

# Connected Workforce Support Services for Office 365

Insight<sup>®</sup>

Empowering business growth with end user support



Today's IT must always be 'on' to do business effectively and provide excellent customer service. Under pressure because customers expect quick responses, and with a requirement to reduce overall expenditure, IT are unable to focus on helping to grow and develop business.

Insight Support Services relieves the pressure on IT departments by offering both end user and infrastructure support.

Smooth support  
for Office 365



## Business Challenge

Businesses today rely on IT in almost every aspect of their operations, not least when it comes to growth and development. However, with IT departments under increasing pressure to maintain the efficiency of infrastructure, keep applications and services available at all times, and support end users around the clock – while reducing the overall cost of IT service delivery – their capacity to aid growth is clearly hindered.

As modern businesses seek to deliver better customer experiences with IT at their core, the risk to the company's reputation due to IT outages is significant. With so many demands on IT, something has to give...

## Our solution

Insight supports your existing infrastructure and your people, relieving the pressure on your IT department and eliminating the complications of both infrastructure management and end user support.

**"IT departments can only handle so much strain.**

**The pressure must be reduced..."**

With end user support, expert advice is always available. Local language support runs during local business hours, and our UK-based network operations centre is open to enquiries 24/7 – so your IT department can remain focused on core applications.

Additionally, remote monitoring provides visibility of your infrastructure's performance in real time, enabling dynamic incident resolution, optimum operation and reduced strain of managing your IT estate. And in the event something goes wrong, we're on hand to provide remote support to resolve the issue.

Insight drives productivity and stakeholder satisfaction by minimising IT outages, optimising your technology investments, and helping your IT team support the complex systems on which your business depends.

### End user support



- Local language support during business hours
- 24/7 UK-based network operations centre

### Infrastructure support



- Remote monitoring for real-time performance visibility
- Remote IT support and problem solving

For more information please contact your Insight Account Manager.