



## Client Story

# Leading Hotel Chain Adopts Global Device Management Model to Improve Guest Experience

In order to continue meeting the exceptionally high service standards it's known for, this leading hotel chain leveraged global device management services to unify its multiple-OEM ecosystem across regions and satisfy key performance indicators.

In the hospitality industry, quality and consistency are key. Guests will remember instances of poor or absent service. Such experiences shape preferences and lead to some hospitality companies rising above the rest, and others falling behind.

Part of delivering excellent customer service is having the right technology to support high-speed connectivity, uptime and convenience. No company understands this better than an international hotel group.

In order to continue delivering high-quality care, the company has many specific requirements for service levels and Key Performance Indicators (KPIs) when it comes to vetting and selecting a service provider. Its Service-Level Agreements (SLAs) also have regional differences across the hotel's global footprint.

## A booming business

Insight had been providing device refresh services for the hotel chain in the U.S. for several years. When the client sought proposals to manage devices in China, EMEA and the U.K., our team brought all of our global capabilities to the table.

Our highly customized, region-specific plan that included different delivery models and solutions to provide the same high service levels across all regions wound up winning the trust of the client.

*Insight is supporting more than 240,000 devices for the client in North America alone.*

**Industry:**  
Hospitality

## The challenge:

To meet performance standards and maintain high service levels across hotel locations globally, the client needed a way to overcome disjointed device ecosystems in disparate regions.

## The solution:

Insight was able to provide comprehensive services — from procurement and provisioning to break-fix, and unifying device and support standards and processes globally — all while meeting the client's exacting SLAs and KPIs.

## Insight provided:

- Support for back-end operational technologies, including servers, switches, desktops, wireless components and more
- Complete device lifecycle support, including procurement, provisioning, deployment, lab services and refresh
- Dedicated support teams for break-fix and maintenance help desk tickets
- Unified handling of a multiple-OEM-solutions environment, including contract processing, management of multiple currencies and more

## Insight services:

- Professional Services
- Managed Services

## No small operation

Today, Insight provides all services to support device lifecycle needs for the hotel's operations. This includes all of our client's servers, switches, desktop, wireless and other components that support workstations. Support is provided 24/7 to maintain device performance, and devices are refreshed every 3–4 years.

We also provide desktop device services and provisioning for the client's corporate offices, as well as some maintenance and point projects as they arise.

On the back end, Insight brings a robust centralized project management team and sales team to manage provisioning and device deployment. Our project management office handles refresh cycles and lab services. We have a separate team to manage the client's maintenance and break-fix support.

Overall, Insight is supporting more than 240,000 devices for the client in North America alone. We provide all OEM warranty support and forward stocking locations.

The client relies on a customized procurement catalog and Insight teams to process contracts, manage multiple currencies, submit requests to integration labs and continue on to refresh teams. Multiple OEMs are used across the client's business, from Apple to HP.

Lastly, all maintenance requests are routed through the client's own help desk and ticketed directly to Insight Command Center for any field service needs.

## A partner for peace of mind

On a daily basis, Insight is managing a huge number of devices, sites, regional differences and processes to ensure the client experience is seamless — no matter what.

Since COVID-19 descended upon global populations, the hospitality industry has suffered immensely. Travel is down, vacancies are up and shut-down orders have come and gone without much warning.

*Insight has provided the client with as much stability as possible during these volatile times.*

We've offered numerous financial options and credit lines and have deferred select invoices to support services continuity. We also extended our forecasts and buffered up device inventory for the client earlier in the year to prevent against shortages.

The client has greatly appreciated our flexibility and readiness to come up with creative on-demand solutions as circumstances change.

## Benefits & outcomes:



**Little to no  
downtime**

**Improved user  
and guest  
experiences**



**Fast issue  
resolution  
and service  
delivery**

**Growing, trusted  
partnership**



**24/7 device  
support**

**240,000 devices  
under Insight  
management  
in North  
America alone**



**Unified vendor environment  
with global financial and  
contract support**