OneCall Support Services

Your single point of contact for multi-vendor 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 cloud and data centre products all under a comprehensive and consolidated service contract.

- Cost-effective real-time support for streamlined issue resolution

- Fast access to engineers – we get you to the right skill set, right away

- Flexible support, including Add-on units to expand the capabilities of your service

- Multiple vendor coverage - make one call to address various technologies

Our Capabilities

CISCO
Partner
Gold Certified

Gold
Microsoft Partner | Azure Expert MSP
Microsoft

NetApp®
STAR PARTNER

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 call to Insight. OneCall includes end-to-end problem determination and quarterly service reports. In addition, our Add-on units enable you to tailor the reach of your service, ensuring a flexible and efficient way to incident resolution whilst meeting your unique requirements.

Not a middleman	**Multi-vendor approach**	**Full-stack expertise**	**Fast as possible**
Our support teams work directly with you to resolve incidents in the most efficient way.	Our portfolio covers a range of leading technology areas, bringing you a single point of contact for your support needs.	Get skilled support from highly qualified engineers.	Average response time of 15 minutes for critical/P1 issues lets you contain risk and improve business continuity.

A consistent approach for multi-vendor 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 cloud and data centre 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	20
Incident - Customer Config & Advisory	50 credits (1hr per credit)
Service Request Fulfillment	✓
Onboarding & Orientation	✓
Add-ons: Additional Credits, Virtual Engineering	✓

* 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.

For more information, please contact your Insight Account Manager.

08-522 100 10 | info.se@insight.com | se.insight.com

Insight. | Cloud + Data Centre Transformation

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 and data centre 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.

Looking for even more operational support?

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