



IT Service Management Excellence Program

G Cloud 15 - LOT2A

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

IT Service Management Excellence Program

Service Description

A comprehensive consulting and implementation service optimizing IT service management for enterprises seeking operational agility, compliance, and continual improvement.

Features

- Assessment of current IT service management maturity and framework alignment
- Tailored IT service management process design and implementation
- Integration of ITIL and industry best practices for process enhancement
- Configuration and deployment of ITSM platforms and toolsets
- Workshops and training for IT staff and service owners
- Change and incident management workflow optimization
- Automated service request and ticketing workflows development
- Service performance reporting and KPI dashboard setup
- Ongoing governance and continual improvement planning
- Knowledge transfer and operational documentation delivery

Benefits

- Enhances service quality and reliability across IT operations
- Reduces incident response and resolution times measurably
- Drives alignment with regulatory and industry compliance standards
- Empowers IT teams with modern, automated workflows
- Improves stakeholder satisfaction and end-user experience
- Enables proactive risk management and service availability
- Delivers data-driven insights for IT decision-making
- Streamlines change management for business agility
- Supports cost optimisation through process efficiency
- Accelerates time-to-value for ITSM investments

Constraints

Requires client stakeholder engagement, access to existing systems, and executive sponsorship.

CONTACT US

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