



Client Story

# DaaS: Mobility Leader Reduces Labor by 90%, Drives World-Class Employee Experience

This global organization is getting first pick from the best and brightest talent pool — with a nimble workplace tech approach that’s reducing labor and differentiating the business.

The vision: Solidify stance as a workplace tech innovator & premier employer.

For this subsidiary of one of the biggest auto manufacturers in the world, attracting top talent is key to the mission. It’s why leaders at the organization set their sights on workplace tech and employee experience transformation. With operations spanning automotive, industrial machinery, chemical products and energy, our client needed a solution at scale that could quickly onboard new hires and provide a seamless user experience.

## Anatomy of a solution: Device as a service

With more than 2,200 employees from Seattle to Tokyo, the company knew that a smooth employee experience meant speeding up device deployment across the world. Financial flexibility was equally important; as a company that prides itself on nimbleness, being able to allocate budget more predictably would help resources go toward core business priorities and unlock bandwidth for innovation.

To meet these needs, the company decided on Insight’s comprehensive Device as a Service (DaaS) program. The solution was tailored to meet key requirements:

- **Fast deployment at scale:** Our teams deployed devices in fewer than five days, mitigating supply chain disruptions and price fluctuations — and ensuring uninterrupted business operations.
- **One-click deployment:** The DaaS solution simplified device provisioning and enrollment for the organization while providing a personalized experience for end users. This streamlined processes and enhanced user satisfaction and productivity, especially for new hires.
- **Financial flexibility:** The organization embraced a pay-as-you-go model, paying only for deployed devices. This approach provided predictable IT expenses, simplifying budget management and keeping the organization agile.

Industry:  
Transportation

The challenge:  
Improve employee experience worldwide while simplifying management across diverse business sectors.

The solution:  
Insight Flex for Devices — comprehensive DaaS — for rapid deployment, seamless employee experiences and financial flexibility

- Insight provided:
- Consulting Services
  - Professional Services
  - As-a-service consumption model
  - Full device lifecycle support

The organization benefitted from a ramp-up phased approach — phase one included 150 devices and strategic recommendations on device lifecycle best practices. Phase two added 300 devices, and phase three ramped up to 1,000 devices and counting.

*The extra teammates who had been supporting devices are now plugged into the core business. Leadership is getting better ROI in talent. Despite less overhead, employee uptime is faster than before.*

The outcome: Modern employee experiences around the world, sustainability & beyond

The organization is now driving modern workplace outcomes with a scalable, efficient and sustainable solution that meets the evolving needs of their workforce. Before, the company had a team of eight that was responsible for the entire device lifecycle and delivery to end users. Today, Insight's integration center has reduced the labor needed by 90%, and the client only needs one person to manage their device lifecycle. The extra teammates who had been supporting devices are now plugged into the core business. Leadership is getting better ROI in talent. Despite less overhead, employee uptime is faster than before with Insight's support and self-service portals.

*Seamless expansion of the program and resources across different business units and geographic regions aligns with the company's nimble and agile culture.*

Additionally, the DaaS program has reduced the company's carbon footprint through zero-landfill certifications and secure erasure of devices. This commitment to environmental responsibility is uniquely aligned with the company's corporate values and regulatory requirements.

Most importantly, the company has freed up resources and bandwidth for innovation. By providing seamless access to modern technology, the company continues to innovate and attract top talent for their commitment to what's next in technology and the transportation industry.

Benefits & outcomes:

**90%** reduction in labor for device lifecycle activities

**Rapid, at-scale deployment** of devices within five days



**Enhanced talent retention and employee experience**

**Self-service portal** empowering employees and simplifying procurement

**Improved financial flexibility** with pay-as-you-go model



©2024, Insight Direct USA, Inc. All rights reserved. All other trademarks are the property of their respective owners.  
DML-CS-1.0.06.24

insight.com