



Solution Brief

Insight Flex for Devices

Business challenge

The transformation of the modern workplace away from centralisation and toward a more user-focused, technology-driven environment means many organisations need to reconsider their strategies for equipping and supporting the workforce. Flexible, modern device options are required to drive productivity, but a device-driven approach comes with its own complexity. Each device needs to be provisioned, maintained, secured, managed and refreshed, but how do you manage such a multifaceted device ecosystem while balancing the daily demands on IT staff?

Our solution

Insight Flex for Devices provides full device lifecycle care for devices procured through Insight and helps accelerate your adoption of modern IT management. You'll gain the ability to manage the full lifecycle of a device by combining procurement, services, management, end-of-life recovery and refresh in a seamless end-to-end experience with a predictable and manageable payment model.

As a Solutions Integrator with deep relationships with all major technology partners, we're able to offer you flexible and vendor-agnostic device options to best fit your employee personas and business needs. Whether you enable employee choice or use corporate standards, Flex for Devices delivers total control of your fleet to ensure optimal cost and performance outcomes.

Best-fit devices and prices

Insight's long-standing partnerships with global technology partners empower our clients with a wide choice of industry-leading devices. Additionally, pricing is contracted throughout the programme term, eliminating time-consuming negotiations and ensuring you receive the most competitive pricing available for your devices.

Insight Flex for Devices programme features:

- **A custom eCommerce portal** for end-user and IT order placement, management and reporting.
- **Device imaging and optional integration services** saving IT time and effort on provisioning and management.
- **Supply chain services** to free up your space and ensure you can equip employees with the latest devices.
- **Sustainable lifecycle services** to support quick replacement, minimise downtime and increase productivity.
- **Asset tracking** to provide visibility of serialised device names under Insight management.
- **Digital Experience Monitoring (DEM)** to monitor fleet health and employee experience, benchmark against internal goals and automate processes.
- **As-a-service subscription model** ensuring consistent, scheduled device refreshes.
- **Managed Endpoint services** for modern management, provisioning, security and support.
- **Managed Service Desk** for fast and effective end-user support.

Key technology partners



SAMSUNG

Benefits

- Ensure your fleet is delivering optimal cost and performance outcomes.
- Optimise and scale as business needs change.
- Gain control of device spending with a flexible service and one monthly bill.
- Evolve to a modern management model.
- Manage your new and existing fleet while reducing internal workload.
- Improve workforce productivity and satisfaction.

Related services

- Adoption Services
- Managed Workplace
- Managed Office 365
- Insight Managed EDR

Full lifecycle service



Plan

Design the right fleet programme for your business.



Configure

Provision your device to meet specific endpoint needs.



Deploy

Get the right devices to the right people at the right time.



Support

Receive technical support for endpoint functionality.



Maintain

Our expert engineers handle repairs and device swaps.



Refresh

We make the IT asset end-of-life process quick and convenient.



Technical service delivery manager

With you the whole way

Built for this

From our streamlined onboarding process to our vendor-certified support services, Insight has the infrastructure, expertise and resources to deliver unmatched devices as a service solutions. There are several reasons why we're different — and can do more for you than other service providers.

Technical service delivery managers	Facilities and capabilities	Modern methodology	
Each client is assigned a dedicated Insight Client Success Manager. This individual is a single point of contact to assist with long-term lifecycle strategy, programme development and significant issue resolution. They also provide monthly reports and regular reviews.	<ul style="list-style-type: none"> • Five international distribution and integration centers • Customisable inventory management programs and eCommerce • ISO 9001:2015 Certified Labs (US/UK/GER) with comprehensive configuration services • Deployment capacity - 45.5M annually, including drop shipments 	<ul style="list-style-type: none"> • Flexible starting points - on- or off-site • Repeatable models • Vendor-specific best practices • Traditional imaging and modern provisioning 	Insight Flex for Devices simplifies device IT lifecycle management for end users and IT staff, while enabling more value and increased productivity for your entire company.

A true end-to-end partner

Today, technology isn't just supporting the business; it's becoming the business. At Insight, we help you navigate complex challenges to develop fresh solutions and processes. We'll help you manage today's priorities and prepare for tomorrow's needs.

								
Global scale & coverage	Operational excellence & systems	Software DNA	Services solutions	Data center transformation	Next-generation tech skills	App dev & IoT expertise	Digital platform	Partner alignment

About Insight

At Insight, we define, architect, implement and manage Insight Intelligent Technology Solutions™ that help your organisation run smarter. We'll work with you to maximise your technology investments, empower your workforce to work smarter, optimise your business and create meaningful experiences.

For more information about our solutions please contact your Insight Account Manager.

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