Workplace Services Assessment

Insight's Workplace Services provides solutions for end-user support while freeing you to focus on IT and business strategies. Our robust assessment analyzes your environment, benchmarks your current end-user support capabilities by industry standards, and outlines a detailed roadmap for transformation and continuous improvement.

This complimentary workshop puts our technical and strategic expertise to work to help gauge your organizational effectiveness in two key areas:

End-user support and technology

Kickoff

- Stakeholder meeting
- Data collection
- Technology register

Assess

- Data and technology review
- Industry benchmarking
- Create findings report

Report

- Collaborative session to review your assessment findings
- Solution report with recommendations and benefits

Specific areas we can assess:

Support

- Self-service
- Service desk
- Tech Hub
- Deskside support
- Device lifecycle services
- Mobility support
- Predictive & automated resolution
- User adoption services

Technology

- ITSM & ITAM
- Vending & lockers
- Identity & access
- Mobile device & unified endpoints
- Patch & OS updates
- Governance & continuous improvement
- Transformation

Timeframe and client commitments

Kickoff

1-hour preliminary client meeting

- ITSM ticket data
- Tools register

Assess

2-week Insight SME processing

- Ticket analysis
- Industry benchmarking

Report

1-hour final client meeting

- Assessment findings
- Recommendations and benefits

Why Insight for Workplace Services Assessment

Insight has helped clients globally transform their workplaces through solutions spanning assessment, strategy, adoption, refresh and more.

With a broad portfolio of technology partners and deep expertise in workplace technologies, our teams deliver the strategies and services it takes to realize full modernization of essential workplace products, platforms and worklows to create an environment for secure productivity and flexibility.

Key benefits

+ Visibility into current-state modernization readiness
+ Full report of significant workplace environment findings
+ Modernization recommendation based on findings
+ Strategic expertise and collaborative support
+ Customized roadmap for implementing next-steps

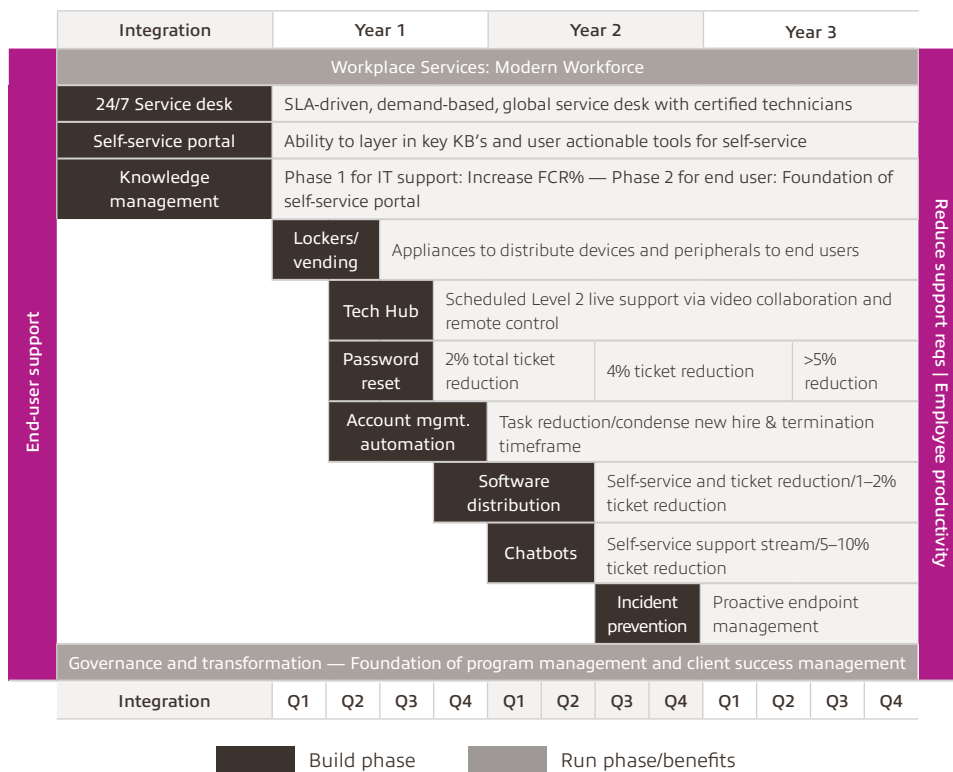Perform an Assessment → Identify maturity level & map to Insight's Services Portfolio → Develop the Pre-sales Proposal and Maturity Roadmap → Implement and Manage Continuous Improvement

An in-depth look at major findings

Example findings	Considerations	Benefits Features
75% where source = portal 15% phone, 0% live chat (low vs. industry)	Implement live chat Introduce self-service via knowledge base for end users	Lower costs from chat with high adoption rates Lower Mean Time to Resolution (MTTR)
Password resets ~178/month or 9.2% of total (high vs. industry < 5%) AD/SAP/Domino/other	Increase effectiveness of password reset tool	Reduced ticket counts & costs Increased user productivity
Average time, open to resolve = 65.9 hours For password-related tickets = 21.5 hours (high vs. industry)	Inspect ticket handling process Add capability for live support	High productivity and Customer Satisfaction (CSAT) Lower MTTR
First Contact Resolution (FCR%) on incidents = 55% FCR% on phone, chat, walk-up = 70% (comparable to industry)	Expand Knowledge Management (KM) capabilities Build capacity for live support	Increased service levels Better user experience through higher FCR% Higher FCR% from KM

In addition to your assessment results, you will receive a report of the significant findings. This outlines the specific impact your current practices are having or will have on the organization and gives you a full line of sight into your environment in key areas.

Transformation and continuous improvement

	Integration	Year 1	Year 2	Year 3
		Workplace Services: Modern Workforce		
24/7 Service desk	SLA-driven, demand-based, global service desk with certified technicians			
Self-service portal	Ability to layer in key KB's and user actionable tools for self-service			
Knowledge management	Phase 1 for IT support: Increase FCR% — Phase 2 for end user: Foundation of self-service portal			
	Lockers/vending	Appliances to distribute devices and peripherals to end users		
	Tech Hub	Scheduled Level 2 live support via video collaboration and remote control		
	Password reset	2% total ticket reduction	4% ticket reduction	>5% reduction
	Account mgmt. automation	Task reduction/condense new hire & termination timeframe		
	Software distribution	Self-service and ticket reduction/1–2% ticket reduction		
	Chatbots	Self-service support stream/5–10% ticket reduction		
	Incident prevention	Proactive endpoint management		
	Governance and transformation — Foundation of program management and client success management			
Integration	Q1 Q2 Q3 Q4	Q1 Q2 Q3 Q4	Q1 Q2 Q3 Q4	Q1 Q2 Q3 Q4

End-user support | Reduce support reqs | Employee productivity

Build phase — Run phase/benefits

Diving deeper into your benchmarking levels, we provide a customized road map of specific solutions that integrate into your environment in a prescriptive, logical approach that will help you achieve transformation, optimize and modernize end-user support, as well as year-over-year cost savings.

Benchmark profile details

As a result of your profile finding, you will receive an overview of each technology being leveraged, which of the eight key areas it falls under and how reactive, proactive, managed or service-driven the technology is. This helps illustrate how increasing your maturity will positively impact your business by reducing costs year over year, improving customer satisfaction and increasing productivity for your employees.

Insight®

Driving innovation with digital transformation

At Insight, we help clients enable innovation with an approach that spans people, processes and technologies. We believe the best path to digital transformation is integrative, responsive and proactively aligned to industry demands. Our client-focused approach delivers best-fit solutions across a scope of services, including the modern workplace, modern applications, modern infrastructures, the intelligent edge, cybersecurity, and data and AI.

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