



National Architecture Team



Who are we?

The National Architecture Team (NAT) is made up of 85+ pre-sales engineers. This highly skilled and certified team provides remote pre-sales technical support that includes both technical and operational motions for our top-tier server, storage, virtualization, data protection, security and networking partners.

NAT SE's work directly with all account executives and clients to assess their business needs and provide advanced-level technical support for opportunities via conference call, email, and in some cases, face to face.

Which technologies do the team support?

Server, storage, networking, security, data protection and virtualization. Below are the top-tier manufacturers we support:



How can the team help me?

1. If the client doesn't know what they need from our top-tier partners, we gather their requirements, design the optimal solution and leverage Insight service capabilities when possible.
2. If the client knows what they want (i.e., has provided a parts list), we often help identify better alternatives or ensure that the parts list provided is valid. Common examples include identifying bundles that offer more cost-effective pricing or identifying better technological alternatives.
3. We identify promotional programs that offer additional discounting for the technologies being requested and coach deal registration to maximize profitability.
4. We review your client's renewal quote and provide them with hardware refresh opportunities on the End of Sale (EoS) equipment.
5. We assist in managing/updating our larger clients' "standards lists" by keeping them informed of changing technology, EoS notifications or cost-effective bundles.

The NAT adds value and provides a competitive advantage to help drive sales and win profitable business.

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How do I engage the team?

For assistance, please contact the following distribution groups:

- DG-NA-CiscoRemoteSE
- DG-NA-HPERemoteSE
- DG-NA-DellEMCRemoteSE
- DG-NA-VMwareRemoteSE
- DG-NA-PureRemoteSE
- DG-NA-NetAppRemoteSE
- DG-NA-IBMRemoteSE
- DG-NA-LenovoDCRemoteSE
- DG-NA-SecurityRemoteSE
- DG-NA-DataProtectionRemoteSE

Have vendor-neutral or cross-technology / manufacturer support, or general data center questions?

Contact DG-NA-DCTechnicalSpecialist

Need escalation or further clarification?

Contact **Tracey Guercio** for Cisco, **Lynne Philistine** for all other partners.