

Insight Empowers the Workforce of a Major UK Construction Group by Managing its IT Support

A major construction business needed a reliable partner to provide IT support to its workforce.

Insight delivered a full IT service desk and break-fix service to ensure IT staff could focus on their core roles rather than troubleshooting technology issues.

As the business evolves, Insight continues to improve its service levels, building a strong relationship with the client based on trust and shared values. Insight has become an integral part of the client's business, managing day-to-day IT and helping the company to secure future success.

The Challenge

The UK's largest independent construction and building materials group needs to keep its business running smoothly by ensuring employees are not hampered by IT issues.

Having moved between multiple services providers over the years, the client wanted a trusted partner with a shared culture who would align with their values and work with them to provide value-focused IT support.

The client wanted a partner with a focus on 'first time fix' and positive customer experience, and the hunger to challenge the status quo to help their IT business run smarter. It also wanted end users to have the feeling that Insight were part of the family.



The Client

Client:

A major construction and building materials group.

Size:

Seven regional offices with 50 operational sites and 800 employees.

Challenge:

Small internal IT department without the resources to manage day-to-day operations.

Insight Solution:

Full IT service desk including incident management, device installations and break-fix services, with a focus on continual service improvement.

Network and Telephony management backed up with Insight's OneCall Service.

"We are very impressed with Insight for not just accepting the status quo like a lot of suppliers. Insight challenges and pushes for continual improvement so that our staff have easier access to IT services and the technology they need to help drive the business forward."

The Solution

The client wanted to focus on its core business and not spend valuable time managing its IT. Insight reviewed the needs of the client's business and prepared a tender to include full IT helpdesk support to all staff.

The managed services include a personalised service desk with intelligent call and ticket routing, as well as access to subject matter experts, so employees have full support for their software and hardware.

For issues on end users' computing devices, Insight provides a full break-fix service.

Insight also manages the software installation of employees' computing devices, providing support for any changes, moves or additions that need to take place. The client's telephony and network are managed by Insight too, with the backing of OneCall Cisco CareNet.

In addition, the client's procurement and engineering divisions have access to their own resolver groups for network, servers and application within Insight's IT Service Management tool.

This seamless integration between Insight and the client ensures key staff have the support they need at their fingertips.

Key benefits:

- Support for over 8,400 incidents per year for the client's 800 employees.
- A single point of escalation for all IT issues throughout the organisation.
- Cost savings with the advantages of a personalised service desk delivered at the price of a shared service desk.
- Efficiencies in the supply chain with support for lifecycle asset management.
- Speedy implementation process of seven weeks compared with the normal onboarding timescale of three months.
- An empowered workforce with the technology to do their jobs to the best of their ability.
- A close relationship with a trusted partner which shares the client's vision.
- An IT team with the freedom to focus on internal transformation projects.
- A partner which embraces continual improvement and is not satisfied with the status quo.

"Insight is a trusted partner and an excellent cultural fit for us. There is a clear alignment with our family values and Insight's values of hunger, heart and harmony."

Result Highlights



Peace of mind knowing that staff have the IT support they need to do their jobs.



The IT team is free to focus on transforming the business, rather than solving IT issues.



A close relationship with a trusted partner who shares the client's vision, values and ethos.



A partner which constantly strives to improve the breadth and quality of its service delivery.