



SaaS & PaaS Operations Excellence: Managed Public Cloud Care

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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

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Service Description

A premium lifecycle management service for mid-to-large enterprises seeking proactive, expert support for their SaaS and PaaS environments in leading public clouds.

Features

- 24/7 monitoring and incident response for SaaS/PaaS platforms
- Lifecycle management of subscriptions, users, and access policies
- Automated patching and compliance for supported cloud services
- Vendor liaison and escalation management for critical incidents
- Proactive optimisation of configurations and spend analysis
- Integration support with enterprise identity and security solutions
- Custom reporting on performance, usage, and compliance metrics
- Periodic health checks and continuous improvement recommendations
- End user onboarding, training coordination, and knowledge transfer
- Quarterly service reviews and strategic roadmap alignment

Benefits

- Reduce operational overhead and free internal IT resources
- Ensure high availability and rapid resolution of SaaS/PaaS issues
- Maximise ROI through spend reduction and usage optimisation
- Stay compliant with evolving regulatory and security requirements
- Accelerate adoption of new cloud features and innovation
- Lower business risk with proactive incident prevention
- Empower your workforce with up-to-date training and support
- Gain visibility and control with tailored reporting and analytics
- Benefit from expert partnership and best practice guidance
- Align technology investments with evolving business objectives

Constraints

Scope limited to supported public SaaS/PaaS platforms; requires existing cloud tenancy and licensing.

CONTACT US

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