



# INSIGHT SERVICES

## FAST FACTS

- Centralized and Field Delivery Capabilities
  - Custom and Advanced Integration Labs
  - 1,100+ Services Professionals
  - 3,000+ Technical Certifications
  - Deep Experience Implementing Advanced Technologies
- 24x7 Network Operations Center
  - Remote Operations through Full Business Process Outsourcing
- Proven Methodology
  - Plan, Deploy, Operate and Refresh
- Professional Project Management

## TECHNOLOGY CREDENTIALS

- Company Certifications
  - Cisco Gold Certified Partner
  - Microsoft Gold Partner
  - HP Elite Partner
  - IBM Premier Business Partner
  - Juniper Elite Partner
- Advanced Specializations
  - High Performance Systems and Storage
  - Managed Services
  - Unified Communications/Collaboration
  - Security
  - Wireless LAN
  - Routing & Switching
  - Virtualization
  - Microsoft AD, Exchange and Collaboration
  - Unified Contact Center

Providing technology solutions means more than just offering technology products; it should also include a services portfolio designed to provide optimum performance throughout the IT lifecycle, maximizing the value to your business.

Insight is a leading provider of technology solutions in the U.S. with expertise in planning and design, integration and deployment, management and cloud, and maintenance and warranty services. Our deep experience includes working with clients in the areas of commercial (SMB), enterprise, education and public sector.

## PLAN

Planning is essential – it identifies your strengths, flags potential weaknesses and allows your business more fiscal and creative flexibility in the days to come. With more than 300 architects, consultants, engineers and product managers, Insight uses unmatched technical expertise to design a plan that serves your needs and lives within your budget.

### Strategy and Assessment Services

- Infrastructure assessments
- Virtualization assessments
- Network assessments

### Design Services

- Server and storage design
- Data center network design
- Converged infrastructure design
- Implementation planning
- Proof of concept
- Operational and strategic planning

## DEPLOY

Simplify the deployment of new technology into your environment with Insight's Integration and Implementation Services. Count on Insight's certified technicians to perform a wide range of services from software imaging and hardware configuration to complex builds of rack servers and networks in Insight's state-of-the-art ISO 9001:2008 certified labs.

### Integration Services

- Highest level of customization
- Manage and implement large-scale network rollouts and overall technology refreshes
- Loads apps, adds IP addresses and passwords, joins domains
- Speeds on-site installation
- ISO 9001:2008 certified, 100% QA testing

### Services Provided for Servers and Network Infrastructure

- Completely assembled rack solutions
- Fully-configured network operating systems
- Custom desktop and notebook configurations
- True plug-and-play LAN solutions (LAN-in-a-Can)
- Client connectivity to network to ease image management
- Custom image loads



## Implementation Services

- Infrastructure engineering
  - Server, storage, network and virtualization
  - Detailed/low-level design
  - Configuration and documentation development
  - Installation, testing and validation
- Project managed
  - PMP certified project management
  - Proven methodologies and experience
  - Deliver projects on time and on budget
- Multi-site deployment
  - Large scale deployment of assets (usually 1000s)
  - 100s or 1000s of geographically disparate locations
  - Multiple business unit or company divisions
  - Fixed or limited deployment window
  - Centralized command and control

## OPERATE

While you may have the expertise to manage complex systems, demanding users, overworked personnel and shrinking budgets yourself, the time and resources required can easily distract you from business-critical issues. Insight provides services that enable you to scale cost effectively and quickly address evolving business priorities, whether at the inception stage or as part of your long-term management.

## Management Services

### Remote Network Operations

- Audited processes (SAS70 type II)
- 99.9% SLA achievement
- 15-minute priority-1 SLA
- 24x7 ITIL-based service desk
- Complete network visibility and reporting
- 98% client retention

### Mobility Management

- Mobility Lifecycle Management
  - Cell and Blackberry
  - Provisioning
  - Device managed
  - End user support
  - Plan optimization

### On-Site Programs

- Customized, SLA-based services for IT operational support
- Typically includes three or more Insight Services
  - Program management
  - Lab/integration
  - Service desk
  - Desk-side support
  - Remote operations
  - Depot
  - Break-fix
  - Disposal

## INSIGHTCLOUD SERVICES

Transitioning or implementing cloud services in your IT environment requires some specific skills and resources. InsightCloud can help and will ease your transition to the cloud with a range of professional services for planning, deploying and operating. The InsightCloud team of certified experts draws on the experience of helping hundreds of clients – representing more than two million seats – to implement and manage a wide range of cloud solutions in their businesses. Here's a look at how Insight can help you.

- InsightCloud messaging assessment
- QuickStart setup and premium migration services
- InsightCloud hosted Exchange implementation
- InsightCloud hosted SharePoint implementation
- Customer care services
- Mail migration

Through our InsightCloud Solutions Center, you can learn, shop, provision and manage online immediately with best-in-class solutions from the industry's leading service providers.

## REFRESH

Extend the life of your older technology and avoid unplanned expenses with extended warranties. Our warranty services cover the gamut – from basic manufacturer programs to highly complex solutions. And for repair and replacement of faltering technology, we offer centralized asset removal, refurbishment and redeployment services; our Hot Swap/Spare program; and our carefully documented, EPA-compliant disposal.

### Warranties

We manage basic manufacturer warranties including HP, Apple, Cisco, IBM, Juniper and other OEMs and highly-complex solutions to meet your particular needs.

### Maintenance

- Depot and Repair
  - Hot Swap/Spare Program – Ready-to go inventory minimizes downtime and field time to repair
  - STARS (Service Tracking and Reporting System) – Automated tracking and reporting of your Hot Swap inventory
  - Equipment Centralization – Asset retrieval, refurbishment and redeployment
- Disposal Services
  - Managed asset pick-up, transport and disposal
  - DOD-grade wipe of all data
  - EPA compliant disposal of the asset
  - Online record of the asset destruction

## CLIENT CASE STUDIES

### CERNER

Cerner is the leading U.S. supplier of healthcare information technology solutions that optimize clinical and financial outcomes. Around the world, health organizations ranging from single-doctor practices to entire countries turn to Cerner for our powerful yet intuitive solutions. Cerner offers clients a dedicated focus on healthcare, an end-to-end solution and service portfolio, and proven market leadership.

#### Challenge

Support high availability WAN and security infrastructure at Cerner's client sites

#### Solution

- Over a six-month period Insight's team worked closely with Cerner to create a custom solution to meet unique support requirements including:
  - Stage, configure and deployment services
  - Remote network management for over 1000 routers, switches, firewalls and other devices
  - 12 custom SLAs including 99.999% availability

### ROYAL CARIBBEAN CRUISES

Royal Caribbean Cruises, Ltd. is the world's second-largest cruise line operating about 35 ships with more than 78,000 berths overall. Its three main cruise brands, Royal Caribbean International, Celebrity Cruises and Pullmantur Cruises, carry about 4M passengers a year to about 425 ports.

#### Challenge

Client strategy includes differentiating their cruise experience to passengers through advanced technologies. However, they lacked the capabilities to procure, receive, stage, integrate and test IT required for five new ships in construction.

#### Solution

- Designed ship IT system
- Acquired and staged all HW and SW
- Integrated and tested full system in Insight labs
- Delivered "IT in a box" to European shipyard
- Provide onsite support and remote network management services

For more information, contact your local Insight representative, call 1.800.INSIGHT or visit us online at [www.insight.com](http://www.insight.com) for videos, case studies and more.

## INSIGHT – A WORLD OF TECHNOLOGY RESOURCES

- Global provider of information technology (IT) hardware, software and service solutions to business and public sector organizations
- \$5.1 billion in revenue in 2013
- 5,400 teammates worldwide
- Operations in 22 countries, serving clients in 180+ countries
- 2,300+ product and industry certifications
- Global software reseller
- Software lifecycle support for 80 percent of global Fortune 500
- Number 483 on the 2014 Fortune 500
- Services to plan, deploy, operate and refresh IT
- More than 1,100 consulting and service professionals

