



Solution Brief

Insight Device as a Service

Business challenge

Chasing and co-ordinating device repairs and refreshes can be a time intensive task for IT staff whilst also impacting end-user productivity.

Employees use an increasing variety of devices in their day to day work which causes complexity as multiple suppliers and manufacturers have to be managed. The rate at which hardware components change makes it almost impossible to store additional parts, and complexity of devices makes it risky to undertake these repairs. As a result, organisations are finding it increasingly difficult to find quick and reliable hardware device support, repair and refresh partners.

Whilst much of IT is now moving into cloud services, end-users still need to use devices and require a consistent device support and refresh cycle service. Downtime caused by device failures and aging devices that missed a refresh window means that end-users are unproductive and frustrated, IT departments have less time to focus on strategic projects.

Traditionally organisations have large device refresh projects and these can be intensive, use large teams and soak up significant resource. Businesses need an effective way to manage and support their devices throughout the lifecycle from replacing devices promptly when a user experiences a failure to ensuring that devices are subject to a managed, proactive refresh cycle, whilst also managing, consolidating and rationalising multiple suppliers. Challenging IT budgets, more stringent SLAs, increasing end-user expectations and the need to meet compliance regulations all add to the challenge

How can Insight help?

Insight can deliver a full range of IT Solutions across Europe through a combination of in-house resource and carefully selected 'Best of Breed' IT service partners, to support you with your device replacement, repair and refresh cycles.

Related services

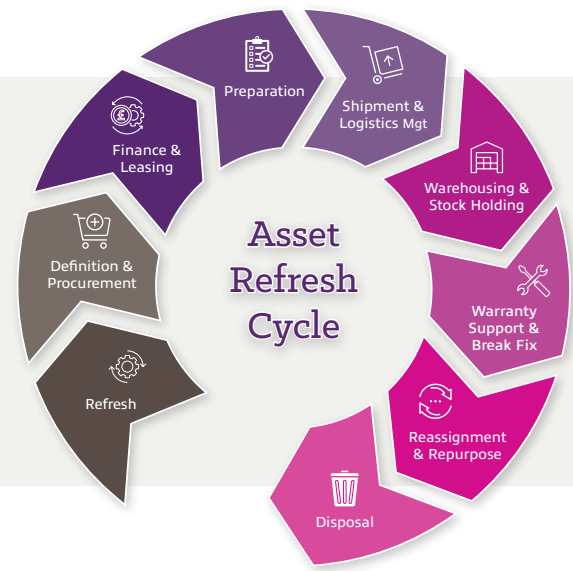
- Connected Workforce Assessment
- Insight Teamwork Assessment

Our partners



Insight's Device as a Service is comprised of the following modules from the Asset Lifecycle Solution:

- Shipment and Logistics Management
- Warehousing and Stock Holding
- Warranty Support and Break Fix
- Reassignment and Repurposing
- Disposal
- Proactive refresh management



Entitlement for each level of service:

Service Feature	Device as a Service
Repair coordination for warranty and non-warranty repairs	✓
Arrange on-site engineer to attend (Client or third party)	✓
Supply a replacement device overnight	✓
Storage for client-owned new and 'used' devices	✓
Refurbish released devices, prepare ready for re-use and store	✓
Temporary device	✓
Disposal of end-of-life devices	Optional
Quarterly reporting on breakdown of requests and stock levels	✓
Financial approval required before non-warranty repair completed	✓
Service Delivery Manager	✓

The benefits of this service

- Single point of contact - reducing hassle and complexity in organising repairs and warranty call outs and refresh cycles.
- IT can focus on more strategic projects increasing employee satisfaction and fostering innovation.
- Ease of use - one request, one process for both in-warranty and out of warranty devices saving time.
- Leveraging Insight's buying power, relationships and market position/partner network means that clients get the best service.
- UK and EU Mainland coverage ensures that all of a client's end-users in key locations can take advantage of the service.
- Centralised stock holding and next business day rapid deployment means end-users become productive again much sooner.
- Disposal and recycling of old and retired devices in line with security, environmental and WEEE objectives.

Insight's Device as a Service your IT department to concentrate on more strategic projects by taking away the mundane and time-intensive day-to-day device repair and refresh processes.

Why Insight?

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

Global scale & coverage	Operational excellence & systems	Software DNA	Services Solutions	Data centre transformation	Next-generation tech skills	App dev & IoT expertise	Insight Digital Workspace™	Partner alignment
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About Insight

At Insight, we define, architect, implement and manage Insight Intelligent Technology™ Solutions that help your organisation run smarter. We will work with you to maximise your technology investments, empower your workforce to work smarter, optimise your business and create meaningful experiences.

For more information please contact your Insight Account Manager.

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