



Insight<sup>®</sup>

# Strategic Device Services: A Foundation for Transformation

Device lifecycle management is crucial for any modern organization. Yet, each phase of the device lifecycle presents challenges that take time and resources away from IT teams. Learn why now is the time to choose the right strategic partner for your device services.

# Modern device management is complicated.

Not all organizations are created equal, but they all have one thing in common: devices. No matter which industry your organization is in, devices are a crucial component of your IT ecosystem. Whether you use devices for remote work, classroom learning, point of sale or any other function, keeping your devices up and running makes a meaningful difference to the communities you serve.

Device lifecycle management, however, is no small feat. Each phase of a device's life presents a unique set of challenges. Together, these challenges make device lifecycle management a logistical nightmare for IT administrators.

Between tedious procurement processes, complicated vendor relationships, and an endless cycle of repairs and support, a company spends countless hours managing and maintaining devices. Many organizations either try to handle the whole process in house or partner with one or more Original Equipment Manufacturers (OEMs) for basic assistance. What if we told you there was a better way?

In this ebook, we'll examine common pain points IT leaders face with modern device management. You'll learn how to recognize these challenges in your own environment and address them quickly by leveraging a strategic device services partner.



## Key challenges

If you're experiencing any of the following challenges, you could benefit from a device management partner:

**Employee Experience (EX):** Aging devices and legacy applications make anywhere work challenging.

**Inefficiencies in the device lifecycle:** Legacy device configuration, deployment and management is time consuming.

**Recovering IT costs:** IT needs to show value to the business by demonstrating return on IT investments and reducing the Total Cost of Ownership (TCO).

# Pain point #1: Improving the user experience

We live in an age where device choice is increasingly important for employee satisfaction and productivity. Workers are more discerning than ever about the devices they use, expecting equal or better performance from work technology as from their personal devices. Employees demand tools they can trust, and the data shows that technology makes a notable difference in the employee experience.



For a satisfied and productive workforce, IT leaders need to deliver modern devices that appeal to the user's preference and workstyle.

**49%** of employees consider an organization's technology when applying for a position.<sup>1</sup>

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**44%** of employees say they would leave an organization with substandard technology.

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**85%** of workers want their organizations to provide them with an ecosystem of tested and supported devices and accessories.

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**62%** of employees say having the right device ecosystem makes them more motivated and engaged.

## Never underestimate the power of positive experiences.

User experience is an area of hidden value for IT leaders. While some may take the mindset of “if it’s not broken, don’t fix it,” true leaders understand that providing value drives value.

Equipping users with devices they enjoy using will go a long way toward increasing their productivity. If that’s not enough, a satisfied employee is also more likely to deliver excellent customer service to your consumers. A good user experience trickles into a positive consumer experience — the hallmark of a reputable brand.

Having a services partner to help optimize your device environment not only improves overall efficiency, it also better serves your workforce with a user-friendly experience. Workers equipped with reliable, high-performance devices are more productive and satisfied. And a productive, satisfied workforce is often the key to stronger customer satisfaction.

An IT services partner can help you improve your employee experience by leaps and bounds. In the following case study, learn how we helped a national financial institution build a more user-friendly IT environment for its workforce.





## Case study

### The client

A national financial institution with more than \$250 billion in assets under management

### The story

Trust is the cornerstone of the consumer relationship for a financial institution. Clunky processes and unreliable systems simply don't promote the kind of trust a successful financial service organization needs from its customers.

With corporate, branch and retail offices across the U.S., the client's device and software requirements were extensive. Employees used technology for all sorts of functions — from devices to securely review and process customer accounts to kiosks and applications that supported customers in-branch.

To create a faster, more reliable and user-friendly technology environment, the client knew they needed to streamline and simplify the entire device lifecycle and move toward a modern device management and provisioning solution.



## The solution

Insight created a program for modern device management and provisioning. Through our partnership with Dell Technologies, we were able to integrate the client's hardware and software catalog with software asset management. We also set them up with an online procurement platform that enables purchase of Dell Technologies and other OEM devices through a single point of access.

Insight supports the bank's entire device ecosystem, which encompasses more than 80,000 endpoints, including desktops, laptops, tablets and more. We also provide monitors, peripherals and accessories to equip the bank's back office.

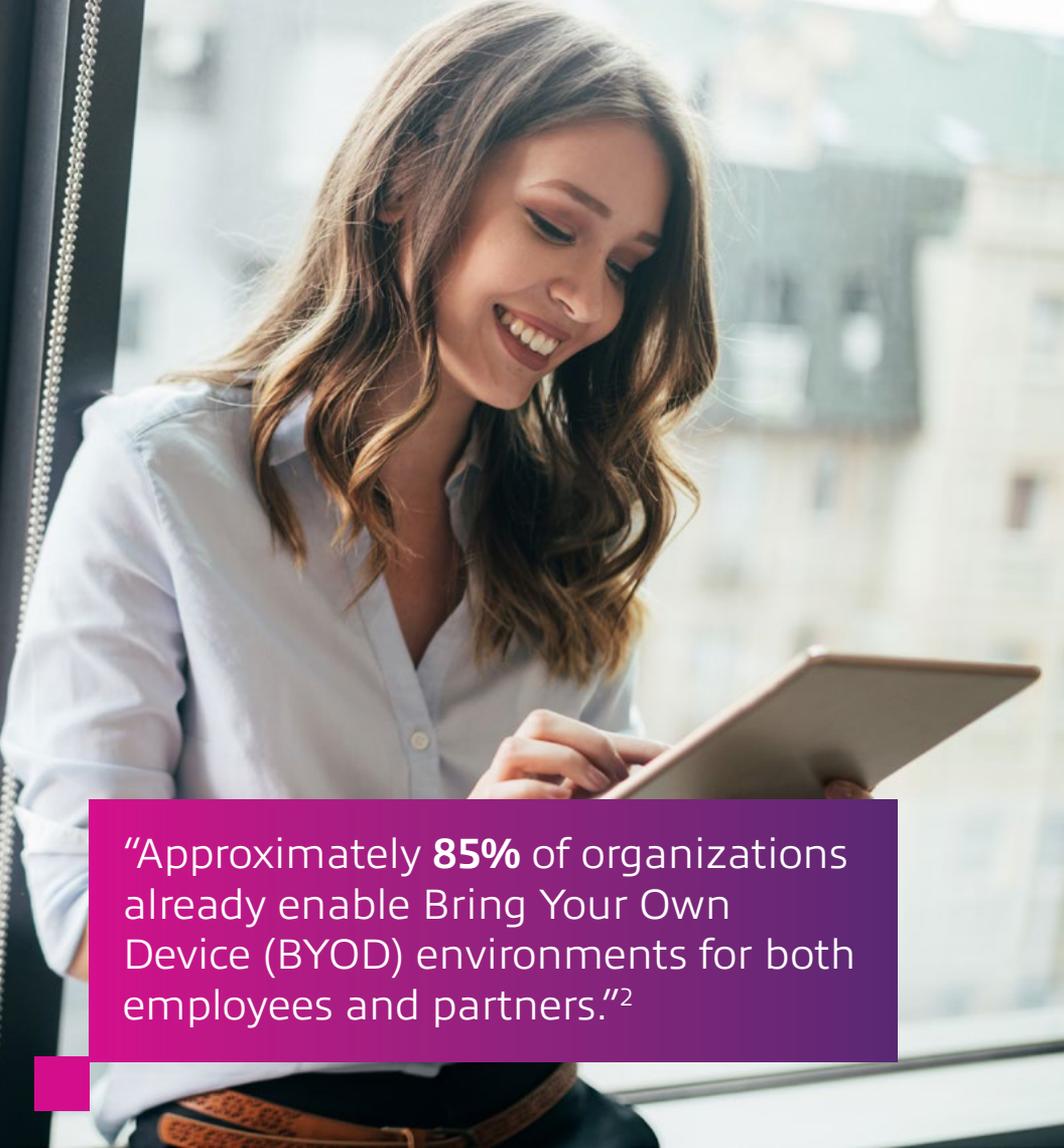
With Insight as their device services partner, the client now enjoys increased efficiency in device workflows — and seamless and timely device refreshes for a work environment that promotes productivity and satisfaction for all.

## Pain point #2: Managing a multi-vendor device ecosystem

If employee experience is a business imperative for your organization, then you may be familiar with CYOD, or Choose Your Own Device. This concept allows employees to select their own device, usually from a catalogue determined by the employer. While this concept is ideal for attracting top talent, it's not easy to manage on the back end.

Becoming a device-agnostic organization isn't as easy as it sounds. Managing devices from multiple vendors is complex — you'll need a robust device management platform and highly organized administration to handle it all. Most companies simply aren't equipped to do this in-house, but having an IT partner on your side can make multi-vendor device management a breeze.

Insight works with multiple partners, including Apple, Dell Technologies, Lenovo, Microsoft and more, to ensure your team has the devices they want and the support they need. In fact, our Device as a Service (DaaS) solution is a simple way to get a CYOD program established for your organization.



“Approximately **85%** of organizations already enable Bring Your Own Device (BYOD) environments for both employees and partners.”<sup>2</sup>

# What is DaaS?

Device as a Service, or DaaS is a bundled solution that combines device procurement, lifecycle services and Software as a Service (SaaS) on a per-device/per-month basis. Here's how it works:

## Step 1:

Select the right devices for your workforce based on their personas. Consider common use cases for your employees and work with our team to determine which devices fit them best.

## Step 2:

Customize your lifecycle services. Insight will work with you to build a lifecycle care program based on your requirements — from as-needed professional services to full lifecycle management.

## Step 3:

Determine any desired software add-ons. We partner with vendors like Microsoft, VMware, Cisco, Google, Zoom and more to provide you with multiple software options for collaboration, connectivity, endpoint protection and Unified Endpoint Management (UEM).

## Step 4:

Choose your payment method. Insight's DaaS solution is available via a monthly subscription model or up-front purchase. At the end of the service term, we'll collect the device through an agreed upon end-of-life process, typically including retrieval, secure data removal and device recycling.

# Case study

## The client

A staffing and recruiting agency with 200 employees

## The story

The client's computers were outdated and no longer met the needs of the sales team who used them. These devices provided such a poor user experience that reliable daily operations were impossible.

In addition to a much-needed refresh, the client wanted to transition their fleet of devices to Apple MacBook Air® laptops. However, the client was unsure how to attain the personalized service and low prices they needed. To make matters worse, the company knew its existing device management software was ill-equipped to serve the business post-refresh.

## The solution

The client engaged with Insight to evaluate its existing environment. They leveraged our partnership with Apple to achieve competitive device prices. After consulting with our team, the client decided Jamf® Pro would be the best device management solution to support their new, Apple-based environment. To streamline the rollout, we ensured every MacBook® Air laptop was equipped with Jamf Pro before deployment.

By providing end users with the devices they requested, the agency has greatly improved its user experience, resulting in higher employee satisfaction, productivity and retention.

# Pain point #3: Simplifying device workflows

One of the most compelling reasons to update your device management strategy is to simplify workflows across the device lifecycle. Procurement alone, for instance, is a tedious process of requests, approvals and negotiations.

As if it wasn't already complex enough, managing the device lifecycle has gotten even more complicated since the arrival of the COVID-19 pandemic and the disruption of supply chains around the world. In a recent survey, more than one-third of IT professionals said device procurement, deployment and management have felt "very challenging" during the pandemic.<sup>3</sup>

Luckily, an IT partner like Insight can help you simplify your device workflows and even address supply chain issues. For example, Insight's procurement platform accelerates the purchasing process by removing barriers between vendors and lines of business. We provide IT services to streamline the device lifecycle across procurement, deployment, maintenance and more.



# Case study

## The client

A multinational hotel group employing 425,000 people

## The story

As an international hotel group, the client needed reliable, uninterrupted device lifecycle services across its hotel operations. It also needed to support the standard of customer care that earned the company its prestigious reputation.

However, managing devices globally for a unified brand experience is a major challenge. Connectivity and uptime are critical, as are speed and convenience.

Hoping to improve its device management in China, EMEA and the UK, the client sent out a Request for Proposals (RFP). In keeping with the group's high performance standards, the RFP had exceptionally specific requirements and Key Performance Indicators (KPIs), as well as differing Service Level Agreements (SLAs) across regions. Few vendors met the criteria.



## The solution

Insight has provided device refresh services for the hotel chain in the U.S. for several years. When the client sought proposals for device management internationally, our team, in partnership with HP, stepped up with a customized plan. Our offering included region-specific delivery models and solutions to provide a unified experience of exceptional service levels across all regions.

The client accepted our RFP and we got to work. Today, we provide them with the following services:

- Device lifecycle services for hotel operations, including procurement, configuration, deployment and maintenance for all servers, switches, desktops, wireless and other components that support workstations in client hotels, with 24/7 service for device performance and device refreshes every 3-4 years
- Support for more than 240,000 devices in North America, including OEM warranty support and forward stocking locations
- Customized procurement catalog and support for processing contracts, managing multiple currencies and submitting requests to integration labs and refresh teams
- Deployment of devices from multiple OEMs across the client's business, primarily leveraging the benefit of Insight's status as an HP Platinum Partner
- Handling of maintenance requests, which are routed through the client's help desk and ticketed directly to Insight Command Center for field service needs

With its device workflows handled by Insight, the client is free to focus on delivering the exceptional customer service they're known for, without interruption or inefficiency.



“With its device workflows handled by Insight, the client is free to **focus on delivering the exceptional customer service they’re known for.**”

## Pain point #4: Refreshing devices

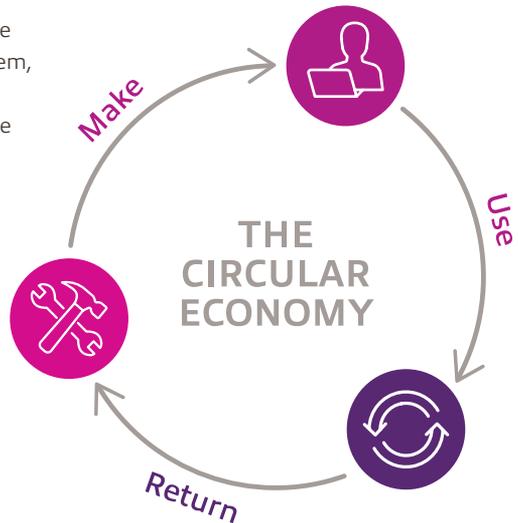
The end of the device lifecycle is perhaps the most critical phase in the whole process. When it's time to retire old devices, do you have a plan to manage all the logistics? If done improperly, device disposal can negatively impact the environment and also put your data and security at risk.

A reputable IT partner can help you securely wipe old devices, recover value from remarketable devices and recycle the rest. For example, Insight's DaaS solution includes lease-end processing, hot swap services, repair, reverse logistics, device disposal and manufacturer warranty replacement facilitation.

Whether you're sticking with the same devices or transitioning to a new system, we'll help you ensure a smooth and secure journey at the end of the device lifecycle.

### The circular economy

DaaS doesn't just make economic sense, it makes environmental sense. Insight helps you extract more value from assets while minimizing waste.



# Case study

## The client

A global entertainment and hospitality company with 300,000 employees

## The story

The client, who had multiple ongoing leases with Apple Financial Services, was losing valuable work time writing quotes, gaining approvals and processing leases. Additionally, two of the client's business units needed to optimize the Apple® device refresh process.

The client's device replacement process was highly inefficient due to the following factors:

- Quote requests were made via email, printed and manually reviewed and processed.
- Leases needed quarterly reconciliation, which involved aggregating serial number, shipment, tracking and RITM data over three months.
- The reporting process was lacking, limiting insights that could have improved the process.



## The solution

Insight identified the biggest inefficiencies in the client's processes and proposed a custom solution. Our team delivered Proofs of Concept (PoCs) developed in conjunction with Apple Financial Services to simplify the procurement process for each of the two business units.

Our service delivery included:

- Device management for all the client's iOS® needs for one business unit
- Refresh of approximately 10,500 iPad® and iPhone® devices
- Various device lifecycle services, from client-reserved inventory and device kitting to custom e-procurement portals

The simplified process has helped the client see substantial efficiency gains. The client is saving 20–30 minutes per order, equating to 20–24 hours per month across the company. The value they've recovered from their device procurement and management can now be re-invested in other strategic initiatives.



## Pain point #5: Reducing IT costs

This pain point tops the list for most IT leaders these days, who are being asked to do more with less every day. Managing the device lifecycle in-house is a drain on IT resources and slows an organization's ability to focus on business initiatives. Outsourcing all or part of the process can result in improved costs and overall value.

**Cost savings:** When working with a partner, you benefit from the cost optimization afforded by partnerships between industry-leading vendors. A partner is often able to negotiate contracts that deliver savings beyond those attainable through a direct OEM purchase.

**Time to value:** In a device services partnership, expert strategy and cutting-edge insights drive decisions, making transformation initiatives faster to implement and easier to optimize. With these efficiencies in place, time to value is reduced, accelerating innovation, go-to-market and Return on Investment (ROI).

## DaaS does more with IT dollars

Thanks to its flexible financing terms and predictable monthly billing cycles, DaaS is more economical than you may realize. In fact, in a recent study by IDC, the majority of businesses reported seeing cost savings with DaaS.

```
def __init__(self, *args, **kwargs):
    self.mirror_mod.use_x = True
    self.mirror_mod.use_y = False
    self.mirror_mod.use_z = False
    elif operation == "MIRROR Y":
        self.mirror_mod.use_x = False
        self.mirror_mod.use_y = True
        self.mirror_mod.use_z = False
    elif operation == "MIRROR Z":
        self.mirror_mod.use_x = False
        self.mirror_mod.use_y = False
        self.mirror_mod.use_z = True

    # selection at the end - add back the de-selected mirror modifier object
    mirror_ob.select= 1
    modifier_ob.select=1
    bpy.context.scene.objects.active = modifier_ob
    print("Selected" + str(modifier_ob)) # modifier ob is the active ob
    # active ob select = 0
    # bpy.context.scene.objects[0]
    # bpy.context.scene.objects[0].name = select

    print("please select exactly two ob. (one for the modifier")
```

Myth: DaaS is expensive.

In a recent study by IDC, the majority of businesses reported saving costs with DaaS.

75%

said they spent less or about the same.

# Case study

## The client

A global provider of water, hygiene and energy services with 50,000 employees

## The story

The company, known for its expertise and innovation in preventing infectious diseases, handled device lifecycle functions internally for years. But, internal fulfillment and PC repairs were tedious and time-consuming. Aside from general inefficiencies, the client also faced two exceptionally daunting IT needs:

- One North American business unit needed to deploy thousands of smartphones in a short timeframe.
- The organization's entire fleet of PCs needed to be migrated to Windows® 10.



## The solution

The client's relationship with Insight began years ago with a migration to Windows 7. Since then, the company has entrusted Insight with more and more device services.

**Device repairs:** Insight supports more than 25,000 desktops and laptops for the client, plus several thousand mobile devices. As a result, the company has been able to refocus efforts on business strategies and priorities.

**Mobility:** The client procured 3,500 smartphones directly from preferred OEMs. Insight's client-reserved inventory services provided warehousing capabilities post-purchase. Over the next three months, we provisioned and deployed devices as needed. As a result, the client's workforce benefited from mobile devices that immediately met their needs.

**Migration:** Tens of thousands of devices needed to be migrated to Windows 10 — a task that would have been nearly impossible without a device services partner. As a result of Insight's white glove imaging and coordination with client teams around Autopilot and OneDrive®, the project was completed with remarkable speed and accuracy, minimizing costs and complexity along the way.

Now, the client enjoys a modern, high-performance device fleet that delivers ongoing efficiency with continued cost savings and optimized use of resources.



# Drive results with Insight.

If you're ready to optimize your device lifecycle process for greater speed, efficiency and value, consider bringing in a strategic device services expert. Insight offers expertise, resources and support for each phase of the device lifecycle. Let us help you streamline and manage the daily IT grind so you can focus on higher-level strategic priorities.

Partner with Insight to:

- Ensure maximum uptime and device lifespan.
- Bring device choice to employees without adding complexity.
- Eliminate the time and hassle of managing multiple vendors.
- Improve the end-user experience, from refresh to support.
- Drive down device costs and employ modern management.

## Ask us about DaaS.

Insight's DaaS solution is a custom, persona-defined device and services bundle that makes device management a breeze. Reach out to learn more about how this solution can help your organization:

- Improve the employee experience with reliable devices that deliver consistent performance.
- Support hybrid work-friendly IT environments.
- Ensure devices are maintained throughout their lifespan.
- Boost control of device spending with more predictable payments.
- Scale on-demand as needs change.
- Reduce internal IT staff workloads.



# About Insight

Insight Enterprises Inc. is a Fortune 500, industry-recognized solutions integrator helping organizations accelerate their digital journey. Insight Intelligent Technology Solutions™ inspire clients to be ambitious about business transformation as they modernize workplaces, applications and cloud infrastructure; and establish new ways to work smarter through the intelligent edge, data analytics, artificial intelligence and cybersecurity. Based in 19 countries, our 11,500 teammates serve clients globally, building meaningful connections based on values of hunger, heart and harmony. We deliver global scale and localized expertise to architect, implement, manage and secure IT today while transforming for tomorrow. Discover more at [insight.com](https://insight.com) and [solutions.insight.com](https://solutions.insight.com).



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#### Sources:

<sup>1</sup> Dell EMC. (2019). The Workers' Experience Survey.

<sup>2</sup> Mordor Intelligence. Bring-Your-Own-Device (BYOD) Market - Growth, Trends, Covid-19 Impact, and Forecasts (2022 - 2027).

<sup>3</sup> Insight. (2020, June 4). 2020 Insight Intelligent Technology Pulse: The Impact of COVID-19 on Business Readiness.