



Client Story

Financial Services Company Improves Device Management With Insight

When a multinational financial company needed help procuring, imaging, deploying and maintaining its device fleet across multiple locations, it turned to Insight.

What to do when your IT partner isn't living up to expectations

For one financial services firm, fantastic customer service and an exceptional employee experience were core values of its business. However, inefficient device management threatened to disrupt productivity and negatively affect the employee and customer experience.

The firm had been working with an IT services vendor that was having trouble keeping up with its needs.

Estimated Time of Arrivals (ETAs) were consistently missed and service levels were no longer meeting expectations. It became apparent that the firm's IT needs had grown beyond what its current provider could handle.

The firm decided it was time to find a new vendor with the technical capabilities and capacity to serve its current IT needs and grow with it in the future. So, the company put out a Request for Proposal (RFP).

Industry:

Financial services

The challenge:

The client, a multinational financial institution, needed help procuring, imaging, deploying and maintaining its device fleet across multiple locations. Its previous IT partner lacked the bandwidth and capabilities to meet its needs.

The solution:

The Insight team answered the client's RFP, pitching our end-to-end Device Lifecycle Services as the answer to all its needs.

A partner to rely on

The firm's IT leadership knew what they wanted in an IT services provider. They were looking for a complete reseller with end-to-end lifecycle services for all their devices. At the time, they were leasing their entire device fleet. They wanted a partner that could maintain their legacy leased devices and replace each one as it reached the end of its usable lifecycle.

Knowing we had the capabilities and bandwidth the firm was searching for, Insight answered the RFP.

The client was pleased to learn about our robust services portfolio and ability to deliver on large-scale deployment projects.

This, in combination with our competitive cost proposal, was what led the client to ultimately select Insight as its preferred IT partner.

The client wanted to have a reliable stock of devices available when needed, so it was excited to leverage Insight's warehouse services to store, kit and configure new devices. It chose to go through Insight's labs and integration team to have the devices imaged, tagged and shipped out — all with no touch from the client.

What's next?

The client is now better equipped to maintain its endpoints in the field and deploy new devices faster, thanks to its partnership with Insight for device lifecycle services.

Since this initial project, the client has also engaged with Insight for professional services and IT staffing.

We're also now in process with a new project to implement networking architecture and Cisco® collaboration modernization.

Benefits & outcomes:



The client now partners with Insight for the procurement, deployment and maintenance **of its entire fleet of hardware, software, phones and peripherals.**

©2022, Insight Direct USA, Inc. All rights reserved. All other trademarks are the property of their respective owners.
FS-DVM-CS-1.0.06.22

solutions.insight.com | insight.com