



INSIGHT DIRECT (UK) Ltd.

Service Management as a Service

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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 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, ISO 20000-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.

Service Overview

Insight's SMaaS is designed for organisations seeking world-class service management without the scale or experience to build this capability in-house. We provide access to ISO 20000 certified toolsets, processes, and people on an 'as a service' basis. Our service is modular and can be tailored to your requirements, whether you need core ITIL practices or a comprehensive suite.

Service Summary

Service Management and Governance processes form the beating heart of any service team. When selecting a partner to deliver these critical services on your behalf, it is important that the partner you choose has both the experience and expertise to deliver.

Insight's Service Governance and Delivery Assurance team provide Service Management and Governance services across a vast range of clients and technology services across the globe. Certified to ISO 20000 and working to the principles of ITIL v4, our team have both the expertise and experience to deliver world class Service Management on your behalf, supporting both your internal teams and external partners.

Our service is modular in nature and can be tailored to meet your requirements. Our core service includes 5 key ITIL practices as standard. It also includes an aligned Service Delivery Manager to ensure a strong working relationship is in place between your team and ours and to provide a formal monthly governance structure for us to report back to you on the quality of our delivery to you.

There are then six additional ITIL practices which are available depending on your business requirements and rate of change.

Service Management as a Service					
Core Service (5 Practices)	Incident Management	Problem Management	Service Request Management	Service Level Management	Change Enablement
	Service Delivery Management				
Additional Practices	Major Incident Management		Risk Management		Continual Improvement
	Customer Experience		Knowledge Management		Config and Asset Management

The Core Service includes the following:

- **Incident Management:** Governing the restoration of service to your users
- **Problem Management:** Using proven proactive and reactive techniques to prevent service disruption
- **Service Request Management:** Managing the timely execution of end user requests
- **Service Level Management:** Ensuring all parties in your eco-system are delivering their obligations
- **Change Enablement:** Managing the safe and effective execution of change in your environment
- **Service Delivery Management:** An aligned SDM to lead our working service relationship

The optional service components include:

- **Major Incident Management:** Leading and communicating the resolution of high impact service incidents
- **Risk Management:** Providing a framework to ensure risks are identified and mitigated
- **Continual Improvement:** Ensuring your services constantly evolve and improve
- **Customer Experience Management:** Measuring and managing the satisfaction of your end users
- **Knowledge Management:** Ensuring we capture and share best practice for preventing and resolving issues
- **Config and Asset Management:** Ensuring we know where your assets are at all times

Whilst we know our services will deliver value and effectively support your business outcomes, we also know that providing you assurance of this is key. As such we have defined KPIs against each of our practice areas and these will be shared with you by your Service Delivery Manager on a monthly basis.

Service Dependencies

At Insight, we believe that good data should be at the heart of all of the decisions we make when managing services for our clients. Users of our SMaaS service will typically make use of the Insight ServiceNow platform for their Service Management processes. Onboarding your users and teams into our platform enables us to leverage our pre-built automation and reporting, ensuring that as soon as you join the service, we can start adding value.

If you already have an IT Service Management (ITSM) system in place, it is possible for Insight to manage your services using it, though we may require your support to develop reporting and it may be that we cannot deliver the full service if supporting functionality is not available.

Commercial Structure

All of our services are sold on a volumetric basis, based on the number of components delivered through the service each month, though some practices such as Major Incident Management have a minimum charge.

There is a minimum charge for the Core Service, but then all charging beyond that point is volumetric with a tiered pricing structure, applying discounts for higher volume services.

The service is offered with a minimum 12-month contract and includes an onboarding fee which can be spread across the first year.

4. Further Information



Contact us

For more information, please contact your
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 **Insight**
PUBLIC SECTOR