



Channel Partner Solution Brief

OneCall Support Services

Your single point of contact for Microsoft Azure and Microsoft 365 product support.

How does a business stay relevant in a fast-changing world? Organisations need to transform. IT leaders need to look for opportunities to drive efficiency. Managers of IT organisations need to free up their teams to focus on innovation.

There are potential benefits to be attained from the consolidation of technologies into hyperconverged and cloud, as well as shorter development cycles. However, there is also often plenty of room for improvement within IT operations. Key considerations include such things as: How can you optimise? How can you reduce rework?

How can you improve troubleshooting and IT staff experience? How can you leverage a third-party to help you better prioritise and address key business objectives?

Insight OneCall™ offers round-the-clock support for your Microsoft Cloud products all under a comprehensive and consolidated service contract. It can help you address current priorities and enable your IT organisation to deliver more value for business. Insight clients choose OneCall over other options for multi-product support because it allows them to go from issue to resolution with one committed partner and offer that support also to their customers. Our team doesn't just understand the technologies you have in place, but how they work together in your unique environment. We help our clients modernise and secure critical platforms to transform IT. We believe data is a key driver, hybrid models are accelerators, and secure networks are well integrated.

- Cost-effective real-time support for streamlined issue resolution
- Fast access to support engineers – we get you to the right skill set, right away
- Flexible support
- Make one call to address various issues

Realise meaningful results.

Staying viable in the modern world is a balancing act between managing day-to-day needs and driving transformation. Insight OneCall can help you address current priorities and enable your IT organisation to deliver more value for the business.

- **Augmented cloud support capabilities** - through access to a wide range of cumulative engineering knowledge, Insight OneCall Support Services deliver results from every interaction.
- **Minimise business disruption** - speedy issue resolution ensures optimal systems performance.
- **Focus on innovation not on keeping the lights on** - free up your IT teams to drive new transformational projects and deliver value back to the business.
- **Control expenditures** - consolidating your support contracts into one unified model delivers better visibility on spending.

Our partner  Microsoft

Don't just call — resolve.

Serving as your first line of support, our support engineers are available to begin the problem resolution process immediately upon your first interaction with Insight. OneCall includes end-to-end problem determination and quarterly service reports. In addition, enables you to add extra support hours to your service, ensuring a flexible and efficient way to incident resolution whilst meeting your unique requirements.

Not a middleman

Our support teams work directly with you to resolve incidents in the most efficient way.

Full-stack expertise

Get skilled support from highly qualified support engineers.

Fast as possible

Average response time of 15 minutes for critical/P1 issues lets you contain risk and improve business continuity.

A consistent approach for Microsoft support.

Hundreds of clients choose OneCall over other options for multi-product support because it allows them to go from issue to resolution with one committed partner. Our team doesn't just understand the technologies you have in place, but how they work together in your unique environment.

In addition, our common service framework delivers a consistent support model across a range of Microsoft Cloud technologies, helping clients augment their existing IT capabilities.

Common Support	OneCall
Hours of operation: English*	24/7
EMEA based Service Desk	✓
Phone Support (P1 only)	✓
Ticket based via Service Portal	✓
Quarterly Service Review & Reports	✓
Response time to initial ticket request (P1/P2 hours)	15 mins/30 mins
Response time to initial phone call	30 secs
Maximum named contacts	5/40 depending on selected plan
Incident - advice and guidance	20/40 hours depending on selected plan
Onboarding & Orientation	✓
Additional hours	✓

* DE/FR/ES/IT/NL/SE languages provided as 'best endeavors'.

Meaningful solutions driving business outcomes.

We help our clients modernise and secure critical platforms to transform IT. We believe data is a key driver, hybrid models are accelerators, and secure networks are well integrated.

Our end-to-end services empower companies to effectively leverage technology solutions to overcome challenges, support growth and innovation, reduce risk and transform the business.

Looking for even more operational support?

Ask us about our range of critical services for IT transformation, from assessment to migration and optimisation.

About Insight

At Insight, we define, architect, implement and manage Insight Intelligent Technology Solutions™ that help your organisation run smarter. We will work with you to maximise your technology investments, empower your workforce to work smarter, optimise your business and create meaningful experiences.

For more information, please contact your Insight Account Manager.

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