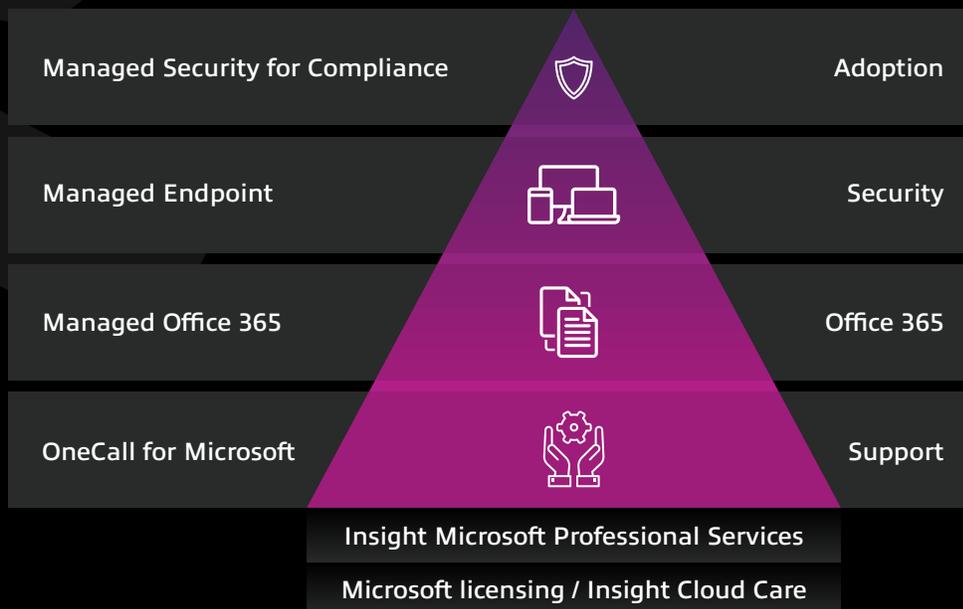
- 22** Specialisation, including:
- Azure Virtual Desktop
  - Analytics
  - Identity and Access Management
  - Threat Protection



**2,500** Microsoft certifications globally

## Service across the Microsoft portfolio

Get stronger performance and value from your Microsoft solutions when you work with Insight. Whether you're working on digital transformation through cloud expansion or enabling a more effective hybrid workforce, Insight is your one partner for every Microsoft solution.



### Insight Cloud Care

#### [Insight Cloud Care for Azure](#)

Access Insight's Cloud Commerce Portal for purchasing, reporting and invoicing while getting assistance on setting budgets and alerts for early warning of unexpected and unusual spend.

#### [Insight Cloud Care for Microsoft 365](#)

Level up your Microsoft 365 implementation with our tiered solution for onboarding assistance, help desk support and your personal Cloud Success Manager (CSM).



### Microsoft 365 & Office 365

[Managed Security for Compliance](#) Implement and manage Microsoft 365 security to meet your compliance needs.

#### [Managed Office 365](#)

Give your team the foundational support needed to manage and transform Office 365.



### Azure

#### [Managed Cloud — Azure](#)

Gain flexibility and performance with fully managed off-premises resources by engaging Insight's team of cloud experts to manage the day-to-day operations of Azure while your company focuses on business applications and data initiatives.

- Improve scalability and flexibility using cloud resources.
- Enhance security and compliance.
- Increase operational and business efficiency through automation.
- Drive cost control and value optimization.
- Retain capital for business expansion and acquisition.
- Eliminate the need to hire, train and maintain cloud expertise.

#### [Azure Advisory Services](#)

Optimise Azure operations with expert onboarding, spend management, managed billing and more.

## Is managed services right for you?

A growing number of businesses are working with managed services partners. Business leaders are realising that it pays to focus on strategy, competition and innovation rather than on running an IT organisation and managing infrastructure.

Insight can help you achieve new levels of flexibility and agility through managed services. We'll help you reduce operational burden, get better visibility and feedback, implement sustainable governance models, address skill gaps and drive strategic solution adoption.

Other reasons you might consider managed services include:

- Ability to focus resources on more strategic activities
- Needing to improve service levels and user experiences
- Wanting to boost agility with an OpEx financial model
- Adding capabilities for innovation and automation
- Reducing organisational risk

When you're ready to talk about whether managed Microsoft solutions are right for your business, [contact us](#).

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#### Sources:

<sup>1</sup> Vailshery, L. (2023, Feb. 14). Number of Office 365 users worldwide as of February 2023, by leading country. Statista.

<sup>2</sup> Vailshery, L. (2023, Feb. 22). Number of daily active users (DAU) of Microsoft Teams worldwide as of 2022 (in millions). Statista.

<sup>3</sup> Microsoft. (2023). What is Azure? Azure.microsoft.com.

<sup>4</sup> Vailshery, L. (2023, Feb. 27). Cloud infrastructure services vendor market share worldwide from 4th quarter 2017 to 4th quarter 2022. Statista.

<sup>5</sup> Microsoft. (2023, Jan. 26). Azure AD identity and access management API overview. Learn.microsoft.com.