



Cloud Performance Masterclass: Advanced Troubleshooting Excellence

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 Performance Masterclass: Advanced Troubleshooting Excellence

Service Description

An expert-led training program delivering advanced cloud troubleshooting skills for IT teams aiming to boost operational resilience, efficiency, and rapid problem resolution in complex cloud environments.

Features

- Hands-on advanced cloud troubleshooting workshops led by certified experts
- Real-world scenario simulations to build problem-solving confidence
- Comprehensive coverage of multi-cloud and hybrid environments
- Customizable curriculum based on client-specific cloud architectures
- In-depth diagnostics training for performance, connectivity, and security issues
- Interactive Q&A sessions with senior technical consultants
- Access to expert-curated troubleshooting toolkits and frameworks
- Post-training support including knowledge checks and refresher sessions
- Collaborative troubleshooting exercises for cross-team upskilling
- Cloud operations best practices for proactive incident prevention

Benefits

- Accelerates incident resolution and minimizes business disruption
- Empowers IT staff with deep troubleshooting expertise
- Reduces reliance on external support and escalations
- Enhances operational efficiency across cloud platforms
- Improves user satisfaction through faster issue resolution
- Fosters a proactive, resilient IT culture
- Adapts to evolving cloud architectures and technologies
- Mitigates risk of costly outages and data loss
- Supports compliance and governance with rigorous troubleshooting
- Delivers measurable ROI via improved system reliability

Constraints

Requires client participation from IT operations; suitable for teams with foundational cloud experience.

CONTACT US

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