



INSIGHT DIRECT (UK) Ltd.

Service Desk as a 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 Category:	4
Service Delivery Team:	4
Service Offering:	4
Service Description.....	4
Service Overview.....	4
Service Summary	4
Service Dependencies.....	5
Commercial Structure	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 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, ISO 20000 certified service desk capabilities on demand.

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

Service Overview

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.

Service Summary

A Service Desk is the front door of the IT organisation from an end user perspective and so strong delivery capability, wrapped in an amazing experience for the end users is essential.

Insight is able to offer a range of service desk solutions based on the requirements of our clients. Operating 24x7, we have a UK-based service desk and another in the Philippines. Support can be provided from either location or both, depending on individual requirements.

The service desk team manages contracts across all business sectors from customers across EMEA and have a strong reputation for service excellence, with very high NPS feedback.

In addition to delivery of the Service Desk from Insight, the delivery of the team is governed by the ISO20000 certified, ITIL v4 aligned Insight Service Management Governance team, to ensure our delivery is world-class and meeting service levels and KPIs.

Our **Core Service** includes the following:

- **Support Hours:** UK business hours support (and out of hours call reporting)
- **Service Levels:** Standard service levels, delivering timely delivery and resolution.
- **Service Management Governance:** Delivery governance from our Service Management team
- **Languages:** Delivery in English language
- **Support Channels:** Contact via Phone, Email, Web Portal and Chat (where available)
- **ITSM Toolset:** Our standard offering includes onboarding to the Insight ITSM platform
- **Service Delivery Management:** A point of contact and escalation, and to monthly service reviews

Additional Services available on a modular basis include:

- **Event Management:** Monitoring event management toolset and raising Incidents where required
- **Languages:** Multi-lingual support

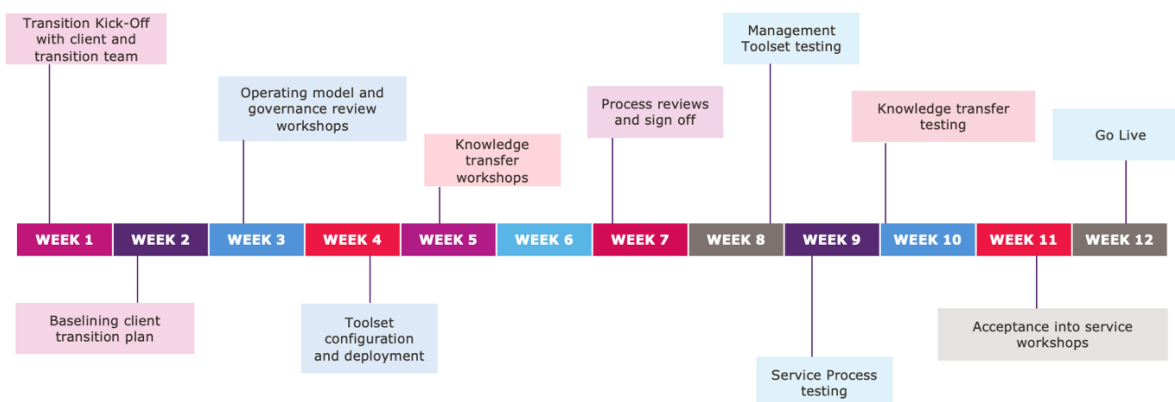
- **Support Hours:** Extended or 24x7
- **Tooling:** Option to operate within an existing client toolset
- **Service Levels:** Consideration of bespoke service levels

Our standard service levels are shown below, and operate Monday to Friday, 8am until 6pm.

SLA Area	SLA	SLA	SLA Hours
Incidents	P1 Incident Response	90% within 15 mins	Core Hours (or 24x7 if purchased)
Incidents	P2 Incident Response	90% within 60 mins	Core Hours (or 24x7 if purchased)
Incidents	P3 Incident Response	90% within 2 hours	Core Hours
Incidents	P4 Incident Response	90% within 4 hours	Core Hours
Service Requests	Service Request Fulfilment	90% within 50 hours	Core Hours
Phone	Call Answer	85% within 25 seconds	Core Hours (or 24x7 if purchased)
Phone	Call Abandonment	<5%	Core Hours (or 24x7 if purchased)
Chat	Chat Answer	85% within 20 seconds	Core Hours (or 24x7 if purchased)
Resolution	First Contact Resolution	70%	Core Hours

Onboarding to the service is fast, generally taking up to 12 weeks. Timescales will vary depending on the complexity of the service being onboarded and the presence or otherwise of an incumbent supplier. We will discuss the exact timescales for onboarding as part of the service scoping.

Outline Service Transition Timeline



Service Dependencies

Insight has invested heavily in the reporting and automation capabilities of our Service Now platform and so most of our clients choose to onboard into this platform to take advantage of this investment.

If you already have an IT Service Management (ITSM) system in place, it is possible for Insight to manage your services using it, though we may require your support to develop reporting and it may be that we cannot deliver the full service if supporting functionality is not available.

Commercial Structure

Our pricing structure for Service Desk is simple. Our charging is based on the number of tickets we manage (tickets can include incidents, requests, problems and changes). There is a minimum level of charging applied and after this level is reached, charging is per ticket. Where additional services such as extended hours or multi-lingual support, this is reflected in a small increase in ticket cost.

We are keen to support our customers and encourage you to use us for all services and so a tiered per-ticket pricing system is available, which reduces the per ticket cost where the number of tickets increases.

The service is offered with a minimum 24-month contract and includes an onboarding fee which can be spread across the first year, though discounted pricing is available for longer contract terms.

4. Further Information



Contact us

For more information, please contact your
Insight Account Manager.

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 **Insight**
PUBLIC SECTOR