



Client Story

Fortune 100 Health Insurer Modernizes Device Care to Support Efficiency and Core Business Focus

More than 20 years ago, a health insurance company reached out to Insight for device and software support services. Now one of the top health insurers in the country, the company has several divisions and dozens of subsidiaries. Its current organizational structure makes device and software management, among other business functions, a large and complex endeavor.

Roughly a decade ago, the client took on the task of managing advanced integration, imaging and more pieces of the device lifecycle in-house. The company built and operated its own facility for fulfillment. This was no small feat — with its newfound growth, the company required 8,000–10,000 new devices each month.

Having outgrown its capacity and desire to manage device lifecycle needs, the company determined it would refocus on its core business and bring in a skilled partner to provide fulfillment services and drive modern management. Insight was ready to go. After the client team toured our lab facilities and discussed our delivery model and expectations, they knew we were the partner for them. We had the flexibility and scale they needed.

Operations have been completely lifted and shifted from the company's former in-house facility to Insight's. We're expertly handling imaging, break-fix, PCs, mobility and any new or short-term device needs under a five-year Service-Level Agreement (SLA) of 97%.

Device processes leverage as much automation and integration as possible, depending on the systems in place.

A senior director at the client company recently admitted that he had no idea the company had transitioned device lifecycle services to Insight. The seamlessness of the transition and like-for-like delivery of services is a testament to the effectiveness of the process in place.

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Industry:

Health insurance

The challenge:

To shift away from intensive in-house device services, a Fortune 100 insurance company contacted Insight to help modernize and manage its device lifecycle needs.

The solution:

Insight provided comprehensive services for device lifecycle, mobility support, Windows 10 upgrade and multiple managed services, enabling the client to dedicate more resources to core business functions.

Insight provided:

- Migration of client's on-site device management operations to Insight facilities
- Comprehensive device services spanning procurement, imaging, break-fix, mobility and more
- Automation and integration within device lifecycle management systems
- Managed Workplace solutions for a newly acquired business
- Support for Windows 10 migration and new device deployment

Insight services:

- Managed Services

In-network care

Having grown both organically and through acquisitions, the client has acquired different systems, processes and ways of doing business. Sometimes these acquisitions are integrated into the corporate entity; other times, they aren't.

In one instance, an acquired company was not going to be integrated, but it did need a service provider to help it address emerging needs around its data center and end-user compute operations.

Knowing that Insight was a trusted partner of its parent company, this acquired business looked to us to deliver:

- End-user support for L1–L3 issues
- Managed Endpoint
- Managed Office 365
- Managed SharePoint
- Managed Data Center (compute, storage, network and backup)

There have also been several non-integrated entities that have received Insight's help migrating to Windows® 10. Each of these refresh projects have been executed uniquely.

Activities include:

- Adding thousands of new devices and systems
- Transitioning systems from Windows 7 to Windows 10
- Re-imaging older equipment capable of running Windows 10

Excelling through adversity

No business has avoided the repercussions of COVID-19. As a health insurer, the client has experienced the impacts especially hard, but Insight has been there every step of the way.

The Windows 10 projects all occurred during the pandemic, adding numerous logistical challenges. Technicians traveled by car instead of by plane. Shipped equipment was handled with extreme attention to personal safety.

State departments reached out to the client requesting that it set up COVID-19 testing centers with rapid turnaround times. Such initiatives often demand thousands of device units be provisioned and deployed in days or weeks.

Insight's device teams enabled the client to deliver — we believe there's nothing more important than ensuring testing is available and managed properly.

Virtual healthcare demand has also skyrocketed during the pandemic, and our client needed to orchestrate and supply the delivery of critical health services. We answered dozens of the company's requests for upward of 20,000 tablets to support telehealth solutions.

Today, as the business continues to move workers back into office locations, we've helped to deploy approximately 8,000 new laptops to replace desktops. This way, our client's workers can maintain safe distancing and mobility based on health and safety concerns and protocols.

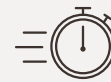
Benefits & outcomes:



Seamless transition
of device lifecycle
services



Use of advanced
automation and integration
for efficiencies



Quick-turn support
for key initiatives
and emergencies

Personalized
services
for non-integrated
entities



20,000+ tablets
deployed for
telehealth



8,000 new laptops
deployed for mobility

~10,000 devices
procured monthly

