



Solution Brief

# Insight Managed Monitoring Service

**Focus on innovation while maintaining exceptional operational efficiency and management.**

As your IT infrastructure continues to transform, the number of system-produced alerts and human-generated incidents increase exponentially. Monitoring requirements are also changing and evolving as quickly as the infrastructure, driving full visibility across your environment.

Insight has the scale, expertise, methodologies and tools to reduce incident “noise” and address incidents that have the most significant impact on your business. You benefit by relieving your team of the demands of day-to-day operations and refocusing them on strategic initiatives.

## Business challenge

IT and the way we consume it is evolving more rapidly than ever. Unprecedented demand for always-on and improved customer experience is accelerating this shift. Furthermore, working from anywhere on any device models are adding pressure and complexity to IT teams.

In addition, as workloads evolve, so do the underlying technologies in place to support these; trying to work through the noise created by a monitoring platform becomes increasingly difficult as organisations lack the expertise and economies of scale to manage this rapid evolution.

Finally, with end-users needs changing constantly, your IT teams are expected to be available 24/7, managing and supporting the technologies required by your business to run smoothly and efficiently, all while trying to cope with ever-decreasing operational budgets.

Benefits						
Remove the need to buy and maintain in-house monitoring tools	Resolve specialist skills shortage	Reduce IT Services setup and operational complexity	Free up internal resources to focus on business-critical applications	Improved availability and performance stability	Reduce and predict spend by moving to an OpEx model	Create new cost efficient 24x7x365 monitoring capabilities

## Our solution

Insight's Monitoring Service reduces the costs and complexity of collecting and reviewing information related to your IT environment. By leveraging our expertise in delivering monitoring services across our global customer base, we can provide an enhanced level of event and alert tuning to ensure the monitoring "noise" is removed and relevant alerts and thresholds are assigned to our IT Service Management tool to be resolved.

Underpinned by our 24x7 staffed operations team, our ITIL framework aligned monitoring service provides a complete event and alert management solution.

In addition to responding to events and alerts, we utilise our Problem Management practice to establish the root cause behind events and fix them at the source, reducing outages caused by repetitive issues.

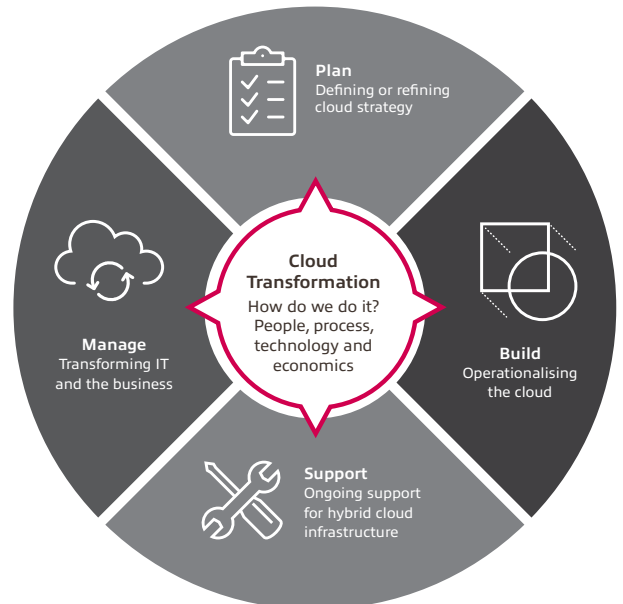
Our monitoring service helps free up your IT teams from spending time on trivial, repetitive, time-consuming tasks like checking if a disk is full, testing virtual machines, or making sure specific windows services are working. By automating tasks, workflows, and reporting, we can unify your monitoring metrics, traces, logs and network performance data across your entire infrastructure.

The Insight Monitoring Service is available as a standalone attachable service, or it can be bundled with other services, such as Patching or our Optimisation and System Administration Service as part of our Hybrid Cloud Managed Services Suite. Whichever you choose, you'll free up your IT team, reduce your capital expenditure on monitoring tools by moving to an OpEx model, and gain valuable budget predictability.

## An end-to-end journey










Our standardised step-by-step approach and services ensure your journey to the cloud is seamless, secure and successful. We'll deliver and manage a total cloud transformation for you across the plan, build and manage stages and will provide management, monitoring and support:

- **Plan** – developing or refining a cloud strategy that syncs business lines and IT groups.
- **Build** – deploying and enabling the new architecture and operationalising the cloud.
- **Support** – resolving IT incidents through ongoing support for your hybrid cloud infrastructure.
- **Manage** – ensuring the new environment is not only manageable but helpful in driving your transformation.



## Why Insight

Our highly skilled experts have a wealth of experience, tools and knowledge, and a deep budgetary and operational understanding of all aspects of the hybrid cloud. We also have partnerships with world-leading technology companies so that you can be confident of the best possible service and monitoring tools for your specific environment.

 Global scale & coverage	 Operational excellence & systems	 Software DNA	 Services Solutions	 Data centre transformation	 Next-generation tech skills	 App dev & IoT expertise	 Insight Digital Workspace™	 Partner alignment
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For more information about the Insight Monitoring Service, please get in touch with your Insight Account Manager.

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