

Global Conglomerate Simplifies Device Deployment to 68 Countries.

An alcoholic beverage conglomerate with operations in over 180 countries had a market-based business model that offered individual strategies for different countries. This model allowed the company to identify and act on specific consumer trends to support growth.

Major technology challenge

Management realised they weren't getting the guidance they needed from their existing vendor. The company couldn't offer the flexibility, device options or negotiating power to uphold performance or get the best possible prices.

The client asked Insight to develop a strategy to ship and deploy 17,000 laptops in 68 countries – all within a limited seven-month time frame. The company's original IT supply chain model could no longer support such a major undertaking. The company also didn't have the support system to deploy to the 68 countries earmarked for this rollout.

Fast global delivery

Insight's global reach combined with our global alliance partner network allowed us to offer a truly global solution with local customer service across multiple hardware vendors. Due to our multiple vendor relationships, we were able to accommodate the client's request for a Choose Your Own Device (CYOD) business model.

Insight utilised its extensive knowledge and experience with large global device rollouts to create a more strategic solution that better met the client's needs. During the first phase, of this major undertaking we ensured timely delivery of 5,000 laptops.



Quick Overview

Challenge:

The client didn't have the available support or supply chain resources to deploy 17,000 laptops in 68 countries over a seven-month period.

Solution:

- Apple® Macintosh® computers and Lenovo® laptops
- Simplified shipping process
- On-site IT assistance
- Low- to zero-touch device deployment

Quick Stats

Client industry:

Alcoholic beverages

Size:

36,000 employees

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Massive deployment, minimal deadline

Insight's simplified process pre-emptively defused the potential problem of having too few IT resources to deploy so many on-site laptops and provided low- to no-touch deployment for the users. Our overall objective was to ensure the majority of laptops were deployed on schedule.

Initially, the client's management team was skeptical about whether we could execute such a large deployment. Because we have successfully proven that we could accomplish such a large scale project, we are now the client's preferred partner for global supply chain.

Satisfied employees

No one was happier with the results than the people who benefited most from this deployment – the thousands of employees who received ready-to-use laptops in 6 countries around the world. An end-user satisfaction survey commissioned by the client confirmed that Insight's Supply Chain Optimisation solutions dramatically simplified the process of procuring, maintaining and replacing the technology employees use to run the business.

The client also noted a significant increase in end-user productivity and improved time to market. After earning the client's confidence and surpassing all expectations on price and global scalability, we are now developing new Connected Workforce solutions for the client, including video conferencing solutions and help desk services.



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The Results Highlights



Reduced IT procurement costs.



Improved productivity.



Greater employee satisfaction.

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