



Ongoing Support

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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

Ongoing Support

Service Description

Insight Ongoing Support Services provide continuous maintenance, monitoring, and optimisation for applications and cloud environments. Combining ITIL®-aligned processes with Agile delivery, we offer flexible SLA tiers, proactive incident management, and feature enhancements. Our dedicated or shared pods ensure resilience, compliance, and innovation, freeing your teams to focus on strategic priorities.

Features

- SLA-Driven Support – Guaranteed response and resolution times for critical issues.
- Dedicated Delivery Pods. Teams familiar with your systems for efficient support.
- 24/7 Monitoring – Continuous oversight to ensure uptime and performance.
- Regular updates, patching, and preventative measures.
- Rapid troubleshooting and issue resolution using ITIL® best practices.
- Performance Optimisation – Ongoing tuning for speed, scalability, and reliability.
- Support aligned with agile development cycles for flexibility.
- Scalable Model – Easily adjust support levels as business needs evolve.
- Knowledge Transfer – Documentation and training to empower internal teams.

Benefits

- Reliable, SLA-driven support ensures critical issues are resolved quickly.
- Improved System Stability – Proactive maintenance reduces downtime and disruptions.
- Enhanced Security – Continuous monitoring and vulnerability management protect data.
- Optimised Performance – Regular tuning keeps applications fast and scalable.
- Cost Efficiency – Preventative measures reduce expensive emergency fixes.
- Business Continuity – 24/7 monitoring safeguards operations against unexpected failures.
- Flexibility – Scalable support adapts to evolving business needs.
- Faster Issue Resolution. Dedicated pods familiar with your systems accelerate fixes.

- Compliance Assurance Adherence to ITIL® and industry standards ensures regulatory alignment.
- Knowledge Empowerment – Documentation and training strengthen internal capabilities.

CONTACT US

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