Insight Integration Services

Insight

Do you suffer from problems associated with managing your IT estate?

Insight offers you a vast range of integration services from a 7,000 sq ft facility housed within our national distribution centre in Sheffield.

Our clients benefit from generic integration services, server building and configuration, imaging and asset tagging, break-fix and refurbishment, distribution and helpdesk support.

We back each service up with the quality assurance you'd expect from an organisation that is a trusted IT advisor to businesses around the globe. Our team has over 100 years' experience within the IT industry, operates to six sigma standards and is ISO 9001, 14001 and 27001 compliant.

Our integration services help you reduce costs, whilst at the same time outsourcing to an organisation with a QA rate measuring 99.99% for several years now.

Our bespoke services combine a flexibility to tackle jobs of any size, with the same attention to detail and an ability to dramatically reduce lead times from weeks to a matter of days when deploying and refurbishing your IT assets.
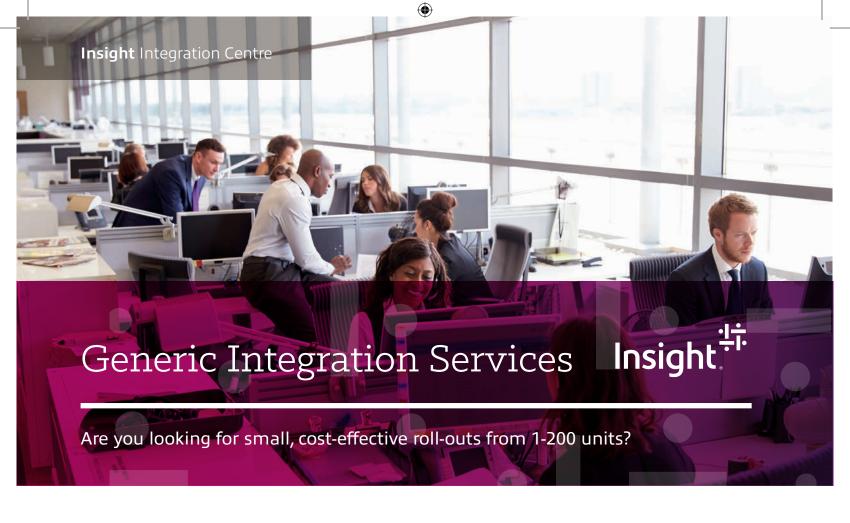
Managing your IT becomes a simple task when equipment is reliably built, accurately imaged, configured and tagged. Add a world-class distribution network and helpdesk support tailored to your exact needs and it's easy to see why clients sleep easy at night with Insight.

Why Use Insight's Integration Services?

- ⊘ Vast experience in our field of expertise
- ⊘ Predictable SLAs to meet project goals
- ⊘ Simplify deployments and roll-out costs
- ⊘ High volume capacity (4000+ units per month)
- ⊘ Free up valuable technical resources
- ⊘ ISO and full ESD compliant built environment
- ⊘ Secure build facility
- ⊘ QA rate of 99.99%
- ⊘ Fully customisable service

For any other queries regarding generic integration services, please speak to your account manager. Don't forget to ask about a tour of our facilities too.

nl.insight.com • +31 (0)55 5 38 2320

Generic Integration Services

Insight ®

Are you looking for small, cost-effective roll-outs from 1-200 units?

Let Insight help you with our 'off the shelf' services.

All of the 'generic service' jobs undertaken are built in our ISO-certified integration centre (ISO 9001, 14001 & 27001) under full ESD protected conditions.

In addition, all of our desktop engineers are trained to at least NVQ Level 3 in IT, with our network engineers CCNA qualified as a minimum.
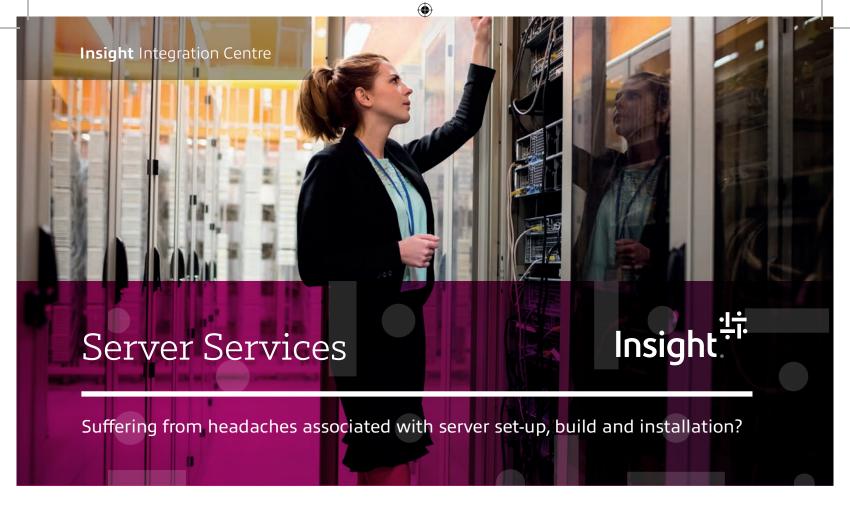
Whether you need a single upgrade or hundreds of units, we take pride in our long-standing QA rate of 99.99% accuracy, monitoring all service levels via metrics and scorecards.

Insight also offers bespoke solutions to those organisations seeking additional services not listed here.

Service offerings:

- ⊘ DOA Check - a cosmetic check and simple power on test (not applicable to server hardware)
- ⊘ Bronze Desktop & Laptop Service - Anything that can be done without going into the OS (memory install for instance)
- ⊘ Silver Desktop & Laptop Service - Services requiring being logged into the OS (Office Install, application load, driver load etc)
- ⊘ Gold Desktop & Laptop Service - A full OS replacement (OS Upgrade /downgrade, new HDD install etc.)
- ⊘ iPad Configuration Service - DOA, image and user configuration
- ⊘ Network Bronze Service - DOA check, basic IP configuration, GBIC / Module install
- ⊘ Network Silver Service - As per the Bronze Service but also includes firmware/IOS update and basic Vlan setup

**For any other enquiries regarding generic integration services
or a tour of our facilities, please speak to your account manager.**

nl.insight.com • +31 (0)55 5 38 2320

Server Services

Insight❖

Suffering from headaches associated with server set-up, build and installation?

Our team of experts will guide you through the process, taking care of image deployment and data centre labelling for you too.

Insight offers a wide range of server services for organisations of every size.
These include server builds, RAID configuration, soak testing and associated reporting. Bespoke solutions are tailored to suit your requirements, with all servers built in ESD protected, fully air conditioned facilities by manufacturer-accredited server engineers.
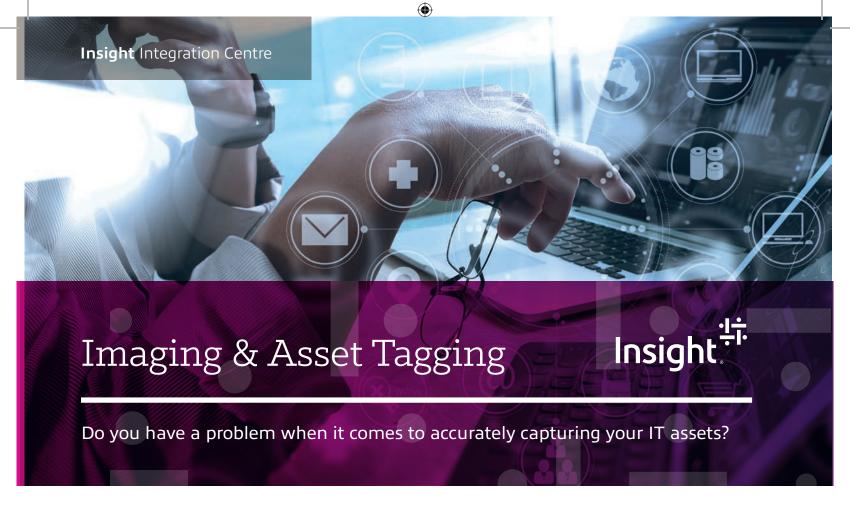
Service offerings:

- **Bronze -** Server build, RAID configured and DOA check
- **Silver -** Server build, RAID configuration and 24-hour soak test complete with report
- **Gold -** Server build, RAID configuration and 24-hour soak test and OS load
- **ESX Install -** Installation and configuration of VMware ESX
- **Virtual Server Setup -** Creation and setup of virtual server (including OS load)
- **Storage Unit Build -** Assembly of storage unit (up to 24HDD installed per sku)

- **Rack Build -** Build and installation of rack furniture and servers including cabling
- **Image Deployment -** Server build, RAID configuration, soak test (if required) and deployment of client-supplied image including post image configuration
- **CTO Data Centre Labelling -** test and label of CTO servers ready for data centre install

Service benefits:

- ⊘ Condense valuable deployment engineering time
- ⊘ Minimise the risk of DOA components delaying install
- ⊘ Server components built exactly to your requirements
- ⊘ Reduction in packaging delivered to site
- ⊘ Build review by experienced engineers for current best practice

Can't find the solution you're looking for and still have some questions? Please speak to your account manager and don't forget to ask for a tour of our facilities.

nl.insight.com • +31 (0)55 5 38 2320

Imaging & Asset Tagging

Insight

Do you have a problem when it comes to accurately capturing your IT assets?

Insight has a track record of providing image deployment and asset tagging to some of the world's largest organisations.

We have the capability to image thousands of machines and offer you a wide range of imaging methods including HDD replication, Image X, Ghost, Acronis, Microsoft Deployment Server and SCCM. Customised solutions can also be undertaken by qualified engineers in our secure ISO accredited lab, with any roll-out programme designed to meet your deployment schedule.

With asset tagging provided by the same team, your data capture needs can be easily accommodated to ensure accuracy. Connecting remotely to your domain isn't a problem either thanks to our fast WAN connection.
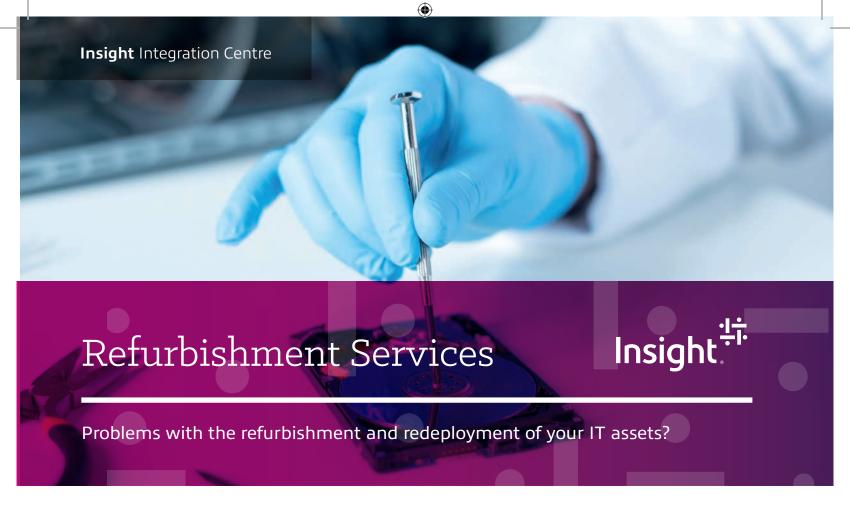
Service offerings:

- Desktop, laptop & tablet image deployment
- Epos build and image deployment
- Asset tagging
- Image creation & management
- Device box labelling
- Hardware upgrades
- Proof of concept build
- Client domain connect
- Customised data capture service

Service benefits:

- ⊘ Reduced onsite configuration with out-of-the-box solution
- ⊘ Predictable SLAs with accuracy rate of 99.99%
- ⊘ EU/EFTA daily delivery service
- ⊘ Simple to complex solutions catered for
- ⊘ Quality assurance (ISO 9001, 14001 & 27001)
- ⊘ Track record with some of the world's largest organisations
- ⊘ Enhanced end user experience
- ⊘ Minimise in house asset storage and risk

If you have any other queries concerning imaging and asset tagging, please contact your account manager. Why not ask for a tour of our facilities at the same time?

nl.insight.com • +31 (0)55 5 38 2320

Refurbishment Services

Insight

Problems with the refurbishment and redeployment of your IT assets?

Put your IT estate in the hands of our experts.

As machine specifications increase and firms are able to do more with less, we're seeing a trend towards redeploying existing equipment in the workplace. In recent years this has led to many firms stockpiling unused IT equipment.

Insight offers you a solution to the refurbishment and redeployment problem by combining services offered by our integration and national distribution centre.

These include collection and re-imaging of existing devices, asset management, stock holding, testing, cleaning and redistribution.
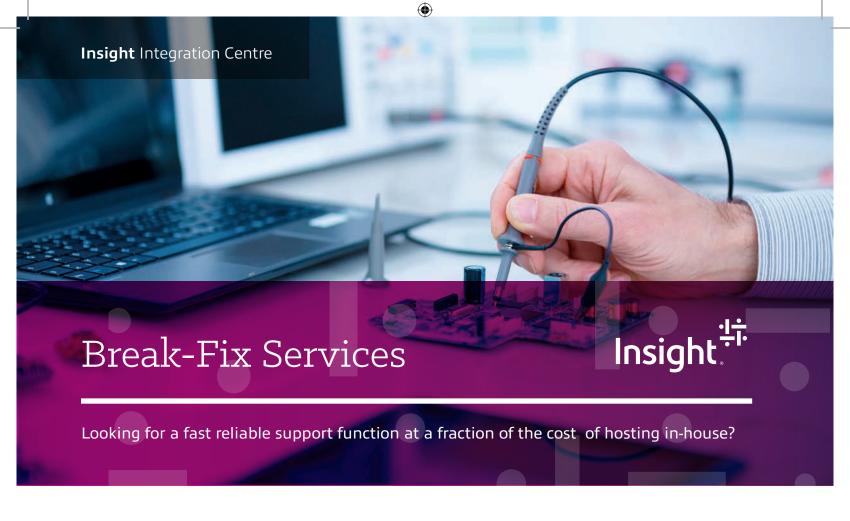
Service offerings:

- Full detailed asset management reports
- Live stock levels on customised landing page
- Disposal service available including data wiping
- Upgrade service available
- Personalised asset recording and reporting
- Secure stock holding
- Surplus asset disposal and value recovery options

Service benefits:

- ⊘ Managed asset visibility and control
- ⊘ Redeploy existing equipment
- ⊘ Fully customisable service
- ⊘ Secure storage with fire protection
- ⊘ Europe-wide logistics service
- ⊘ Reduced in house asset storage and risk

Should you have any other questions regarding the redeployment and refurbishment of existing equipment, please contact your account manager. Don't forget to ask about a tour of our facilities while you're there.

nl.insight.com • +31 (0)55 5 38 2320

Break-Fix Services

Insight

Looking for a fast reliable support function at a fraction of the cost of hosting in-house?

Then look no further.

The Insight Integration Centre holds client buffer stock and pre-imaged machines ready for deployment.
This means we can reduce delays associated with new user equipment requests and replacing laptops, from weeks to just three days across EU and EFTA-listed countries.

Thanks to the latest fast fibre WAN infrastructure hosted at our ISO certified Sheffield centre, we can connect into your domain and perform configuration to provide a fully configured 'out of the box' end user ready device. In addition, we can take care of servicing faulty units and managing warranty repairs before returning these to buffer stock ready for their next deployment.
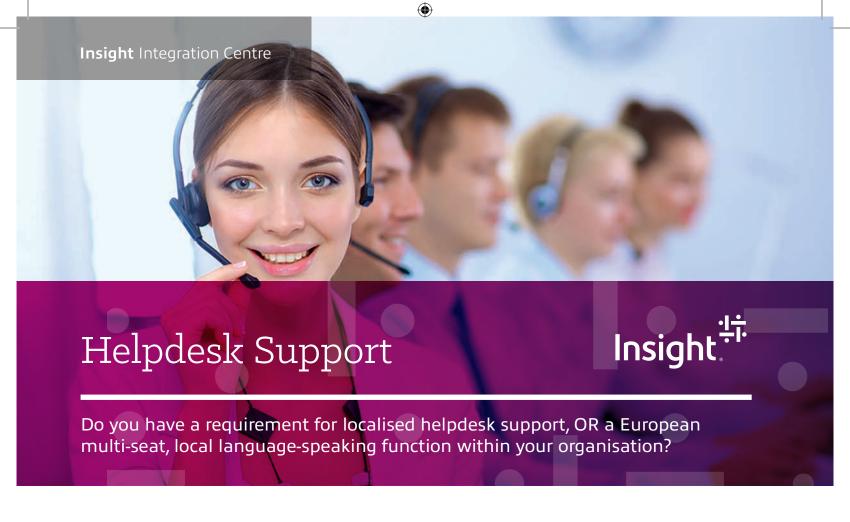
Service offerings:

- Client domain connect
- 'Out of box' fully configured devices
- Break fix user swap out
- Faulty unit & managed warranty repair
- Buffer stock & pre-imaged machines held on-site
- Optional helpdesk support
- Surplus asset disposal and value recovery options
- High priority SLA's

Service benefits:

- ⊘ Reduce delays associated with user equipment requests
- ⊘ Minimal user downtime
- ⊘ Secure ISO certified facility (ISO 9001, 14001 & 27001)
- ⊘ Latest fast fibre WAN infrastructure and secure connectivity
- ⊘ Fraction of cost vs hosting in-house
- ⊘ Fast and reliable SLA's
- ⊘ Reduced administrative overheads
- ⊘ Reduced in house asset storage and risk

Can't find what you're looking for? Want a tour of our facilities? Your account manager will be able to help with any enquiries you have.

nl.insight.com • +31 (0)55 5 38 2320

Helpdesk Support

Do you have a requirement for localised helpdesk support, OR a European multi-seat, local language-speaking function within your organisation?

Insight⁺

Insight can keep you running at maximum efficiency.

Our 35,000 sq ft, 587 seat headquarters in Sheffield offers flexible helpdesk support for global clients across EMEA, featuring multi-lingual operatives and measured SLAs.

You can choose the best way to receive timely and professional support to manage an issue that may arise.

When combined with Insight's break-fix service you get an ultra efficient support network at the fraction of the cost of operating in-house.

Service offerings:

- Multi-lingual, client specific helpdesk support
- Personalised helpdesk to client requirements
- Remote desktop & user support
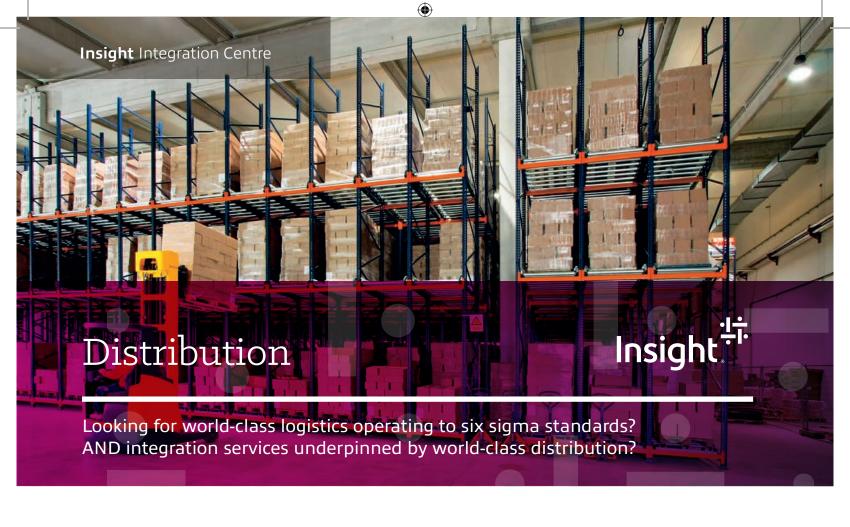- Transactive or dedicated resource-based service models

Service benefits:

- ⊘ Measured SLAs
- ⊘ Efficient support network
- ⊘ Major cost savings vs operating in-house
- ⊘ Secure Facilities backed by power and connectivity resilience
- ⊘ EPC rated C facility
- ⊘ ISO 9001, 14001 & 27001 accredited
- ⊘ Supporting 30 client locations worldwide

Need assistance in another way?
Speak to your account manager to find out more about our tailored solutions and don't forget to ask about a tour of our facilities.

nl.insight.com • +31 (0)55 5 38 2320

Distribution

Insight

**Looking for world-class logistics operating to six sigma standards?
AND integration services underpinned by world-class distribution?**

Our clients benefit from a 55,000 sq ft facility offering a full range of logistics services to any EFTA-listed country across Europe. Staffed by full-time logistics professionals, our National Distribution Centre (NDC) ships more than 1000 orders a day, ranging from ink cartridges to a fully populated server rack.

As you would expect, security is paramount and Insight's NDC features 24-hour surveillance, extensive CCTV camera coverage, fire protection and fault tolerance via UPS and self-contained generators. This means both new equipment and client owned inventory are handled in a correct and efficient manner.

Service offerings:

- 55,000 sq ft Warehouse

- Full time logistics professionals

- Daily European deliveries (small van to HGV)

- More than 1000+ orders shipped daily

- 24-Hour security, remote monitoring & CCTV

- ISO 9001, 14001 & 27001 accredited facility

- Client owned stock holding service available

Service benefits:

- ⊘ World-class logistics operation

- ⊘ Operate to six sigma standards

- ⊘ The team are all full time Insight staff

- ⊘ Sarbanes Oxley compliant

- ⊘ Fully insured facility

- ⊘ Buffer stock facility

- ⊘ Flexible & reliable (QA 99.99%)

- ⊘ Integrated fire protection systems

- ⊘ Client visits welcome

For projects not covered within the listed services, please call your account manager to discuss requirements. Don't forget to ask about a tour of our facilities too.

MKT2688

nl.insight.com • **+31 (0)55 5 38 2320**