



## Why Insight for workplace services?

At Insight, we define, architect, implement and manage Insight Intelligent Technology Solutions™ that help your organization run smarter. Our strong supply chain optimization and workplace solutions combined with our data center transformation expertise and modernized applications keep business running, foster flexible work environments and put you at the forefront of innovation.

- 5,100+ partnerships with hardware, software & cloud providers
- 4,000+ sales & service delivery professionals
- Operations in U.S. and Canada serving over 170 clients
- Recognized in Gartner's Magic Quadrant for Managed Workplace Services

## How Workplace Services will help your business

Business is moving at an unprecedented rate. Your employees need reliable technology and fast resolutions when challenges arise. Insight's Workplace Services help manage the endpoint and end-user environment, while preparing you to modernize your operations and transform your end-user computing environment into a digital workplace.

Our customized approach provides both traditional and modernized support and operations models to keep your end users productive — and your IT free to focus on business-critical initiatives. Let our comprehensive solution help you:

- Adopt a "shift left" approach to reduce service desk volume.
- Provide personalized & modern experiences for end users.
- Improve service levels and reduce IT costs.
- Increase user satisfaction, productivity & employee retention.
- Decrease tickets, mean time to resolution and downtime.

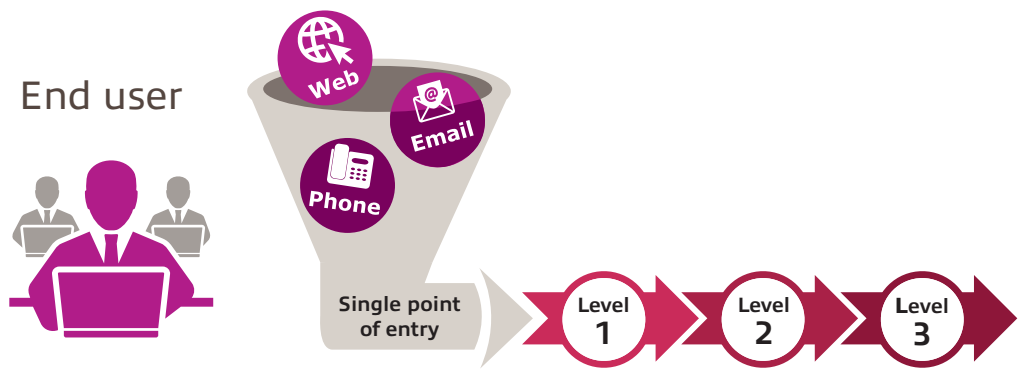
Insight helps you  
manage business today  
and transform the future.

# Modernize support

We leverage industry best practices to provide the frameworks, tools and solution accelerators needed to meet your business requirements. Our best-in-class Workplace Services help you manage today, so you can transform the future.

Features	
Self-service portal & chat capabilities	IT vending solutions & walk-up centers
Zero-touch provisioning & IMAC	Depot & hot swap
Governance & transformation roadmaps	Insight Knowledge Management
Automation & task reduction	Security administration
Platform/infrastructure monitoring	Continuous recommendations & enhancements

## Traditional end-user model



## Modern end-user model

