



Solution Brief

# Insight Modern Workplace Services

Modernize and transform 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, IT needs better visibility into the Digital Employee Experience (DEX). Providing only reactive support for basic end-user issues results 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 proactively monitoring the environment and eliminating tickets to enhanced help desk support, 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.
- Measure and improve your DEX score.

## Modern Workplace Services solutions



### 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



### DEX services

Proactively monitor and resolve issues impacting the digital employee experience

## Benefits

- + Reduce tickets and lower the cost for end-user IT support
- + Fast, reliable IT support, virtually and in person
- + Instant and highly intelligent self-help
- + Real-time proactive device monitoring and resolution
- + AI applied to mass heal issues for all affected end users
- + Clear roadmap for workforce modernization

## Related services

- + Workplace Services Assessment
- + Managed Mobility
- + Managed Deployment
- + Managed Office 365
- + Managed Endpoint
- + Advanced Exchange

## Service Desk

- Extend your team with an experienced service desk leveraging ITIL practices and SLA-based delivery.
- Integrate self-service capabilities with a user-friendly, branded support portal.
- Benefit from the real-time reporting and actionable analytics from the fully managed program.
- Increase ROI with cost savings built into your contract and continually improve processes.

## Insight Tech Hub

- Reserve access for virtual or walk-up L2 support users through appointment scheduling.
- Advance resolution quickly with virtual diagnostic appointments through enterprise collaboration tools.
- Resolve complex incidents and requests with experienced and certified technicians.
- Personalize the IT experience users received while working in an office.

## DEX services

- Reduce employee downtime with proactive problem resolution to eliminate issues before users are impacted.
- Deploy proactive endpoint and employee experience monitoring software and services.
- Establish a real-time DEX score to focus on reducing friction between your users and their devices and applications.
- Achieve a positive ROI with ticket avoidance and faster resolution to drive CSAT and cost savings.

## 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 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.

Getting started is easy.

Visit [solutions.insight.com/contact-us](https://solutions.insight.com/contact-us) to connect with our team.

## 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.

Learn more at:

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