



Case Study

Construction and Development Firm Initiates Insight's First Instance of Fully Scaled Global Managed Services

Industry:

Construction and real estate

CDCT provided:

- Fully scaled global Managed Services
- On-site resources at client headquarters
- Global Response Team

CDCT services:

- Professional Services
- Managed Services

The client

The client is a leading global construction and development firm whose vast scope of work includes several internationally recognizable and culturally significant buildings. Experts in infrastructure, design, development, investments, and management, the company delivers a wide range of project types, from critical city infrastructures to residential communities, high-rise buildings, state-of-the-art hospitals, retail centers, and more. Founded in 1958 and headquartered in Sydney, the company has experienced tremendous growth, with operations spanning Australia, Europe, the Americas, and Asia.

The challenge: Effectively managing and optimizing enterprise network infrastructures and services on a global scale

Having contracted with Insight years before to conduct a global assessment of all the client's data centers and remote and corporate sites, the client was already implementing Insight's Managed Network solutions for 50+ North American building sites. However, challenges around managing and maintaining the outdated and disparate network solutions still in place in Australia, Europe, and Asia continued to create issues including network outages and operational inefficiencies.

Ultimately, the goal was to achieve global standardization of all IT operations, but as it stood, the client's internal IT teams lacked the time and resources to undertake such an expansive effort. Without standardized network systems and processes, interconnectivity and interoperability across the client's international locations remained out of reach, preventing the company from reaching desired performance and optimization objectives and hampering the agility needed for continued international expansion.

The solution: Extending Managed Network services globally with integrated Managed Services for other IT components for efficiency, reliability, and agility

The results of Insight's Managed Network services in North America having proven highly successful, the client reached out to Insight again to discuss extending Insight's Managed Services efforts globally. Working collaboratively with the client's executive team to identify the scope of the project, Insight identified several services in support of standardized global IT.

The largest solution component is delivery of Managed Network services, in which Insight is responsible for managing the client's entire enterprise network environment, from routers, switches, and firewalls to wireless and voice technologies and data center security. Our services cover more than 435 locations, 1,000 access points, and 2,504 network and collaboration devices globally. The client's network technologies are supported by Insight's Global Response Team, with representatives local to client regions available to triage network issues 24/7. We have also provided patching and upgrades to all non-End-of-Life devices in the client's ecosystem.

In addition, Insight is delivering an on-site Managed Services resource whose role is to support client IT efforts at the company's headquarters in Sydney and enhance collaboration between the client and Insight. We're also providing IT Service Management (ITSM) integration as well as managed collaboration and compute services.

The benefits: Cost-effective, efficient IT management enabling ongoing client expansion efforts

The client benefits from implementing a global managed services approach have been numerous. With the combination of global 24/7 support, access to experienced engineers, and access to expertise from a range of specialist teams as needed at a cost lower than the cost of running a full internal team, client IT teams are experiencing much more efficient operations. With the burden of network management lifted, client IT teams in the Asia-Pacific (APAC) and United Kingdom (UK) regions are experiencing improved bandwidth to manage other IT concerns and prioritize strategic development efforts.

The client is also enjoying a streamlined process for standing up and managing IT in new locations, with seamless integration between Insight Professional Services and Managed Services allowing the client to take a hands-off approach and ensuring that operations are efficient and effective.

And thanks in part to the success of Insight's Managed Services, the client recently expanded business efforts in the APAC region with the added confidence of a reliable, secure network and integrated IT environment to support this and continuing expansion efforts in the future.

Benefits:



Improved IT infrastructure integrations globally

An efficient and reliable enterprise network



Reduced unexpected downtime and network costs

Support for continued global business expansion



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