

Cloud enablement support

Insight's cloud enablement support team can assist you with placing orders or if you are having technical issues with the Insight Cloud Management Platform order-entry tool. They can also help with provisioning user subscription licenses and syncing your Insight purchases with the Microsoft® Office 365® portal. The cloud enablement support team is available during regular business hours.

Phone: 800.776.3475

Email: cloudenablement@insight.com

Cloud technical support

If one of your customers reaches out to you for help with a technical issue related to a Microsoft cloud service (outage, loss of access, product not working properly, etc.), you can contact Insight's cloud technical support team for assistance. Once resolved, the support team will provide you with a resolution you can forward to your customer. The cloud technical support team is available 24/7 for Sev 1 incidents and during business hours for Sev 2 incidents.

Phone: 800.535.1506

Email: csp.support@insight.com

Service cloud billing

Insight's service cloud billing team can assist you with any questions or concerns you may have about the Microsoft indirect Cloud Service Provider (CSP) invoices you receive from Insight on a monthly basis. The service cloud billing team is available during regular business hours.

Email: svccloudbilling@insight.com

Microsoft product specialists & licensing consultants

Insight's Microsoft product specialists and licensing consultants can assist you with any questions you have about Microsoft product use rights, licensing, program terms or product features. They can also provide assistance with marketing, demand-generation and pipeline-generation activities. For more help with these activities, also be sure to visit the CSP Reseller Toolkit site at insight.com/corecsp, where you will find sales readiness, marketing campaign, banner ad and social network marketing tools. Microsoft product specialists and licensing consultants are available during regular business hours.

David Rasco

Cell: 480.366.7309

Email: david.rasco@insight.com

Microsoft cloud engineering

Insight's Microsoft cloud engineering team acts as a presales technical team to help you provide product demonstrations, have deep-dive technical discussions or determine the scope of a migration. There are Azure® technical specialists on this team as well. The Microsoft cloud engineering team is available Monday through Friday, 8 a.m. to 5 p.m. Central Standard Time.

Email: csphelp@insight.com