



INSIGHT DIRECT (UK) Ltd.

AWS Managed Service

Table of Contents

1. Insight.....	3
2. Insight for the Public Sector	3
Your End-to-End Digital Transformation Partner	3
Core Areas of Expertise.....	3
Our Approach: Consulting, Lifecycle, & Managed Services.....	3
3. Service Offering.....	4
Service Description.....	4
Service Overview.....	4
Service Summary	4
Insight AWS Practice	6
Insight AWS Services	6
4. Further Information	7

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. Service Offering

Service Description

Insight's AWS Managed Service is a fully managed solution that improves cloud operations, lifts the burden from internal teams and delivers increased performance - all in a simple pricing model.

The managed service covers monitoring, management and support of AWS infrastructure built-on Windows and Linux operating systems, and PaaS resources.

Service Overview

Insight uses proven methodologies, industry best practices, technical certifications and firsthand experience of the vast cloud landscape to help you get the most out of your public cloud investment.

We leverage best-in-class cloud tools and services to provide comprehensive management of your cloud infrastructure, ensuring optimal performance and freeing up your IT teams to focus on core business objectives.

With the capabilities to address your top cloud management priorities, this Managed Cloud offering enables your business to:

- Gain support for core platform and governance elements.
- Benefit from proactive monitoring, maintenance and optimisation.
- Receive services delivery from a standard global platform.
- Ensure high stability, security and performance standards.

Service Summary

Insight Managed Cloud Services provide support for the core platform and governance elements of an AWS Organisation including cost, network, policy management, platform observability, deployment and provisioning.

Monitor	Manage	Secure	Optimise
24/7 visibility & response to events	Up-to-date data & peak performance operations	Workloads & data are inspected & protected	Provide visibility to & control of costs
▪ Reactive issue detection ▪ Performance monitoring ▪ Database optimisation	▪ Cloud administration ▪ Cloud-native network management ▪ Scale resources based on demand	▪ Patch management ▪ Security posture reporting ▪ Pinpoint vulnerabilities & compliance gaps ▪ Cloud-native backup management	▪ Usage, cost visibility & forecasting ▪ Budget threshold & alerts ▪ Optimisation recommendations
Services and features included depend on the solutions chosen.			



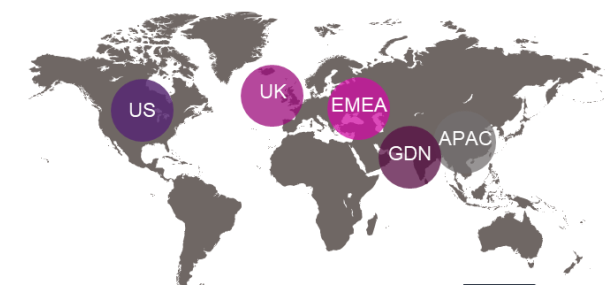
Choose from three packaged offerings:

- AWS Platform
 - Supports AWS Organisational Accounts platform and governance elements, including cost, network, policy management, platform observability, deployment and provisioning.
- AWS Platform + Operating Systems
 - AWS Instances & supported systems
Enhance the AWS Platform service with OS monitoring and management, Microsoft and Linux® OS security patching, and backup configuration and management.
- AWS Platform + Operating Systems + Database
 - AWS SQL Service Instances (PaaS and IaaS)
Expands the AWS Platform and OS services with operational monitoring, management and support of AWS MSSQL Server instances (PaaS and IaaS).

Realise the business benefits of a managed cloud estate with Insight for public cloud. We'll help you achieve the best possible value from your cloud solutions, with results that deliver on cloud outcomes, as well as help situate your business for stronger performance overall.

Insight AWS Practice

Insight AWS Practice



- Global Scale and Reach
– US, UK / EMEA and APAC
- Dedicated AWS Teammates
- AWS Premier Tier Services Partner*
- 100+ AWS Certified Teammates
- Wide partner EcoSystem



Insight AWS Services

Our three step process helps you align business goals with public cloud benefits, build cloud skills and a centre of excellence, create a secure and optimised platform, and migrate workloads to the cloud.

	Discover & Plan	Build & Integrate	Run & Innovate
Optimise Investment	☐ AWS CloudOps Assessment	☐ Cloud FinOps Accelerator ☐ AWS Foundation Setup ☐ AWS Data Protection / DR ☐ AWS Bespoke Projects ☐ AWS Marketplace	☐ AWS Cloudcare ☐ AWS CloudOps Assessment for FinOps / Healthcare / Financial Services / Education / Security ☐ Global Managed Service for AWS
Accelerate Change & Innovation	☐ AWS Database Modernisation Assessment ☐ AWS Containers Modernisation Assessment ☐ AWS CloudOps Assessment for FinOps / Healthcare / Financial Services / Education / Security	☐ AWS Modernisation - Containers and Micro-services (Bespoke) ☐ AWS Modernisation - Database (Bespoke) ☐ AWS Infrastructure-as-Code	☐ AWS Cloudcare ☐ AWS CloudOps Assessment for FinOps / Healthcare / Financial Services / Education / Security
Enable Digital Business	☐ AWS MSFT Workload Migration Assessment (OLA) ☐ AWS HCA - Assess ☐ AWS HCA- Mobilise	☐ AWS Foundation Setup ☐ AWS Migrations ☐ VMware EVS on AWS	☐ AWS Cloudcare ☐ AWS CloudOps Assessment for FinOps / Healthcare / Financial Services / Education / Security

We have developed an expansive range of services to help you along the entire cloud journey to achieve your business objectives with AWS. By taking a comprehensive approach and using our deep, broad expertise, our services portfolio guides you towards a successful AWS adoption strategy, resulting in your IT team spending less time firefighting and more time creating business value.

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

4. Further Information



Contact us

For more information, please contact your
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uk.insight.com

 **Insight**
PUBLIC SECTOR