



Insight Modern Workplace Services

Modernize and manage end-user support.



Business challenge

Employees have mobilized, and business is no longer confined to a fixed office space. We're living in the era of the hybrid workforce, with employees working from home, the coffee shop or on the go. This work-from-anywhere environment requires a new approach to IT support.

Regardless of where they work, end users need access to intuitive IT support. But organizations are struggling to meet this need. Internal IT technicians are swamped with basic end-user support needs for app support, PC break/fix and device requests that are logistically challenging — resulting in expensive employee support, lengthy resolution times, a poor end-user experience and a loss in productivity for all involved.

Our solution

Insight Modern Workplace Services streamline and manage your end-user environments, delivering support to transform IT processes and empower employee productivity. From common help desk issues to device replacement, Insight Modern Workplace Services integrate with your organization to fill the gaps, meeting end-user needs, streamlining internal processes and enabling IT to refocus on strategic priorities.

- Lower the cost of end-user IT support.
- Resolve common issues with automated self-help service.
- Access agents up to 24/7 via phone, email and chat.
- Provide one-to-one live support, virtually or in person, for more complex issues.
- Reduce downtime with streamlined device swap options.

Modern Workplace Services solutions

Provide better, lower-cost support for your employees, whether remote or in-office, with Modern Workplace Services solutions from Insight. Our team works with you from assessment to implementation to help your organization choose the services best-fit for your workforce needs.



Service desk

Lower cost for better end-user support with a focus on self-service



Insight Tech Hub

Direct access to Level 2 (L2) technicians via scheduled virtual or in-person appointments



Advanced Exchange

Comprehensive hardware services, including on-demand replacement

Benefits

- Reduce the cost for end-user IT support.
- Fast, reliable IT support, virtually and in person.
- Improved cost control for operations and end-user support.
- Free up internal IT resources for strategic initiatives.
- Simpler, more efficient workforce support.
- Keep users productive with rapid hardware replacement.
- Clear roadmap for workforce modernization.

Related services

Workplace Services Assessment

Managed Mobility

Managed Deployment

Managed Office 365

Managed Endpoint



Service desk	Insight Tech Hub	Advanced Exchange
<ul style="list-style-type: none"> • An experienced service desk that acts as a seamless extension of your team with ITIL and SLA-based delivery • Integrated self-service capabilities within a user-friendly, branded support portal • Fully managed program that provides real-time reporting and actionable analytics • Committed continuous improvement and cost savings built into your contract 	<ul style="list-style-type: none"> • Virtual or walk-up L2 support users can reserve through appointment scheduling • Virtual appointments held over enterprise collaboration tools with remote diagnostics • Experienced and certified technicians supporting complex incidents and requests • Reintroduces the personalized IT experience users received while working in an office 	<ul style="list-style-type: none"> • Keep employees productive with user-friendly options for hardware break/fix replacement • Replacement devices shipped next business day direct to home • Smart lockers at your corporate office for contactless device pickup • Great user experience

Tech Hub: Providing employees next-level support

Tech Hub support is available to local and remote employees via multiple channels and includes remote tools to resolve issues proactively. Supporting the hybrid delivery model, Tech Hub can be delivered through 24/7 virtual access to L2 agents via an appointment scheduler, on-site resources or dispatched technicians.

In instances when an employee's device fails, Insight's Advanced Exchange program reduces downtime by providing contactless lockers and IT vending machines. Our locker and vending solutions simplify device hot swap and enable more convenient access to IT peripherals.

The result? 24/7/365 IT support when and how your employees need it most.



Virtual

Remote employees can access comprehensive support and enhanced problem-solving via a live, one-to-one remote appointment.



Hybrid

Employees who live within commuting distance can access convenient, in-person support, even if they don't visit the office regularly, or keep it virtual.



In person

In-office employees can access traditional walk-up support in critical offices.

A true end-to-end partner

Today, technology isn't just supporting the business; it's becoming the business. At Insight, we help you navigate complex challenges to develop fresh solutions and processes. We'll help you manage today's priorities and prepare for tomorrow's needs.

Global scale & coverage	Operational excellence & systems	Software DNA	Services solutions	Data center transformation	Next-generation tech skills	App dev & IoT expertise	Digital platform	Partner alignment

About Insight

At Insight, we define, architect, implement and manage Insight Intelligent Technology Solutions™ that help your organization run smarter. We'll work with you to maximize your technology investments, empower your workforce to work smarter, optimize your business and create meaningful experiences.