



INSIGHT DIRECT (UK) Ltd.

Insight's Enterprise Support Services for Google Cloud Platform

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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. Service Offering

Service Offering

Google Cloud Services - Enterprise support services

Introduction

The purpose of this document is to provide a global service description that creates and maintains a common definition of the INSIGHT Google Cloud Platform Enterprise support services

Service Description

- INSIGHT's Enterprise Support Services (ESS) team provides 24/7 support services to INSIGHT's clients for all GCP, Google Workspace and Google Maps services.
- Support engineers assist in customer break/fix issues and event management.
- All clients with active licensing or consumption agreements have access to INSIGHT's front-line technical support.
- Engineers ensure customer questions and issues are resolved, and own the case through to resolution; even if it requires escalation to a higher level within INSIGHT or to Google support (if Google Collaboration Add-on) is enabled (see below)
- Support is provided directly to our clients' technology administrators with respect to service disruptions, break-fix, reactive support, and other support issues on Google Products that clients cannot resolve.
- Enhanced Support Services and Block of Hours support is also available to assist with more than just break/fix.

Service components

- Technical Break/Fix Assistance:
 - Our Cloud experts triage, troubleshoot and make sure your issue is resolved in an efficient and timely manner.
- Onboarding:
 - As part of the customer's initial onboarding process, the ESS team, partnering with our Customer Success and IT teams provides guidance on Customer Success Portal & how to contact us.
- Cadences:
 - ESS team works with INSIGHT Account Team in conducting regular scheduled or ad hoc support sync meetings with clients providing support metrics and case reviews to ensure our teams are aligned.
- Escalations:
 - Being part of the support triage process, ESS will help identify the priority of the case, verify business impact, and determine if the case needs to be escalated further within support to a higher tier engineer or to our internal partners.
- If required, and the customer has subscribed to the Google Collaboration Add-on then escalations to Google support can be made on the customer's behalf with INSIGHT managing the support case through to resolution.
- Google Collaboration Support Add-On (GCSA):
 - Google Collaboration Support Add-On (GCSA) is designed for Partners delivering support services, enabling the ability to file technical support cases to Google Cloud Support on behalf of their resold customers.
 - GCSA combines partner expertise on Google Cloud to triage and troubleshoot customer issues backed by Google Cloud Support, ensuring rapid resolutions on platform-related issues.
 - Google's charge for the capability of GCSA is 3% of monthly infrastructure for a minimum of 90 Days and auto-renews after that.
- Enhanced Enterprise Support Service (add-on service):
 - Ad-hoc consultation - access to cloud experts for on-demand consultation. These experts are available for troubleshooting, guidance, and providing insights on best practices, ensuring that the business can navigate the cloud confidently.

- Architectural review and design guidance - Our team of experts will provide a periodic review of the client's cloud architecture to ensure it adheres to industry best practices. They will also offer design guidance tailored to the client's business needs.
- Block of Hours support
 - Block of hours support helps customers to utilise GCP support services with a certain number of hours, predictable costs and prioritisation of tasks for support.

Supported Google Cloud Platform products

- Google Cloud Platform - all generally available official products and services within the core GCP platform including Compute, Networking, Data and analytics, AI/ML, security services etc as listed here: <https://cloud.google.com/products?hl=en>
- Google Workspace - all services within the Google Workspace platform listed here: https://workspace.google.com/terms/user_features/
- Google Maps Platform
- reCAPTCHA Enterprise
- Google Chrome Enterprise
- Assured Workloads - for regulated customers
- Google Marketplace

Enterprise support services SLOs

Support and coverage access: P1 tickets 24/7/365 | P2 - P4 = M-F 6am-6pm PST*

*(If a customer's HQ has business hours in a different timezone, INSIGHT may adhere to those as Business Hours)

Priority	Response Time	Status Update**	Definition	Example
1	15 minutes	1 hour	- Defect causing the product to be unusable - Major function is unavailable with no acceptable bypass/ workaround	Critical service issue with an in-production service unavailable or unusable with no workaround.
2	2 business hours	2 business hours	- Major function is unavailable but acceptable bypass/workaround is available	Issue critically impacting service. Service does not work as expected, with no feasible workaround.
3	4 business hours	1 business day	- Defect causing a minor function to be disabled - Some function is not working correctly with minimal impact to user community	Service does not work as expected but a workaround is available.
4	8 business hours	1 business day	- Defect is not time critical - Defect causing no function to be disabled - Does not impact user community - Question	Support inquiry regarding services functionality.

4. Further Information



Contact us

For more information, please contact your
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The Insight Public Sector logo, featuring a stylized red icon followed by the word "Insight" in a black sans-serif font, with "PUBLIC SECTOR" in a smaller font below it.