



Insight OneCall Support Services

**Your one-stop
product support**
for Microsoft Azure
and Microsoft 365



MARKET

Work smarter, with lower costs

As a Service Provider, these days you have to act on many fronts at the same time. Your customers want a faster and more flexible service. Your organization needs to work smarter and with lower costs. To stay ahead of the competition, you need to innovate. But where do you get the manpower and time from if your IT staff are busy maintaining the infrastructure? Your IT department is under pressure as they struggle to solve customer issues as quickly and adequately as they want.

Insight helps you free up valuable IT resources by accelerating IT incident resolution with a comprehensive and expert support package: Insight OneCall Support Services.

Insight OneCall Support Services

OneCall is Insight's 24/7 support service for Microsoft Azure and Microsoft 365 cloud services. With the aim of supporting you in solving customer challenges, minimizing downtime and optimizing your business continuity. Round the clock, as you want it.

Optimize your customer service levels and improve support times, costs and efficiency.

Our commitment to you



Business continuity

You have direct access to our support team for the quick resolution of IT incidents. We minimize downtime by solving your problem instantly or immediately calling in the right specialist.



Focus on innovation

Immediate problem solving means less stress and more time for your IT staff. With that time and energy saved, they can take on other, more innovative work and deliver more value to your business.



Cost control

By consolidating Microsoft support contracts under one umbrella, you will solve issues with only one call to address multiple challenges at once and save costs.



Improved customer service levels

Improve your customer service levels through our expert 24/7 support service, backed by Microsoft Premier Support, if needed.

Count on our support

Immediate expert action on your call

A team of qualified and seasoned engineers will have knowledge of your business and technology from the ground up, and have the right skillsets to solve any issues as you raise them. As an extra guarantee, our service has exclusive backup by Microsoft Premier Support with additional, direct support from Microsoft, if needed.



Free up valuable IT staff to deliver more value to your business

The OneCall Support Services framework

Through access to a wide range of cumulative engineering knowledge, Insight OneCall Support Services help you resolve issues quickly and accurately.

You can count on us for efficient and comprehensive results with every interaction.

- 24/7/365 high-quality support
- Microsoft Azure and Microsoft 365
- Full-stack expertise delivered by qualified engineers
- 3 support centres across EMEA
- English spoken; DE/FR/ES/IT/NL/SE spoken if available
- Efficient problem solving through direct interaction
- Quick response time; 15 minutes average for critical/P1 issues
- Quarterly service review and feedback reports

Why Insight?

The answer is easy: we have a well-trained team of experienced cloud solution experts, product specialists and business consultants with more than 25 years of broad expertise in traditional IT, cloud and everything in between. Our team has been working with Service Providers like you across Europe for many years, providing valuable time, knowledge and support in many hybrid scenarios.

It is their day-to-day business to stay on top of all the latest developments around licensing, technology and IT business strategy and share it with partners like you. That is why we dare to say that we know what drives and challenges your business and success. So that you remain attractive to your customers and profitable as an organization.

Let us help you to look forward.

Contact your dedicated account manager for more information.