



Managed Office 365

Everything you need to support your organisation and gain return on investment

Business challenge

Managing day-to-day IT operations while modernising and future-proofing your solutions can seem impossible. Overloaded architects and administrators spend more time helping end users, reacting to incidents and managing tasks than thinking about the future of IT in your environment, and the cost and scarcity of new talent makes it difficult to get them the help they need.

Our solution

Insight's Managed Office 365 service can help. We take on the operational management of your environment so that your team can pay attention to driving modern technology solutions for your business. Insight's team of experts provides:

- Tenant administration, including incident resolution and administrative task management.
- Architectural guidance that will drive continuous improvement in your environment.
- A dedicated Service Delivery Manager and Client Success Manager to ensure your Insight services are delivering to maximum potential and to greatest effect for your business.

What's Included

- **Onboarding:** Insight's Managed Services transition team will help get you started, including service portal tenant integration.
- **Incident management:** Admin-to-admin incidents reported are routed to our Microsoft 365 engineering team via phone, portal or email request. Tenant-wide service outages are escalated to Microsoft.
- **Request management:** Unlimited support for a wide range of requests across Microsoft 365 administration.
- **Engineering Hours:** Additional access to our Microsoft 365 engineers beyond standard incident and request management.
- **End-user support:** Escalated end-user support, which seamlessly integrates with the support included in Insight Cloud Care Advanced for Microsoft Office 365.

Benefits:

- Improve bandwidth for IT resources
- Access world-class Microsoft 365™ expertise
- Realise returns on your Microsoft® Office 365 investment
- Predictable per user, per month cost

Why Insight for Microsoft

- 2021 Worldwide Partner of the Year in Solution Assessments and Azure Migration
- Microsoft Solutions Partner for all Solution Areas

Get started.

To learn about pricing and how to begin, contact ANZ_DI_Sales@insight.com



1800 189 888
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Reports



Monthly: Service status (e.g., number of incidents, consumed hours, etc.) and technical reports delivered by your assigned Service Delivery Manager.

Biannually: Road-mapping sessions delivered by a Microsoft 365 architect.



About our Service Desk

Gartner 2021 Magic Quadrant for Managed Workplace Services for the fifth consecutive year



1,000,000+ end users supported

2,000,000+ tickets handled per year



450+ technicians

24/7/365

Level 1-3 support

25+ years of Service Desk experience



19 countries of supported clients



ServiceNow ITSM incident management system

Why Insight for Microsoft?

Few can compare with our relationship with Microsoft. Partners for 30 years and counting, we are the largest Microsoft global partner with more than 5,000 consultants and 1000 dedicated Microsoft resources globally. Our best-in-class capabilities, unmatched expertise, and ability to successfully deliver solutions built across all areas of Microsoft technology have earned us numerous recognitions.

7 Microsoft Solutions Partner Designations, including:

- Solutions Partner for Microsoft Cloud
- Solutions Partner for Modern Work
- Solutions Partner for Security

12 Specialisations, including:

- Adoption and Change Management
- Calling for Microsoft Teams
- Teamwork Deployment



Microsoft Partner Awards, including:

- 2022 Microsoft Surface Reseller Partner of the Year
- 2022 Microsoft Surface Hub Reseller Partner of the Year
- 2021 Solution Assessments Partner of the Year
- 2021 Migration to Azure Partner of the Year
- 2021 Microsoft 365 & Surface Solution Selling Partner of the Year



2,500 Microsoft certifications globally

About Insight

Insight Enterprises, Inc. is a Fortune 500 solutions integrator with more than 11,500 teammates worldwide helping organisations accelerate their digital journey to modernise their business and maximise the value of technology. We enable secure, end-to-end transformation and meet the needs of our clients through a comprehensive portfolio of solutions, far-reaching partnerships and 33+ years of broad IT expertise. Rated as a Forbes World's Best Employer and certified as a Great Place to Work, we amplify our solutions and services with global scale, local expertise and a world-class e-commerce experience, realising the digital ambitions of our clients at every opportunity.

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