



## European Distribution Centres Services

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Our integration and enhanced services are designed to support you in optimising the cost, management and availability of your IT estate.





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# Integration Services for New Hardware

Located within our European Distribution Centres, in the UK and Germany (Sheffield and Frankfurt), Insight's Integration laboratories perform a wide range of services for our clients – with 8,500 units processed per month.

From software imaging to hardware configuration, our team of certified technicians are skilled in delivering these services, at our certified labs (ISO 9001, ISO14001 and ISO27001).

## Benefits

- Reduce your onsite provisioning time, with plug and play solutions, direct to your users.
- Remediate provisioning errors, before they reach the user's desk.
- Decrease deployment and rollout costs.
- Simplify multi-vendor deployments.
- Meet organisational ISO requirements.





## Desktop, Laptop Imaging, Asset Tagging & Build

Our integration services offer fast, efficient and industry leading device deployments – with the flexibility to build a bespoke programme to suit our clients requirements.

### **Desktop & Laptop Imaging**

Our team are skilled-up to work with a range of device image offerings. These include the more traditional; gold image, USB image, MDT & SCCM and extend to modern deployment methods utilising; Microsoft Intune and Autopilot.

### **Asset Tagging & Build Services**

To ensure your hardware deployment meets your exact requirements, we're also able to offer a full range of tagging and build services, including:

- Device asset tagging & databasing of key device information.
- Full end user device provisioning including application setup.
- Package consolidation & package recycling.
- Kitting of device with accessories.
- Device bundling - consolidation of multiple devices into one box.
- Custom inserts – for example; welcome letters, read me first documents.

## Server, Storage & Networking Build Services

Insight offers a wide range of server services for organisations of every size.

These include server builds, RAID configuration, soak testing and associated reporting, as well as switch configuration and testing.

Our solutions are fully tailored to suit your requirements, with all servers built in ESD protected, fully air-conditioned facilities, by our team of manufacturer-accredited server engineers.

### **Build Services**

**To ensure we meet the needs of your infrastructure requirements, our set of build services are fully bespoke, and include:**

- Server assembly
- Soak testing
- Server image deployment
- Raid configuration
- ESX install
- Rack builds
- Device and cable labelling
- Switch configuration & testing

## Mobile Device Management

Insight's integration services extend beyond laptops and desktops, and we also support our clients in the set-up and management of mobile devices.

As with laptops and desktops, Insight supports our clients in the configuration of the devices, enrolment in programmes such as Apple or Android, and locking of devices to your organisation.



## Refurbishment Services

Our refurbishment services help our clients to benefit from reusing their owned devices, ready for re-deployment and eventual recycle within their lifetime.

Our team of specialists work with many devices including:

- Laptops
- Desktops
- Tablets
- Mobile Devices
- Mixed reality and virtual reality headsets

### How do we refurbish?

- All devices are thoroughly cleaned.
- Existing data is wiped from the devices.
- Devices are upgraded as required to meet your specifications e.g. additional RAM.
- We configure/image to your specification.
- Devices are held in stock for you, to call off as needed, for up to 90 days free of charge.
- Refurbished devices can be ordered in the same way as a new device.

# Enhanced Services

Our enhanced services offer our clients further ways to optimise their hardware lifecycle. These range from stock management solutions, to virtual tours of our European Distribution Centres.

## Benefits

- Ensure the stock you need is secured with our client stock management services.
- Extend your stockholding capabilities by taking advantage of Insight's warehouse and stock management capabilities.
- Receive your hardware in the way you need, with our special delivery options.
- Streamline your device deployment, with our white glove autopilot services.
- Ease the set-up of new virtual reality and mixed reality devices.
- Explore our national distribution centre & integration labs to understand how our services can support your organisation.





### Microsoft Autopilot White Glove Service

Our Microsoft Autopilot White Glove Service offers you the opportunity to benefit from zero touch IT, whereby users will be up and running, straight out of the box.

Available on any device, these are configured in our integration labs, then delivered directly to the end user, or final location – meaning you pay just one single shipping cost. With Insight working to ISO9001 standards, DOAs are eliminated and all configuration and QC instructions are fully documented.

#### Our Microsoft Autopilot White Glove Service includes:

- Perform Power on Test (POST) and visual inspection.
- Device enrolment into autopilot following your organisation's required methodology.
- Configuration of Wi-Fi settings.
- Pre-provision of device applications, policies & settings, including user applications.
- Affix supplied asset tag.
- Capture serial & asset tag numbers.
- QA & Re-box.

### European Distribution Centres Virtual Tours

To give you a better understanding of our National Distribution Centre and the services we can support you with, we hold dedicated sessions for you to see this, through the eyes of a Microsoft Hololens 2.

#### **Built to your requirements, this session can include:**

- General tours – a walk through our Distribution Centre and integration labs, where you can see how our teams work and deploy our hardware services.
- Virtual proof of concept configurations – a virtual session held directly with you, so you can see for yourself the build of the device, before completing a larger deployment
- Virtual troubleshooting – a virtual forum for supporting you with device challenges, in a way that is as if you were present in the laboratories.

## Virtual Reality & Mixed Reality Configuration

We are dedicated to being at the forefront of technology innovation and supporting our clients to digitally innovate.

To support this, Insight offers our clients a configuration service for virtual reality and mixed reality devices.

**This service includes configuration and enrolment for devices including:**

- Microsoft Hololens
- Facebook Oculus

## Client Stock Management Services

We offer a range of stock management solutions to support our clients with their hardware storage requirements.

There are three core solutions:

### **COI** Client Owned Inventory

Purchase your hardware upfront from Insight and rather than ship, we invoice only and re-book as zero value items into stock.

Devices are held free of charge for 90 days. Further storage can be arranged with a nominal charge.

### **CRI** Client Reserved Inventory

Devices are purchased and held for you and are invoiced at point of shipment. Free of charge storage applies for 30 days.

Further storage can be arranged with a nominal charge or goods can be converted to COI.

### **CSI** Client Supplied Inventory

Devices which you already own (purchase from anywhere, not just Insight) can be sent to us for storage and management.

Storage charges apply from day 1.

**All types of stock management and storage services will require a short agreement between parties.**

## **Special Deliveries**

In addition to stock management solutions, Insight is able to offer our clients a range of special delivery options to receive stock, including:

- Same day deliveries.
- European and global deliveries.
- SIEL applications requested as required.
- Working with specialised couriers for server rack moves.





For more information  
about these services,  
please contact your  
account manager.