

Technology specialist counts on Insight for urgent desktop supply in NHS ventilator project

A UK-based technology company specialising in defence, aerospace, cyber security and intelligence, was called upon to apply its expertise to the manufacture of medical ventilators.

To support this work, the organisation urgently needed desktops at a time of stock shortages, and Insight was able to deliver within 48 hours.

The Challenge

When the company was awarded the contract to build ventilators for severely ill Covid-19 patients, its manufacturing site in Scotland was pressed into service several months earlier than planned.

There was an urgent need to get the manufacturing facility up to speed. Putting the technology in place to support the project was a vital piece of the jigsaw.

One of the key requirements for the business was to source 20 HPI desktops to be used on-site, and to take delivery of them within 24 hours. This would be a challenge at the best of times, but the request for desktops came in the midst of severe stock shortages across the globe, adding a layer of complexity to the situation.

As the pandemic took hold, more people than ever were working from their homes, and firms were purchasing large numbers of laptops and desktops to enable remote working.

IT equipment was in short supply, but the organisation needed the desktops to avoid delaying the vital work they were doing in supplying the NHS with ventilators and helping to save lives.



Quick Overview

- With expertise in defence and aerospace, the technology company serves commercial, military and government customers worldwide.
- 10,000 people are employed directly and across the technology company's supply chain.
- As growing numbers of Covid-19 patients were being admitted to hospital, the company needed to start production of ventilators without delay.
- Insight sourced and delivered 20 HPI desktops within 24 hours of the request being made.

The Solution

Having partnered with the client for more than ten years, Insight has built up a considerable relationship with the technology company. The organisation therefore knew it could rely on Insight to help with an urgent request.

On the same day it won the contract to manufacture medical ventilators, the organisation asked Insight to procure 20 desktops so that it could begin work as soon as possible.

Insight was able to use its supply chain strength to source and secure the desktops, even in a time when PCs were in very high demand.

To keep within the strict time constraints, Insight communicated clearly throughout the process, beginning by providing an estimated delivery time. Insight then went above and beyond the usual service levels to provide regular updates across 24 hours – reassuring the team that the delivery was on track.

The purchase took place on time and Insight delivered the HPI desktops to a Scottish-based manufacturing site within 24 hours of the request being made.

As a result, the company had all its desktops in place to support the critical work in manufacturing ventilators.

Insight’s prompt action and excellent service made the relationship with the technology provider even stronger. The organisation now has its own e-commerce login enabling the company to make regular online purchases at pre-approved pricing levels, saving time and making procurement more efficient.

The Benefits

- The business had the desktops it needed on time and in place to get its manufacturing site up and running.
- 20 HPI desktops were delivered within 24 hours of ordering, so the business could start production of ventilators without delay.
- The technology provider has the backing of Insight’s strong supply chain enabling the company to source equipment swiftly and smoothly.
- The desktops supported the manufacture of ventilators which help to save the lives of a seriously ill patients.

The Results Highlights



Insight’s rapid 24 hour response to the urgent request for desktops meant life-saving equipment wasn’t delayed.



Regular communication from Insight kept the business up-to-date on delivery – so it could organise resources to start work as soon as the desktops arrived.



The fast supply of desktops reduced downtime in production of vital ventilators.