

# **Cloud Incident Response & Resolution Management**

**G Cloud 15 - LOT3**

## 1. Insight

Insight leads the delivery of transformative solutions, supported by a powerful ecosystem of over 6,000 global partners including Microsoft, AWS, and Cisco.

As a Fortune 500 company with a long-standing history of delivering trusted services to the UK Public Sector, we combine our own deep expertise in consulting, advisory, and transformation with partner innovation to create holistic solutions across cloud, data, modern workplace, cybersecurity, and application services.

Guided by proven methodologies and ESG principles, we work collaboratively to design and implement tailored strategies that drive measurable business impact while promoting sustainability and governance excellence.

## 2. Insight for the Public Sector

### Your End-to-End Digital Transformation Partner

As a leading Solutions Integrator, Insight combines deep technical expertise with a vast partner ecosystem to help UK government organisations modernise, innovate, and deliver citizen-centric services. We hold places on over 85 public sector frameworks, offering a compliant, efficient route to digital transformation.

We don't just supply IT; we design, deploy, and manage the solutions that secure your data and unlock value.

### Core Areas of Expertise

- **Innovation, Data & AI:** we deliver end-to-end data science and custom AI solutions. From modernising data platforms to deploying bespoke machine learning and spatial computing, we help you unlock the value of your data to drive operational efficiency.
- **Modern Infrastructure & Cloud:** Building scalable, hybrid foundations that reduce technical debt and support multi-cloud strategies.
- **Modern Workplace:** Empowering the public sector with secure, flexible tools to work from anywhere, attracting talent and improving productivity.
- **Cybersecurity:** Comprehensive managed security services, threat detection, identity protection, and compliance management to ensure your data remains sovereign and secure.
- **Modern Apps:** Agile application development creating meaningful and impactful tools that link to tangible benefits, improvements and cost savings.

## Our Approach: Consulting, Lifecycle, & Managed Services

We deliver value at every stage of your technology journey, ensuring accountability from strategy to support:

- **Consulting (Architecting the Future):** We bridge internal skills gaps with data-driven strategy. From "Discover & Design" to full-scale migration planning, we ensure your investments solve real public sector challenges.
- **Lifecycle (Seamless Execution):** We take the risk out of procurement and deployment. Leveraging global buying power, we handle everything from supply chain management and imaging and implementation to sustainable asset disposal (ITAD).
- **Managed Services (Always-On Support):** Shift from "keeping the lights on" to innovation. We provide 24/7 infrastructure monitoring, cloud cost optimisation (FinOps), and security operations to ensure resilience.

## **Service Description**

Expert-led management and resolution of cloud service incidents for enterprises seeking robust, ongoing operational support to ensure business continuity and rapid service recovery.

## **Constraints**

Service limited to covered cloud environments; client must provide access and escalation protocols.

## Pricing Options

### Pricing Option 1

**Pricing Unit:**

Time & Materials (T&M;)

**Unit Qty Definition:**

Per Resource-Day

**Rationale:**

Incident response and resolution effort varies significantly by incident complexity and frequency, so T&M; aligns cost to actual specialist time spent on triage, investigation, and remediation while allowing flexible scaling during major incidents or problem investigations.

| Complexity Level  | Unit Price | Unit Measure     |
|-------------------|------------|------------------|
| Low Complexity    | £2,100     | per resource-day |
| Medium Complexity | £3,300     | per resource-day |
| High Complexity   | £4,700     | per resource-day |

**Pricing Assumptions:**

- 22 working days per month is the standard capacity baseline for pricing across all services and complexity tiers.
- All prices are exclusive of VAT.
- This figure already includes normal public holidays, weekends, and excludes overtime unless explicitly stated.
- Seniority & Skill Mix: Low = mid level consultants/engineers; Medium = senior consultants/architects; High = principal architects/SMEs.
- Scope & Effort: Higher complexity = more heterogeneity, integrations, governance, risk, and stakeholder management.
- Volume & Scale: Sometimes tied to asset/user/API counts but often reflects qualitative complexity.

## Pricing Option 2

### Pricing Unit:

Dedicated Team

### Unit Qty Definition:

Per Team-Month

### Rationale:

A dedicated incident management team provides predictable monthly cost for 24/7 logging, triage, and escalation, and is well-suited to ongoing operational support where the client needs consistent capacity and deep familiarity with their cloud environments.

| Complexity Level  | Unit Price | Unit Measure                                   |
|-------------------|------------|------------------------------------------------|
| Low Complexity    | £44,950    | per dedicated incident response team per month |
| Medium Complexity | £72,150    | per dedicated incident response team per month |
| High Complexity   | £103,350   | per dedicated incident response team per month |

### Pricing Assumptions:

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- Seniority & Skill Mix: Low = mid level consultants/engineers; Medium = senior consultants/architects; High = principal architects/SMEs.
- Scope & Effort: Higher complexity = more heterogeneity, integrations, governance, risk, and stakeholder management.
- Volume & Scale: Sometimes tied to asset/user/API counts but often reflects qualitative complexity.
- 22 working days per month is the standard capacity baseline for costing a dedicated team.

- Engagements are long term and stable — typically 6 to 12+ month minimum term.
- Teams are fully utilised on the customer programme.
- Service is delivered continuously across the year (not project spikes), often with 24/7 coverage if SLA requires.

## Pricing Option 3

### Pricing Unit:

Consumption-Based

### Unit Qty Definition:

Per Incident

### Rationale:

Charging per incident, per severity level, or per ticket volume offers a usage-aligned model that fits variable incident loads and supports transparent, auditable billing for public sector clients focused on operational outcomes.

| Complexity Level  | Unit Price | Unit Measure |
|-------------------|------------|--------------|
| Low Complexity    | £450.00    | per incident |
| Medium Complexity | £750.00    | per incident |
| High Complexity   | £1,150     | per incident |

### Pricing Assumptions:

- 22 working days per month is the standard capacity baseline for pricing across all services and complexity tiers.
- All prices are exclusive of VAT.
- This figure already includes normal public holidays, weekends, and excludes overtime unless explicitly stated.
- Seniority & Skill Mix: Low = mid level consultants/engineers; Medium = senior consultants/architects; High = principal architects/SMEs.
- Scope & Effort: Higher complexity = more heterogeneity, integrations, governance, risk, and stakeholder management.
- Volume & Scale: Sometimes tied to asset/user/API counts but often reflects qualitative complexity.
- Billed per unit per month (VM, endpoint, server, application, user, API call).
- Volume assumptions are embedded; pricing is based on typical steady state usage patterns.

- Minimum commitments or volume tiers may apply for very small or very large estates.
- Consumption Based: 12+ month commitments for dedicated teams or per unit consumption billing.

## CONTACT US

For more information, including validating any assumptions or resource requirements, please contact your Insight Account Manager.

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