



## Client Story

# International Financial Institution Leverages Critical On-Site Support for Retail Branches

For this international financial services firm, implementing support mechanisms for branch POS equipment across 5,000+ locations was a challenge for internal teams — leading it to turn to a long-standing strategic partner.

## The vision: On-demand POS equipment break-fix support

Given a rapidly expanding footprint, this financial services client needed help managing its scope of technology needs. With disparate generations of POS equipment across thousands of locations, implementing a consistent solution to supporting these assets was proving a challenge for internal teams. Looking for a partner that could meet its unique needs and understand its goals, this client sought break-fix service support from Insight.

*To understand the unique environment of the client, Insight teammates worked closely with the client's IT department across numerous meetings, workshops and pilots. This work, coupled with support team continuity, enabled the successful implementation and maintenance of the refresh initiative. As time has gone on, the client has come to recognize Insight service teammates as an extension of its own IT team.*

## Industry:

Financial services

## The challenge:

A process for consistent support of disparate branch technology across thousands of locations

## The solution:

Procurement, storage, delivery and disposal of hard-to-find compatible hardware

## Insight provided:

Consulting Services

Managed Services

- Procurement, storage, delivery and disposal of hardware

## Rapid support for equipment refresh needs

To support the disparate technology across branch locations for this financial firm, robust procurement, storage, delivery and disposal means were critical. Additionally, the range of POS technology in use meant the hardware requirements were vast and hard to track down. Due to the scope and scale of this proposed support mechanism, a partner like Insight with industry-leading logistics capabilities was paramount to success. Ultimately, a four-hour delivery SLA was finalized, with Insight consistently delivering necessary hardware on demand for the client.

## The outcome: Extended life of POS assets and reduced labor costs

With this support mechanism in place, this client has first and foremost been able to extend the life of more than a million dollars' worth of POS equipment, resulting in cost savings for the financial firm. By offloading the procurement, storage and delivery processes of this initiative, the client was also able to reduce internal IT labor costs by more than \$200K. Additionally, internal teams were able to focus on other high-priority IT initiatives due to increased capacity. Lastly, Insight has provided more than 1,800 badged service technicians while limiting turnover, ensuring continuity in support for the client.

## Benefits & outcomes:

---

**1,800+**

badged service techs  
providing support

---



**Extended life  
of \$1M+ worth  
of branch POS  
equipment and  
peripherals**

---



**Tapped industry-leading  
logistics capabilities**

---

**\$200K+**

saved annually  
in IT labor

---

**4-hour**

SLA delivery

---