



Cloud Support Essentials Training & Troubleshooting Accelerator

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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 Support Essentials Training & Troubleshooting Accelerator

Service Description

Foundational cloud support training designed for end users and IT staff seeking to master essential troubleshooting and problem resolution skills.

Features

- Comprehensive onboarding covering core cloud technologies and platforms.
- Step-by-step guidance for resolving common support issues.
- Interactive modules simulating real-world troubleshooting scenarios.
- User-friendly training materials accessible on demand.
- Live Q&A sessions with certified cloud support professionals.
- Best practices for escalating unresolved technical issues.
- Assessment and certification to validate skills acquisition.
- Customisable content tailored to organisational technologies.
- Knowledge base access for quick reference and continuous learning.
- Feedback mechanisms to measure understanding and training impact.

Benefits

- Accelerates readiness for basic cloud support roles.
- Reduces incident resolution times and support queues.
- Empowers staff to solve issues independently.
- Minimises reliance on external or vendor support.
- Ensures consistent standards in troubleshooting practices.
- Supports a culture of continuous learning and improvement.
- Improves end-user satisfaction with faster problem solving.
- Boosts confidence when adopting new cloud solutions.
- Facilitates seamless onboarding of new IT support personnel.
- Strengthens organisational resilience to common technical disruptions.

Constraints

Requires stable internet access and basic IT literacy; not designed for advanced troubleshooting.

CONTACT US

For more information, please contact your Insight Account Manager.

Tel: 0344 846 3333

Email: pstenderteam@insight.com

Website: <https://uk.insight.com>

