



CloudCare Elite: Proactive Ongoing Support Management

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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. Services

Service Name

CloudCare Elite: Proactive Ongoing Support Management

Service Description

Comprehensive, proactive cloud support for organisations seeking seamless operations, rapid issue response, and tailored optimisation in their cloud environments.

Features

- 24/7 incident response and resolution for cloud platforms
- Dedicated service management with proactive health monitoring
- Custom ticketing workflows for diverse support needs
- Routine cloud environment health assessments
- Escalation management with expert technical resources
- Continuous service improvement recommendations
- Integration support for multi-vendor cloud solutions
- Flexible remote and on-site support models
- Monthly performance and utilisation reporting
- End-user and admin support for troubleshooting and guidance

Benefits

- Minimises costly downtime through rapid issue resolution
- Improves operational efficiency via proactive cloud management
- Reduces internal IT workload and skill gaps
- Ensures cloud environments are compliant and secure
- Enhances user productivity with expert-led support
- Facilitates smooth scaling and cloud optimisation
- Strengthens governance with transparent reporting
- Streamlines vendor management and integration challenges
- Supports continuous innovation with best-practice guidance
- Provides predictable support costs for budgeting certainty

Constraints

Client must provide necessary access; third-party vendor SLAs may impact resolution times.

CONTACT US

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