



# 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

## Insight awards

- 2021 Worldwide Partner of the Year in Solution Assessments and Azure Migration
- Microsoft Gold Partner
- Certification in 12 Advanced Specialisations across Microsoft Azure, Modern Work and Security

## Get started.

To learn about pricing and how to begin, contact [ANZ\\_DI\\_Sales@insight.com](mailto:ANZ_DI_Sales@insight.com)

1800 189 888  
[au.insight.com](http://au.insight.com)

0800 933 111  
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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.

**Quarterly:** Business reviews and service status, environment reporting and end-user adoption.

**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

## 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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