

## Insight Delivers Device Refresh Programme for Global Consulting Firm

A global consulting firm, with outdated devices, needed to refresh its PCs, mobiles and laptops while minimising disruption to end users.

With no vendor relationships, IT support or storage facilities, the client engaged Insight to simplify the procurement process and deliver a rolling device refresh programme across its global estate.

### The Challenge

Created as a result of a management buy-out, the client was unusual in that it is a new business with an established global workforce of 1500 users.

As a new entity, the company had no established IT vendor relationships and a lot of its employees were using aging devices that needed replacing. The other issues included limited in-house IT support and no warehousing capability to image and ship devices.

The client needed a cost-effective solution that would simplify the process of procuring and refreshing its devices.

With limited IT resources, lack of time and employees spread across the UK, US and Canada, it wasn't practical or cost-effective for the client to manage the device refresh process itself.



### The Client

Client:

A global integrated HR consulting, benefits administration and technology services firm

Size:

Globally, 2000+ employees

Challenge:

No capability to address the device refresh needs of the workforce.

Insight Solution:

A rolling, device refresh programme

This client offers a portfolio of advisory, analytics, administration, engagement and communication solutions, powered by best-in-class technology, to help fulfil the pensions and aids needs of both employers and employees.

"Insight delivers just what we need – a smooth, ongoing refresh process that ensures our employees can access the devices they need, fully configured with the productivity tools they rely on, when they need them."

## The Solution

Insight's existing global partnership with the client's management team gave them the confidence that Insight is a trusted partner and is able to meet its needs.

Insight delivers the client's Lenovo devices from its UK integration centre using a just-in-time strategy. The service includes managing all components of the process to get the device fully set up and imaged, making it ready for use out of the box. In the US, Insight offers a full lifecycle management service, taking care of collection and disposal of the old asset, as well as delivery of the new device.

By using its global database to track visibility of the company's Lenovo estate, Insight ensures timely device call-offs and delivers a predictable service for end users.

With the ability to process new orders within 24 hours, Insight can also accommodate urgent requests for new devices.

## Key benefits:

- The procurement process for the firm's Lenovo estate is centrally managed.
- Streamlined procurement helps to maximise productivity levels and minimise disruption for end users.
- The customer's IT department can focus on strategic projects instead of spending time imaging and shipping devices.
- The device refresh process is simplified and the client spends less time and money running its fleet of devices.

## The Results Highlights



Predictive refresh minimises disruption to end users.



Enabled the firm's IT team to focus fully on strategic projects.



Simplified procurement process owing to Insight's large-scale, multi-site deployment and logistics know-how.



Reduction in cost and time it takes to refresh Lenovo estate.