



## Client Story

# Global Sustainability Conglomerate Improves EX With DaaS

With 89,000 devices deployed during the pandemic, this manufacturer found Device as a Service (DaaS) was the perfect solution to meeting its global scale, streamlining IT operations and improving the Employee Experience (EX).

## The vision: Shortage-resistant, scalable DaaS

For this manufacturing and sustainability conglomerate with more than a hundred years in the business, staying resilient has always been top of mind. When it sought to improve the experience of its employees by streamlining onboarding and device requests, the client landed on DaaS as the solution. Originally working with another provider to streamline IT operations, it feared the lack of visibility, capabilities and delivery timelines weren't meeting its needs. Ready for a partner that could provide a global, scalable DaaS solution, the client turned to Insight.

*For organizations looking to offload IT procurement and management of devices, DaaS can give them the responsiveness and superior EX they're looking for. For this client, DaaS would help manage widespread employee devices while containing costs and staying resistant to shortages.*

Industry:  
Manufacturing

The challenge:  
Improve the employee experience while streamlining onboarding and corresponding IT support.

The solution:  
Vendor-agnostic, on-demand DaaS across the international enterprise

Insight provided:

- Consulting Services
- Managed Services
- Professional Services
  - DaaS
  - Microsoft OneDrive for Business

## Moving forward with a flexible, vendor-agnostic solution

In order to serve the global needs of the client's employees, it sought a vendor-agnostic DaaS solution, which Insight could provide. Without being locked into specific vendors, device procurement could focus on availability and cost containment, rather than on a limited selection. In fact, the procurement aspect of the solution ended up being crucial to the client remaining resilient — despite the pandemic and ongoing tech shortages — since procurement specialists were able to shop around these roadblocks. With this solution also came a powerful self-service interface for employees to request devices and track their deployment, something the client had been lacking before. On the IT side, everything integrated into the existing ITSM to provide better visibility and control even with the outsourced procurement solution.

*Insight's solution also meant superior forecasting compared to other providers. This, coupled with the flexibility of fast global procurement, gave the client confidence going forward.*

In the longer term, automation and proactive refreshes and retirement of devices would further offload a challenging IT management task. In addition to the DaaS solution, Insight provided OneDrive® for Business to solve an ongoing issue for the client: lost data when transitioning devices. Rather than using a manual process or hands-on IT support for transferring data from old devices to new ones, all employees now use OneDrive and have access to their data from the cloud.

### The outcome: Reduced global delivery time and a better EX

With this DaaS solution, the client has reduced delivery time by up to 60% in some countries, significantly streamlining the deployment process. Additionally, the shortened timeline means new employees get onboarded faster, improving EX. The shift of device procurement from IT to an outside provider enabled the IT teams to focus on more strategic initiatives going forward rather than on device management.

*With procurement and setup offloaded, the client has saved immense amounts of time previously spent on imaging, setup and help desk tasks related to its devices.*

Insight's overall flexibility and responsiveness ended up being a huge advantage for the client. Quick changes of devices and components to other vendors saved the client tens of thousands of dollars over the course of the partnership. Finally, despite shocks to the supply chain, the client was able to have around 89,000 devices filled during the pandemic. By enabling IT teams to focus on more strategic work and the cost savings of this DaaS solution, this client is well positioned for a modern, successful future.

## Benefits & outcomes:

Reduced device  
delivery time by  
**up to 60%**  
in some locations

**Filled 89K**  
devices despite  
pandemic & shortages



**Improved EX**  
& shortened  
onboarding time



**Tens of thousands of  
dollars saved**  
with responsive  
device procurement

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