



## Client Story

# Water, Hygiene and Energy Services Company Shifts Device Lifecycle Support to Insight for Seamless, Cost-Effective Management

With internal device fulfillment and lifecycle processes bogging down efficiency, this leading global energy services company looked to refocus internal efforts on strategic priorities and realign by relying on Insight for comprehensive device services including repairs, provisioning, refresh and more.

The client recalled our support for a Windows® 7 migration that happened several years back, which had helped the company successfully migrate and scale through thousands of patents, continuing to develop offerings to help customers increase safety and optimize resources.

When company representatives visited with our team and toured our lab facilities, they realized that we had the capacity to do much more for them than moving thousands of users to a new Operating System (OS).

### Refocusing and realigning internal priorities

For years, the client had handled PC repairs internally through several labs it owned and managed. Over time, it looked to Insight for support with more device services.

Refocusing its efforts on business strategy and priorities, the company shifted device repairs to Insight. We use Service-Level Agreements (SLAs) to consistently measure and monitor service delivery. We've aligned our ERP system with the company's ServiceNow® to streamline requests and workflows beyond what we provide as a baseline.

*Today, we support upward of 25,000 desktops and laptops for the client, as well as several thousand mobile devices and potentially more across the company's EMEA business.*

**Industry:**  
Energy

### The challenge:

Leaving the fulfillment and device lifecycle business to refocus internal resources on more strategic efforts

### The solution:

Comprehensive Device Lifecycle Services, including PC and mobility procurement, provisioning, inventory and break-fix

### Insight provided:

- Full-spectrum Device Lifecycle Services
- Migration support for thousands of users
- Expedited device deployment
- SLAs to consistently measure and monitor service delivery
- ERP alignment with client's ServiceNow
- Support for 25,000+ desktops and laptops
- Support for several thousand mobile devices

### Insight services:

- Professional Services
- Lifecycle Services

## Moving business, fast, with support for mobility

One of the company's North American business units needed to deploy thousands of smartphones over a relatively short timeframe. Insight was called in to support these efforts. The client directly purchased 3,500 iPhone® and Samsung phones from the manufacturers, negotiating lower prices by placing high-volume orders upfront.

*Insight's client-reserved inventory services provided the company with warehousing support, from which we can easily transfer out units as needed to be provisioned and deployed in the field.*

Over the course of three months, we performed a range of such services out of our mobility lab: battery check, screen protection, accessories supply, OS version checks and updates, Mobile Device Management (MDM) client loading and over-boxing.

## Maintaining productivity with no-fuss repairs

When a personal device isn't functional, it's inconvenient. When a workplace device isn't operational, it's a liability that represents a potential loss of productivity, user satisfaction and sometimes even revenue.

Those are just a few of the reasons why the company relied on Insight to deliver break-fix services. When one of our client's PCs, phones or tablets breaks, the user calls the service desk, and a device swap is initiated with Insight. We ship out a properly configured, working piece of equipment right away to minimize downtime and make the experience simple.

Broken devices are sent back to us for our certified technical teams to troubleshoot and repair — or dispose of sustainably and cost-effectively.

## Coming full circle, from refresh to comprehensive services

What began as a relationship updating devices to Windows 7 has now circled back as the company pursued updating to Windows 10 with Insight. This extensive migration project has involved white glove imaging and coordination with client teams around Autopilot and OneDrive®.

Considering the scale of this project — tens of thousands of devices, all needing to be migrated as soon as possible — it would have been infeasible to manage this without a partner like Insight.

## Benefits & outcomes:

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### Modern and high-performance device fleet

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Improved user  
experiences with  
maximum uptimes



Cost savings and  
optimized use of  
existing resources

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### Streamlined and expedited device processes

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