



Service Desk as a Service

GCloud 15 Pricing Information

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 Pricing	4
Service Category:	4
Service Delivery Team:	4
Service Offering:	4
Service Description.....	4
Pricing Structure & Components	4
4. Further Information	5

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 Pricing

Service Category: Cloud Support Services

Service Delivery Team: Service Governance and Delivery Assurance

Service Offering: **Service Desk as a Service**

Service Description

Insight's Service Desk as a Service (SDaaS) delivers world-class, ISO20000-certified service desk capabilities on demand.

With delivery centres across the global, our offering can bring together service from Manila, India or delivered onshore in the UK, based on the individual needs of our clients.

A globally delivered 24x7 service desk, with tiered options of delivery location and security clearance based on client requirements.

The service also includes an allocated Service Delivery Manager (SDM) who is accountable for overseeing the effective delivery of the service as well as providing monthly reporting on our achievement against Service Level targets.

Pricing Structure & Components

Pricing for Insight Service Desk as a Service is priced based on consumption. A minimum service charge applies which existing to maintain configuration, knowledge and awareness of your services and beyond this, charging is per ticket managed by Insight.

We have a core service offering and a range of additional services. If the additional services are included, then this generates a small increase in the per-ticket charging rate.

Charging is in bands, with the per-ticket charge reducing as the volume increases. We also offer discounts for extended initial contracts beyond the minimum 24-month term.

The table below shows indicative pricing for the service, with a minimum charge off 250 tickets per month. Pricing is correct at time of publishing.

Insight Service Desk - Pricing				
Core Offering	0 – 650 Tickets Per Month	650 – 1650 Tickets Per Month	1650 – 2650 Tickets Per Month	2650 + Tickets Per Month
	£22 per ticket	£20 per ticket	£17 per ticket	£14 per ticket

Pricing for additional service components will vary and is based on customer need. Please contact Insight to confirm.

Insight will charge an onboarding fee for services and this can be spread across the life of the contract.

Pricing Notes - All pricing is exclusive of VAT and/or any other applicable taxes at the time of invoicing.

4. Further Information



Contact us

For more information, please contact your
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The Insight Public Sector logo, featuring the stylized red icon, the word "Insight" in a large black font, and "PUBLIC SECTOR" in a smaller black font below it.