Software Supply Chain Optimisation

myInsight guide

Insight

Introduction

Providing the infrastructure and information that allows you to manage your software supply chain.

myInsight is a platform that enables a variety of purchasing and reporting on hardware, software and services. It helps you to obtain greater visibility around the technology supply chain. The platform simplifies reporting and orchestrates workflow and analysis capabilities across IT asset lifecycles.

Using role based access to each feature provides flexibility, whether used by central teams or more widely across your organisation.

A myInsight account provides a base level of functionality for your personnel to self-serve and is the gateway to a variety of further support, tooling modules and services from Insight's global teams.
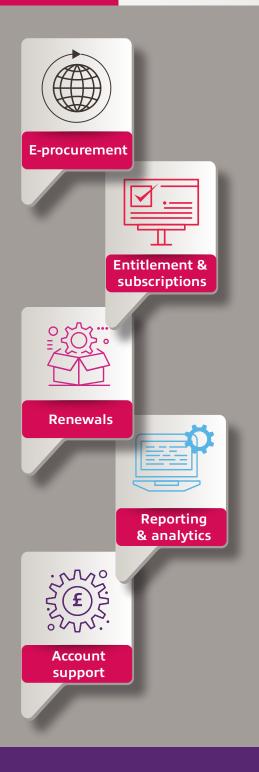
The purpose of this guide is to provide you with more detail around the specific functionality and deliverables across each capability area.

Additional Software Supply Chain Optimisation guides for reference:

- Procurement services
- SAM-as-a-Service
- Optimisation services

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The capabilities within myInsight are available as a standalone offering, however they become significantly more powerful when combined our procurement and software asset management services.

myInsight gives you the control and visibility to govern and transact your spend more effectively. Our toolset can integrate into your systems and processes, as well as link to third party solutions.

Standalone examples
Providing a standard e-commerce software catalogue and purchasing work flow
Providing visibility into renewal activity timetables and easy execution
Bundled solution examples
Having a streamlined process built in to apply existing licensing capacity and avoid duplicate purchases. Providing expertise to address complex licensing requirements to deliver a cost-optimised structure that aligns to the client's IT roadmap
Pro-active management of demand to ensure you buy what you need, when you need it and take advantage of cost-saving opportunities

Procurement

A global platform to discover, request, approve and transact from a customised hardware and software catalogue across multiple languages and currencies.

Our e-commerce platform provides an efficient way to access your custom catalogue across both traditional products and subscription services. Tailoring a catalogue for your business ensures you're investing in the right technology, whether specific to a group or company wide.

We provide a flexible structure that provides both user and role-based control over access to catalogues, purchasing workflows, configuration and reporting. Our platform shows costing that is specific to your agreements and allows for procurement to pass through internal service costs to requesting users and groups. The catalogue and work flow can easily be integrated into existing procurement management tools with data punch outs.

Whether you're setting preferences for an individual user account, group or the entire company, you'll have:

• Role-based permissions for every feature

• Company standards of preferred products

• Standard product bundles, for example to equip a new employee

• Customised order templates

• Customised, multi-layered approval work flows based on your standards

• Electronic billing

• eCommerce specialist to help and support your onboarding

• Integration with 500+ eProcurement partners platforms, market places and erp providers.

Streamline and simplify with a comprehensive e-procurement platform.

Entitlement and Subscriptions

We provide a facility to translate complex purchasing histories into a picture of usage rights for a selection of key vendors and online services.

The tooling takes your Insight purchasing history and provides a clear picture of the associated entitlement. There are simple support options to remediate the issues identified, such as incomplete purchasing records or optimisation assessments.

From within the myInsight platform, an entitled user can see details of licensing agreements, benefits, component products. This is aggregated and presented in an easy to consume format that can be sorted, filtered and exported.

The reporting includes commentary from the mapping algorithms, for example where components are included in a suite. The attributes associated with a purchase are also displayed.

Simplified view of agreements and licensing entitlements.

Renewals

The renewals module of myInsight provides on-demand visibility into maintenance contracts.

The dashboard provides a clear view of how efficiently you are managing your assets and allows customisation to show the most important information, along with drill down, filtering and reporting. One of the most used features is the calendar of upcoming renewals.

Features of the renewals module include:

• View software renewals by publisher, spend and volume.

• Drill down into the attributes of an upcoming renewal, including product, contract, order, pricing and billing information.

• Know areas that require action as maintenance renewal dates approach.

• Apply multiple labels to a renewal, which allows easy grouping by area of responsibility. For example where contracts are associated with a specific division, product owner or vendor manager.

• Apply automated notifications and periodic summaries based on manufacturer, timetable etc. This can include adding additional recipients for notifications.

• Easily request a budgetary quote, either for a single product or across a portfolio of related products. This facility provides flexibility for you to state your support term, adjust volumes and define other requirements.

• Have a clear audit trail to manage and review renewals activity through case histories. This includes communications concerning quote requests and notifications being issued when notes are added.

• Manage renewals for other products, including those purchased outside of Insight.

The renewals module allows you to take control of your spending and avoid many of the pitfalls in software licensing such as unauthorised purchasing or incurring penalties for lapsed maintenance. This module allows you to self-serve or be combined with Insight's managed procurement services to proactively drive down software costs.

Reporting & analytics

myInsight has a variety of reporting and analytics features, allowing you to profile your IT business assets and drill down into historical data.

Other capability areas describe a number of reporting and tracking functions that exist within myInsight.

Insight's global reporting, dashboards and purchasing analytics provide greater visibility to manage and control your IT assets estate and supply chain costs. Historical and current reports can be accessed online, sent via email, downloaded or scheduled on a periodic basis across areas such as:

• Client specific catalogues, products and bundles

• Order histories

• Billing and invoicing details

• Pending and open orders

• Access and usage

• Purchase activity reports, segmented in various formats, along with information from other channels (e.g. Insight's partner network) are published periodically.

In addition to this, reporting across other channels, such as partner networks can be accessed monthly or quarterly depending on your situation.

When combined with our procurement services you will have an even greater level of depth of customised reporting and observations options. Our software asset management and optimisation capabilities provide detailed, subject specific analytics to drive down the total cost of software ownership.

Quick and easy access to purchasing history.

Account Support

Everyone subscribing to myInsight receives centralised support for the onboarding process and ongoing assistance from our account teams; these are typically in-country or driven through a hub and spoke regional model.

When using any of our supply chain optimisation services will also have a service delivery point of contact throughout the term of the engagement.

We provide a periodic review of the business through, and services from Insight. The structure and format may vary, but typically includes a quarterly business review where we jointly discuss your IT sourcing, our delivery performance, areas of note in reporting and improvement observations. Depending on the solution you subscribe to, this may be expanded on to include more frequent operational management meetings.

Areas account support activities cover can include:

- Help in identifying or qualifying solutions that align to your business needs

- Facilitation and/or delivery of product showcases, demonstrations and roadmaps

- General guidance on buying processes and strategies

- Back end support to obtain competitive pricing from Insight's programmatic procurement and sourcing functions

- Support in obtaining and completing software and hardware pricing, quoting and ordering

- Analysis of your IT spending and presentation of suggestions to enhance the effectiveness of your IT spending

- General query receipt and handling, including order, shipment and invoicing topics

- Requests to amend access to Insight or Insight services related portals

- Management of volume licensing agreements and benefits

- Handling of commercial and relationship issues

Supporting you to deliver an efficient e-procurement experience.

About Insight

Today, every business is a technology business. Insight Enterprises Inc. empowers organisations of all sizes with Insight Intelligent Technology Solutions™ and services to maximise the business value of IT. As a Fortune 500-ranked global provider of Digital Innovation, Cloud + Data Centre Transformation, Connected Workforce, and Supply Chain Optimisation solutions and services, we help clients successfully manage their IT today while transforming for tomorrow. From IT strategy and design to implementation and management, our 11,000 teammates help clients innovate and optimise their operations to run business smarter. Discover more at **uk.insight.com**.

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