

# **Insight's Enterprise Support Services for Google Cloud Platform**

**G Cloud 15 - LOT3**

## 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.

## Service Description

Insight's Enterprise Support Services provide 24/7 support for Google Cloud Platform, Google Workspace, and Google Maps services. Our team assists with break/fix issues, event management, and offers enhanced support services, ensuring timely resolution and proactive case management for all clients with active agreements.

## Constraints

No known constraints on service delivery or support

## Pricing Options

### Pricing Option 1

**Pricing Unit:**

Dedicated Team

**Unit Qty Definition:**

Per Team-Month

**Rationale:**

24/7 enterprise support, proactive case management, and regular scheduled support meetings align well with a Dedicated Team model, providing predictable monthly costs and continuous access to cloud experts for UK public sector clients.

| Complexity Level  | Unit Price | Unit Measure                         |
|-------------------|------------|--------------------------------------|
| Low Complexity    | £65,000    | per dedicated support team per month |
| Medium Complexity | £92,500    | per dedicated support team per month |
| High Complexity   | £123,000   | per dedicated support team per month |

**Pricing Assumptions:**

- 22 working days per month is the standard capacity baseline for pricing across all services and complexity tiers.
- All prices are exclusive of VAT.
- This figure already includes normal public holidays, weekends, and excludes overtime unless explicitly stated.
- Seniority & Skill Mix: Low = mid level consultants/engineers; Medium = senior consultants/architects; High = principal architects/SMEs.
- Scope & Effort: Higher complexity = more heterogeneity, integrations, governance, risk, and stakeholder management.
- Volume & Scale: Sometimes tied to asset/user/API counts but often reflects qualitative complexity.

- 22 working days per month is the standard capacity baseline for costing a dedicated team.
- Engagements are long term and stable — typically 6 to 12+ month minimum term.
- Teams are fully utilised on the customer programme.
- Service is delivered continuously across the year (not project spikes), often with 24/7 coverage if SLA requires.

## Pricing Option 2

### Pricing Unit:

Time & Materials (T&M;)

### Unit Qty Definition:

Per Resource-Day

### Rationale:

T&M; suits ad-hoc or variable support needs such as architectural reviews, complex break/fix work, and onboarding assistance where effort can fluctuate significantly between periods.

| Complexity Level  | Unit Price | Unit Measure     |
|-------------------|------------|------------------|
| Low Complexity    | £3,100     | per resource-day |
| Medium Complexity | £4,400     | per resource-day |
| High Complexity   | £5,800     | per resource-day |

### Pricing Assumptions:

- 22 working days per month is the standard capacity baseline for pricing across all services and complexity tiers.
- All prices are exclusive of VAT.
- This figure already includes normal public holidays, weekends, and excludes overtime unless explicitly stated.
- Seniority & Skill Mix: Low = mid level consultants/engineers; Medium = senior consultants/architects; High = principal architects/SMEs.
- Scope & Effort: Higher complexity = more heterogeneity, integrations, governance, risk, and stakeholder management.
- Volume & Scale: Sometimes tied to asset/user/API counts but often reflects qualitative complexity.

## Pricing Option 3

### Pricing Unit:

Consumption-Based

### Unit Qty Definition:

Per Usage Hour

### Rationale:

A consumption-based model can be applied via blocks of hours or per-incident charging, aligning costs with actual support usage while allowing departments to scale support up or down based on demand.

| Complexity Level  | Unit Price | Unit Measure   |
|-------------------|------------|----------------|
| Low Complexity    | £165.00    | per usage hour |
| Medium Complexity | £235.00    | per usage hour |
| High Complexity   | £315.00    | per usage hour |

### Pricing Assumptions:

- 22 working days per month is the standard capacity baseline for pricing across all services and complexity tiers.
- All prices are exclusive of VAT.
- This figure already includes normal public holidays, weekends, and excludes overtime unless explicitly stated.
- Seniority & Skill Mix: Low = mid level consultants/engineers; Medium = senior consultants/architects; High = principal architects/SMEs.
- Scope & Effort: Higher complexity = more heterogeneity, integrations, governance, risk, and stakeholder management.
- Volume & Scale: Sometimes tied to asset/user/API counts but often reflects qualitative complexity.
- Billed per unit per month (VM, endpoint, server, application, user, API call).
- Volume assumptions are embedded; pricing is based on typical steady state usage patterns.

- Minimum commitments or volume tiers may apply for very small or very large estates.
- Consumption Based: 12+ month commitments for dedicated teams or per unit consumption billing.

## CONTACT US

For more information, including validating any assumptions or resource requirements, please contact your Insight Account Manager.

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