



Rapid Cloud Incident Response & Technician Dispatch

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.

3. Services

Service Name

Rapid Cloud Incident Response & Technician Dispatch

Service Description

A premium managed service delivering swift, expert technician and parts dispatch for businesses reliant on cloud environments seeking minimal downtime and operational assurance.

Features

- 24/7 remote cloud support with dedicated service coordination
- Proactive incident detection and ticket prioritization
- Rapid onsite dispatch of certified technicians
- Guaranteed delivery of OEM-certified replacement parts
- Multi-tier escalation management for critical issues
- Integrated tracking and SLA adherence dashboard
- Automated progress updates and case management
- Seamless integration with existing ITSM tools
- Root cause analysis and continual service improvement
- Comprehensive reporting and trend analysis insights

Benefits

- Minimize downtime with fast, expert onsite remediation
- Protect business continuity and customer trust
- Optimize IT resources with streamlined incident handling
- Reduce operational risk from prolonged outages
- Improve compliance with industry uptime standards
- Enhance visibility into cloud support performance
- Extend the lifespan of IT investments
- Boost end-user satisfaction through rapid resolutions
- Enable scalable support for evolving cloud platforms
- Lower total cost of IT operations with managed dispatch

Constraints

Requires defined escalation procedures and on-site access; limited to covered hardware and cloud platforms.

CONTACT US

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