

IMI standardises Videoconferencing solution across 50+ countries

IMI is an engineering group specialising in valve and fluid technology. When it needed to upgrade the videoconferencing equipment in its 50+ offices across the globe, IMI was faced with the complex challenge of placing simultaneous purchase orders (POs) in many different countries. Insight provided a single point of contact for all the orders and arranged for the equipment to be delivered directly to each office.

The Challenge

With select IMI offices opening in-line with Covid-19 advice, IMI realised it needed to upgrade its meeting rooms for staff returning to the office after a long period of working from home. As IMI's 50 offices are located across the globe, its purchasing team was facing a significant logistical challenge. Sourcing and supplying the hardware to each individual office would require working in different time zones, communicating in several different languages and placing orders in many different currencies.

To add to the challenge, stock was hard to come by due to Covid-19, and IMI needed the hardware to be delivered within three months. IMI had been given notice by the vendor that the current video-conferencing-as-a-service (VCaaS) platform would reach end of life within a few months. IMI evaluated the upgrade option, but found it wasn't cost effective - so needed to find an alternative very quickly.

With a change required, IMI was also looking to ensure that the meeting rooms were equipped with uniform Logitech conferencing hardware, enabling employees to collaborate seamlessly using Microsoft Teams.

"This was an opportunity for IMI to reduce the costs of our current global videoconferencing solution. By standardising with off the shelf technology, this enables us to integrate fully with our Microsoft Teams Platform.

"Working with Insight, we were able to quickly ship the Logitech devices to the 50+ IMI sites globally, all of which was completed, with the added complexities of the global pandemic."

Martin Carroll, Group IT Security Director & Group Head of IT, IMI plc



Quick Overview

- Founded in 1862, IMI is a global engineering group specialising in valve and fluid technology. It employs around 11,000 people across 30 countries.
- IMI's engineering solutions address key global trends such as climate change, urbanisation and an ageing population.
- IMI needed to renew its videoconferencing hardware in 50+ offices across the globe.
- Insight was able to fulfil the request with just one order – saving IMI the trouble of working with suppliers across multiple time zones, speaking differing languages and trading in varying currencies.

The Solution

Faced with a complex global purchasing and local deployment challenge, IMI turned to Insight as a trusted supplier with a proven track record. Insight had recently helped IMI rapidly enable employees to work remotely by arranging for the necessary equipment to be delivered directly to homes.

IMI now needed to equip its meeting rooms with conferencing hardware that was compatible with Microsoft Teams. It particularly wanted the Logitech Rally bundle, featuring an Ultra HD camera and high-quality audio, suitable for meeting rooms with up to 15 participants.

Insight was able to supply the equipment to EMEA countries directly through its global helpdesk – a dedicated team trained to support global deployments and deal with the intricacies of local trade agreements. However, as some of IMI’s offices are located outside of EMEA countries, Insight worked with its reliable partner network to fulfil the remaining orders.

Insight’s account manager kept IMI constantly updated as the Logitech Rally bundles were delivered to meeting rooms in each of the 50+ countries across the globe. All offices were equipped with matching conferencing hardware, enabling employees to begin collaborating seamlessly using Microsoft Teams.

All of Insight’s orders were invoiced and were satisfied by Insight directly or through its extensive partner network.

The entire process was handled by one Insight account manager, who, thanks to the trusted relationship with IMI – ensured seamless communication and delivery.

The Benefits

IMI staff are now able to easily collaborate using the unified Logitech Rally and Microsoft Teams conferencing set-up across each site.

IMI’s IT department was able to save time in managing a complex global deployment – enabling it to focus on delivering value to the businesses through other projects.

Insight’s solution also vastly simplified the deployment supporting IMI to renew its equipment through just one point of contact.

The Logitech Rally bundles were delivered within the three-month time frame, saving IMI from the risks associated with using out-of-warranty equipment.

“Insight were incredibly helpful in connecting us to Logitech and other providers, so that we could choose the correct solution for IMI.

“Once the solution was selected, Insight were able to oversee the ordering and shipping process, which was overseen by a very helpful account team. This needed a very detailed approach.”

Mark Stanton, IMI Headquarters IT Manager, IMI plc

The Results: Highlights



IMI’s 50+ offices across the globe are now equipped with a uniformed videoconferencing solution, powered by Logitech and Microsoft Teams.



The hardware was delivered and deployed across all sites, before the existing VCaaS platform reached end of life.



All IMI staff are now able to collaborate easily and seamlessly in their meeting room environments, using the familiar Microsoft Teams platform.



The IMI IT team was able to focus on its core responsibilities, rather than managing a time-consuming global purchasing process.