Business challenge
Today’s workforce expects a frictionless and consumer-like experience when using their technology. However, managing and delivering this is not straightforward and requires smart applications of technology and resources. Managing IT costs while improving service delivery remain key challenges for leaders in every industry.

Our solution
Optimal solutions emerge from exacting exercises. Organizations need to adopt modern architectures. They must determine how to effectively serve geographically dispersed workers on-site and remote. They need to control costs and align IT with business objectives.

The Insight Workplace Services Assessment places our consulting expertise at your service. Together, we explore your environment, capabilities and goals. Based on what we uncover, our team drafts a customized solution and proposal to guide and support your transformation.

The assessment helps you:
- Evaluate end-user experience and shift-left potential of self-service and automation.
- Review current and optimal mobility management practices.
- Assess current tool set effectiveness with modern approaches.
- Document key findings and trends, and compare to industry benchmarks.
- Progress with a road map and quantified benefits in-hand.

How we deliver
From design to transformation to support, Insight Workplace Services helps you modernize and manage your end-user environment.

Benefits
- Determine readiness for end-user transformation.
- Assess environment, service levels and cost modeling.
- Receive documented findings, analysis and recommendations.
- Create a solution architecture and commercial model.
- Develop a detailed transformation road map.

Related services
Lifecycle services
Device as a Service (DaaS)
Managed Deployment
Service desk

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Built for your business

Select one or both versions of the Insight Workplace Services Assessment depending on your needs and goals.

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<td>Preliminary groundwork and baselines</td>
<td>In-depth assessment and road map development</td>
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- Data collection and tool register
- Data review and detailed analysis
- Identification of focus areas
- Benchmarking
- Scorecard, recommendations and an assumption-based pricing proposal
- Stakeholder interviewing
- Deep-dive data review and analysis
- Collaborative sessions
- Comprehensive findings documentation
- Full report of recommendations, timelines, benefits and pricing

Average outcomes

The assessment is designed to be a launchpad — a place from which to rocket toward key business results.

Typical net results with Insight:

- **20–25% cost reduction** (by end of contract, compared to year 1)
- **10–15% ticket reduction** (due to self-service and automations)
- **15–20% CSAT increase** (due to enhanced channels and automated support)
- **10–15% FCR% increase** (due to knowledge management best practices)
- **9 hours of productivity gained** (on average, per employee per year)

A true end-to-end partner

Today, technology isn’t just supporting the business; it’s becoming the business. At Insight, we help you navigate complex challenges to develop fresh solutions and processes. We’ll help you manage today’s priorities and prepare for tomorrow’s needs.

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.