

# Why Insight for Microsoft Cloud Solution Provider (CSP)

Simplify cloud. Control costs.  
Support people.



## Solution Area

Digital Workplace

As organisations scale Microsoft Cloud, they need more than licensing – they need visibility, control and ongoing support. Insight combines Microsoft CSP with enterprise-grade support, reporting and optimisation to help organisations extract measurable value from their cloud investments.

### The Business Challenges Organisations Face

Today's IT and business leaders are under pressure to:

- **Reduce operational overhead**  
Managing licences, renewals and access across multiple portals with limited automation and self-service.
- **Maintain security, resilience and support**  
Always-on environments, growing reliance on Microsoft 365, cloud and hybrid workloads, and rising expectations for expert support.
- **Control spend without limiting innovation**  
Limited visibility into consumption and costs, manual reporting and the need to fund initiatives like AI and Copilot responsibly.

### Insight's Cloud Solutions Approach

Insight's Cloud Solutions bring together Microsoft CSP, Cloud Care Support and Insight reporting capabilities so organisations can manage their Microsoft environments with confidence.

#### Our approach focuses on:

- Control, automation and self-service
- Cost management, billing and renewals
- Security, resilience and continuous support

All delivered through a single, trusted partner with deep Microsoft expertise.

### The Insight CSP Experience



#### Control & Self-Service:

Self-service licence management, instant provisioning and usage visibility, enabling faster response to business needs.



#### Cost, Billing & Renewals:

Flexible billing, co-terms, consolidated invoices and automated renewals to reduce admin effort and improve financial governance.



#### Security & Support:

Enterprise controls including MFA and SSO, supported by 24x7x365 Cloud Care Support to ensure continuous operational coverage.

# Differentiation, Depth & Scalable Support

## Why Insight is Different

Insight delivers a full-lifecycle CSP experience underpinned by deep Microsoft expertise – including all seven Microsoft Solution Partner Designations, 24 specialisations, Azure Expert MSP status, and over 2,500 Office 365 customers supported through 6,400+ Microsoft-focused services.

## Our Commitment to You

With Insight as your CSP partner, you can expect:

- Transparency across consumption, billing and usage
- Continuous operational and technical coverage
- A long term partnership focused on outcomes, not transactions

## Direct CSP Advantage

As a Direct Cloud Solution Provider, Insight operates and supports the customer experience end-to-end, providing greater control, stronger support pathways and commercial flexibility.

- Purpose built CSP portal continuously enhanced based on customer feedback
- Wrap-around licensing, optimisation and advisory services delivered by Insight
- Faster escalation via Global and APAC Partner Development Managers and Partner Solution Specialists
- Commercial flexibility across CSP, EA or hybrid models based on customer needs

## Activating Value Beyond Licensing

### Workshops, Assessments & Funded Engagements

Microsoft aligned workshops and assessments to understand current environments, identify optimisation opportunities and build roadmaps across Microsoft 365, security, Azure and AI.

### Ongoing Optimisation & Governance

User and licence profiling, Microsoft 365 optimisation, SAM360, cost and consumption analysis to ensure long term value – not just point-in-time outcomes.

### Managed Services:

Targeted managed services across Managed Azure and Managed Security (Microsoft XDR) to support business critical workloads and reduce operational risk.

## About Insight

Insight Enterprises is a leading Solutions Integrator that helps clients solve technology challenges by combining the right hardware, software, and services. We're a global Fortune 500 technology company with a network of over 6,000 partners and experts around the world who provide access to end-to-end IT capabilities. For more than 35 years, we have delivered and optimised technology solutions for our clients efficiently, effectively, and safely. We are rated as a Great Place to Work, a Forbes World's Best Employer, and a Fortune World's Best Workplace. Discover more at [au.insight.com](http://au.insight.com). NSIT-M