

A top-down photograph of a white desk with a pink pen, a small potted succulent, and some papers with paper clips.

Client Story

Insurance Company Optimizes End-User Support Across 300 Locations

Providing a consistent IT support experience across multiple locations is no easy task. For one insurance company, this task was especially daunting due to a plethora of unique devices, networking disparities, and inconsistent or nonexistent IT support at its various locations. Read how it engaged Insight to help streamline its operations, enhance cost-efficiency and improve service delivery for its end users.

Industry:

Financial services

The challenge:

The client needed to improve its service desk and ensure a consistent end-user support experience across locations.

The solution:

- Managed service desk
- Field support services
- Managed Office 365

Challenged by disparate IT

With much of its growth derived through acquisitions — sometimes 20 to 30 a year — the company had trouble ensuring IT consistency across its locations. Some of its acquired locations had local partners to manage IT, others had internal IT resources, while some lacked IT support entirely.

Managing such disparity was not only a challenge for business leaders, but also a source of confusion for end users. The combination of unique devices, networking and IT resources at every location made it impossible to deliver the level of end-user support employees needed.

Realizing it needed to make a change in order to improve service delivery, the company made the decision to engage a partner to optimize its service desk, Office 365® and field support operations.

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Finding the right partner

Having engaged our labs, integration and managed deployment services for a number of small projects over the past two years, the company was familiar with Insight's work. Through these previous engagements, the client came to know Insight as a reliable partner with expert knowledge it could trust. However, having had previous working relationships with Insight and another technology services provider, it invited both companies to submit a proposal.

The company wanted a partner with proven end-user support methodology and positive customer references to back it up. Due to our focus on reducing support costs over time and our more established reputation as a managed service desk provider, the client went with Insight.

"Gradually, we became more and more trusted to the point where they gave us an opportunity to expand what we do to service desk and field support," said Insight's services account executive. "It's all about trust and people relationships."

From outsourced to in-house

Though it wanted to create a unified service desk experience as soon as possible, the client expressed concerns over the lack of IT documentation at certain locations. It worried that replacing internal IT staff through outsourcing might result in a loss of intellectual property.

In order to avoid that possibility, we combined our team with theirs to provide additional on-site staff that filled skill gaps in some locations. In so doing, we were able to maintain the client's current state while helping it transition to one optimized and unified service desk.

Bringing it all together

We're currently working across 300 sites to regulate, consolidate and optimize the client's scattered IT support operations. The company's fully managed remote service desk now supports about 10,000 contacts each month. In order to build stronger IT presence in the company, we staff full-time, on-site technicians for some larger locations and schedule regular field support visits for smaller locations.

Wanting to consolidate all of its end-user support under one partner, the client has since disengaged with its other technology services provider.

The client now relies on Insight's Managed Office 365 solution for Level 1–3 Office 365 support.

By taking on service desk, field support operations and Office 365 management, we're able to help the client generate better cost-efficiency with demand-based spending — while simultaneously improving the support experience for users. We're also working with the client on a path to help it modernize end-user and device lifecycle support across the company.

Benefits & outcomes:

Improved
cost control



Increased
end-user
satisfaction

Improved
ASA and
resolution times



Introduction of
new features,
such as chat

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