



Service Management as a Service

GCloud 15 Pricing Information

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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 Pricing

Service Category: Cloud Support Services

Service Delivery Team: Service Governance and Delivery Assurance

Service Offering: Service Management as a Service

Service Description

Insight's Service Management as a Service (SMaaS) delivers world-class, ISO20000-certified service management capabilities on demand. Our modular approach ensures you receive the right blend of expertise, technology, and governance to drive operational excellence, reduce risk, and accelerate business transformation. Whether you need to establish core ITIL practices or a comprehensive service management suite, Insight is your trusted partner for scalable, future-ready service delivery.

Pricing Structure & Components

Insight's Service Management as a Service is available in 2 groupings:

1. **The Core Service:** Including delivery of five ITIL practices and an aligned Service Delivery Manager (SDM)
2. **Optional Components:** Individually available and selected based on business requirements

The Core Service has a minimum monthly charge of £2,000 and then volumetric charging per activity type for any activity above the minimum charge threshold.

The table below shows indicative pricing for the Core Service:

Core Service Pricing			
Service Practice	Minimum Volume (per month)	Cost Per Activity Type (below minimum volume)	Cost Per Activity Type (above minimum volume)
Core Service Monthly	£2,000 per month		
Incident Mgt	50 New Incidents	£0	£10
Problem Mgt	10 Open Problems	£0	£25
Service Request Mgt	25 New Requests	£0	£10
Service Level Mgt	5 SLAs Managed	£0	£500
Change Enablement	5 Changes Raised	£0	£50

Additional Services can be purchased on the same basis as the core service, with a minimum volume level applied and subsequent volumetric charging. Any changes to the in-scope service components must be via a Contract Change Note (CCN) and be approved by all parties.

Additional Service Pricing				
Service Practice	Minimum Volume (per month)	Minimum Charge (per month)	Cost Per Activity Type (below minimum volume)	Cost Per Activity Type (above minimum volume)
Major Incident Mgt	3 Incidents	£500	£0	£100
Risk Mgt	30 Open Risks	£350	£0	£10
Continual Improvement	25 Open Improvements	£350	£0	£10
Customer Experience	4 Client Survey Rounds per year	£350	£0	£250
Knowledge Mgt	50 Knowledge Articles	£350	£0	£5
Configuration and Asset Mgt	100 Assets Managed	£350	£0	£2.50

Pricing Notes

All pricing is exclusive of VAT and/or any other applicable taxes at the time of invoicing.

4. Further Information



Contact us

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