



# **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.

## 3. Services

### Service Name

Cloud Incident Response & Resolution Management

### 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.

### Features

- 24/7 incident logging and case tracking through dedicated support channels
- Tiered escalation for complex or high-priority cloud service disruptions
- Root cause analysis for recurring and high-impact incidents
- Rapid assignment of technical specialists to critical incidents
- Integration with client's ITSM and ticket management platforms
- Automated notifications and progress updates for stakeholders
- Prioritisation of incidents by business impact and urgency
- Thorough documentation and knowledge base updates post-resolution
- Continuous improvement recommendations from incident trend analysis
- Comprehensive incident reporting for compliance and audit trails

### Benefits

- Accelerated restoration of cloud services during disruptions
- Reduced downtime and minimised impact on business operations
- Expert triage ensures incidents are handled by the right specialists
- Enhanced visibility and communication through real-time updates
- Proactive identification of systemic issues for long-term stability
- Seamless collaboration with in-house IT and third-party providers
- Accountable, auditable process meeting governance requirements
- Empowered business users with clarity on issue status and resolution
- Actionable post-incident insights supporting risk mitigation
- Strengthened confidence in the reliability of cloud infrastructure

## Constraints

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

## CONTACT US

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