Why Work With a Device Services Partner

Solutions for smarter business with Windows 10 and Dell Technologies
Device lifecycle management is no small task.

Each phase of a device’s life presents a unique set of challenges to your organization.

The most common approach to device lifecycle management is for organizations to try to do it all on their own, or else partner with one or more OEMs for a basic level of assistance. Neither option is ideal.

From an administrative perspective, device management can be a logistical nightmare. The device landscape is complex, even for a single company. Between tedious procurement processes, managing vendor relationships, and repairs and support, a company spends countless hours simply managing the devices it needs to function.
And in an age where employee choice is increasingly important for workforce satisfaction and productivity, even more concerns come into play. With technology as a critical component of everyday life, workers are more discerning than ever about the devices they use, expecting equal or better performance from work technology as from their personal devices.

Employees demand technology they can trust, and the data shows that technology makes a notable difference for employee productivity and satisfaction.

For a satisfied, productive workforce, leading-edge devices that offer user preference on applications and performance are no longer optional.

49% of employees consider an organization’s technology when applying for a position.¹

44% would leave an organization with substandard technology.¹

85% of workers would prefer their organizations provide them with an ecosystem of tested and supported devices and accessories.¹

62% of employees say having the right device ecosystem makes them more motivated and engaged.¹
As if the device lifecycle wasn’t complex enough on its own, the arrival of the COVID-19 pandemic has added to the struggle. More than one-third of IT professionals say device procurement, deployment and management has felt “very challenging” during the pandemic.²

The best answer to these challenges is to work with a professional device services partner. In this ebook, we’ll share three key benefits of leveraging a device services partner for total device lifecycle support.
1: Improve efficiency & drive greater value.

Managing the separate functions of the device lifecycle is a time-consuming process that often drains IT resources and slows the ability of an organization to focus on business initiatives.

Outsourcing part or all of the device management process gives an organization the ability to achieve improved costs and overall value.

Cost savings

Working with a device services partner, organizations benefit from the cost optimization afforded by partnerships between industry-leading vendors. A professional partner is often able to negotiate contracts that deliver savings well above and beyond those attainable through a direct OEM purchase.

Time to value

The expertise of a device services partner also enables rapid time to value. In this kind of partnership, expert strategy and cutting-edge insights drive device decisions, making device-focused transformation initiatives faster and simpler to implement and optimize. With these efficiencies in place, time to value is reduced, making innovation, go to market and return on investment faster than otherwise possible.
Case study

The client

A global provider of water, hygiene and energy services company with 50,000 employees.

The story

The company, known for its expertise and innovation in infection prevention, handled device lifecycle functions internally for years. But as far as IT goes, internal fulfillment and PC repairs required tedious and inefficient processes.

Aside from general inefficiencies, the client also faced a couple of exceptionally daunting IT needs:

- One North American business unit needed to deploy thousands of smartphones in a short timeframe.
- The organization’s entire fleet of PCs needed to be migrated to Windows® 10.
The solution

The client’s relationship with Insight began years ago with migration to Windows 7. Since then, the company has entrusted Insight with more device services.

**Device repairs:** Insight supports 25,000+ desktops and laptops for the client, plus several thousand mobile devices. As a result, the company has been able to refocus its efforts on business strategies and priorities.

**Mobility:** The client procured 3,500 smartphones directly from preferred OEMs. Insight’s client-reserved inventory services provided warehousing services post-purchase. Over the next three months, Insight provisioned and deployed services as needed. As a result, the client’s workforce benefited from mobile devices that immediately met their needs.

**Migration:** Tens of thousands of devices needed migrating to Windows 10 — a task that would have been impracticable without a device services partner. As a result of Insight’s white glove imaging and coordination with client teams around Autopilot and OneDrive®, the scale and speed of this process exponentially reduced the time, cost and complexity of tackling such a project independently.

Now, the client enjoys a modern and high-performance device fleet, including PCs that do more than ever before with Windows 10, with ongoing efficiency from continued cost savings and optimized use of existing resources.
Do more with Insight and Windows 10.

Windows® 10 offers your users access from anywhere, anytime, on any device and protects your business’s intellectual property with built-in enterprise-grade security features that safeguard against malware, viruses and phishing attacks.

Unlike any competitor, Windows 10 provides a single code base for all devices, plus a host of additional high-value features, including Windows as a service, Cortana® personal assistant, Snap view to enable four screens at once, and the light and fast Edge browser.

Install, manage and support your Windows 10.

Insight puts Microsoft at the center of our end-to-end strategy to help businesses run smarter. As one of Microsoft’s leading global partners, we’ll help you leverage Microsoft® solutions to meet your strategic business needs and optimize your technology investments.

Microsoft-certified professionals: 80+

Microsoft Global Services Provider License Agreement reseller: No. 1

Microsoft-certified systems engineers: 55+
2: Improve the user experience.

The user experience is an area of hidden value. While many take the mindset of "if it’s not broke, don’t fix it," true leaders understand that providing value drives value.

Equipping users with tools to help them do their jobs well is a large contributor to a company’s overall success. A good user experience trickles into a positive consumer experience — and a positive consumer experience is the hallmark of a reputable brand.

Having a device services partner to help optimize your device environment not only improves overall efficiency, but also better serves your workforce with a user-friendly experience. Workers equipped with their preference of reliable, high-performance devices are more productive and satisfied. And a productive, satisfied workforce is often the key to stronger customer satisfaction.
Case study

The client

A national bank with more than $250 billion in assets under management

The story

In banking, even more so than in other industries, it’s critical to maintain a positive customer experience. Trust is the cornerstone of the consumer relationship for a financial institution, and clunky processes and unreliable systems are enemies of trust.

With corporate, branch and retail offices across the U.S., the client’s device and software needs are extensive, from devices used by employees to securely review and process customer accounts to devices and applications that support customers in-branch.

To create a faster, more reliable and user-friendly technology environment, the client wanted to streamline and simplify its vast array of device and software needs through a device services partner.
The solution

Insight delivers personalized device lifecycle and other services to the client in partnership with Dell Technologies, helping the client push its vision forward through Insight and Dell Technologies™ tools and capabilities.

With Insight as their device services partner, procurement is simplified through our online procurement platform that enables simplified purchase of Dell Technologies devices through a single point of access.

Insight supports the bank’s entire device ecosystem, which encompasses more than 80,000 endpoints, including desktops, laptops, tablets and more. Devices from Dell Technologies equip the bank’s back office, including monitors, peripherals and accessories.

With Insight and Dell Technologies supporting their device ecosystem, the client now enjoys increased efficiency in device workflows and seamless and timely device refreshes for a work environment that promotes productivity and satisfaction for all.
Refresh devices and ramp up productivity.

Outdated hardware and legacy systems put you at a disadvantage, hindering compliance, creating inefficiencies and making devices susceptible to data loss and cyberattacks. Upgrading to technology specifically tailored to accommodate business objectives and improve workforce capabilities can streamline processes and create a better work environment, leading to increased productivity.

A device refresh helps you realize:

- Speed, agility, efficiency and security
- Better business outcomes
- Competitive advantages
- A more satisfied and effective workforce

Power a more productive workforce with Dell Technologies enterprise workstations and laptops, available from Insight.

**Dell Latitude™ commercial laptops**
These small and sustainable commercial laptops deliver fast connectivity, collaborative features, an intuitive user interface and long battery life.

**Dell Precision workstations**
The versatile design, intelligent performance and mission-critical reliability give your teams the ability to manage the most demanding applications with customized, optimized workstations.

**Dell OptiPlex™ desktops**
With space-saving features, advanced security and seamless manageability through custom configurations and Artificial Intelligence (AI) optimization, OptiPlex delivers a faster, smarter desktop experience.
3: Simplify device workflows.

One of the most compelling reasons to update your device management strategy is to enjoy the benefits of simplified workflows across the device lifecycle.

Making your device lifecycle simpler makes the lives of everyone involved simpler. Procurement alone, for instance, is a tedious process of requests, approvals and negotiations. Insight’s procurement platform transforms procurement by removing the barriers between vendors and lines of business.

Eliminating the back-and-forth that slows down procurement and providing expert services across preparation, deployment, maintenance and more, our team can help streamline the entire device lifecycle, making it easier for organizations to achieve the agility and innovation they need.
Case study

The client

A Fortune 100 health insurance company employing more than 300,000 people

The story

Decades ago, the client built and operated its own facility for fulfillment to meet the snowballing device demand that came with its successful growth. It often requires between 8,000 and 10,000 new devices every month.

Handling such a task is incredibly time-consuming and labor-intensive. After 20 years of handling fulfillment independently, the client realized it would prefer to transition to a modern device management solution and redirect valuable internal resources to meeting business goals.
The solution

Insight’s flexibility and scale proved the perfect answer to the client’s growing fulfillment needs.

Together, our teams replicated the client’s fulfillment operations, moving the entire process from the client’s in-house facility to Insight’s. As a result:

- Our teams expertly handle all imaging, break-fix, PCs, mobility and any new or short-term device needs under a five-year Service-Level Agreement (SLA) of 97%.
- Device processes leverage as much automation and integration as possible, cutting out time-consuming manual processes and creating a seamless experience for end users.
- The seamlessness of the device lifecycle management transition was so exceptional that a senior director admitted months later he had no idea the transition had happened.

Now, the client enjoys the simplicity and efficiencies of well-run, outsourced device lifecycle services. With all the processes and challenges of device lifecycle management out of the picture internally, the business has realized more internal freedom to achieve the ultimate goal of this transition: renewed focus on core business objectives.
See the device lifecycle, simplified, with Insight.

The top obstacle to efficient device lifecycle management is using multiple vendors to realize the full device lifecycle. Insight’s vision for streamlined lifecycle support brings expertise and resources to each phase of the device lifecycle.

From readiness and procurement to maintenance and end of life, your organization can drive improved value across your entire device ecosystem.

- **Ensure maximum uptime** and device lifespans.
- **Bring device choices to employees** without adding complexity.
- **Eliminate the time and hassle** of managing multiple vendors.
- **Improve the end-user experience** from refresh to support.
- **Drive down device costs** and employ modern management.
Sharing a vision for responsible, sustainable IT.

50 million metric tons of e-waste is generated annually.³ Less than 20% is recycled.³ Insight and Dell Technologies believe embracing new IT and protecting the environment go hand in hand.

**Circular design approach:** Dell Technologies uses a high percentage of recyclable and renewably sourced materials for devices to increase the percentage of recycled e-waste.

**Sustainable supply chain:** Dell Technologies works hard with suppliers to identify energy efficiency improvements and responsible water utilization efforts.

**Bio-based resources:** Dell Technologies uses easily recyclable, renewably sourced bamboo for packaging, with a goal of 100% recyclable or compostable packaging within the next few years.

**Secure, responsible recycling:** Insight Device Services is committed to environmentally responsible recycling options for end-of-life hardware, ensuring outdated tech and the sensitive data it holds ends up in the best hands.
Why Insight for Dell Technologies?

The IT landscape is layered and complex, with many vendors and service groups to navigate.

When you choose Insight and Dell Technologies, you’re opting for a duo that can provide best-in-class data center infrastructure and workplace devices. You’ll also gain access to expert-level knowledge and resources to help you acquire, integrate and maintain assets in the most cost-effective and valuable ways.
A proven partner

As a storage industry leader for more than 30 years with deep expertise of the entire data center, we deliver beyond what our credentials and awards demonstrate.

2019 Dell Technologies North America Transformational Partner of the Year

2018 Dell EMC Server Partner of the Year

Partner Technical Advisory Board

340+ Dell Technologies certifications and accreditations

Only Dell Technologies partner offering a solution like Insight OneCall™

Evolve your device ecosystem with smart and sustainable Dell Technologies devices powered by Windows 10 and supported by Insight Device Services.
About Insight

Insight empowers companies of all sizes, government organizations, and healthcare and educational institutions with Insight Intelligent Technology Solutions™ to realize their goals. As a Fortune 500-ranked global provider of hardware, software, cloud and service solutions, we give clients the guidance and expertise needed to define, architect, implement and manage technology today while transforming for tomorrow.

Sources: