



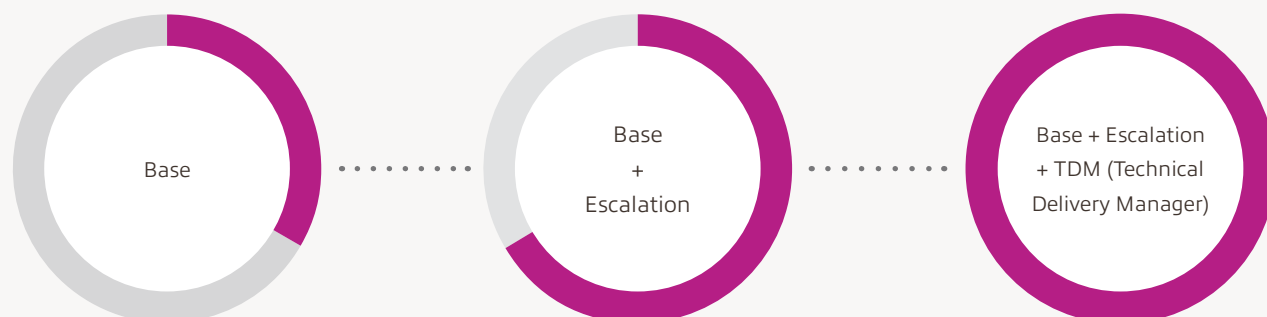
Business Challenges

Organizations depend on Microsoft products for their daily operations, but maintaining a team of IT experts in all Microsoft applications can be difficult and expensive. Microsoft Unified Support may not always be a feasible financial option. When a technical issue arises with a Microsoft product that disrupts business operations, your IT team may require immediate expert assistance to diagnose and resolve the problem efficiently.

OUR SOLUTION

Insight bridges the gaps with Premier Support for Microsoft, offering 24/7 access to Microsoft experts at a moment's notice. This on-demand expertise equips your IT team with the necessary support and OEM assistance whenever it's needed, addressing both reactive and proactive scenarios in on-premises or cloud environments.

Insight provides three tiers of services to customize support based on a client's needs:



FEATURES & BENEFITS

- Cost-effective alternative to Microsoft Unified Support
- Customizable support and service tiers to suit your needs
- Reactive incident management and resolution
- Efficient request fulfillment
- Named Client Delivery Manager
- Access to service portal for contract consumption, information, metrics and reporting
- Microsoft OEM Escalation, Named Technical Delivery Manager, and Designated Engineers Hours for cost effective access to subject matter experts

WHY INSIGHT FOR MICROSOFT

Insight is in the top 1% of all Microsoft partners globally. Our [30+ year partnership](#), investment in a team of 6,400+ sales and delivery experts, and 1,500 dedicated Microsoft Modern Work professionals demonstrates our commitment to Microsoft technologies and maximizing value for your organization.



Microsoft Cloud

6

Solutions Partner
designations

22

Microsoft solution
specializations

Winner of 14 Microsoft awards globally in 2023,
with a history of numerous awards over the
years.

20,000+

supported agreements

Learn more about our longstanding partnership with Microsoft [here](#).

Largest global reseller

measured in Microsoft revenue

Global footprint in

180 countries

RELATED SERVICES



Managed
Cloud



Managed
Infrastructure



Managed
Microsoft 365



Managed
Endpoint



Managed
Security



Service Desk