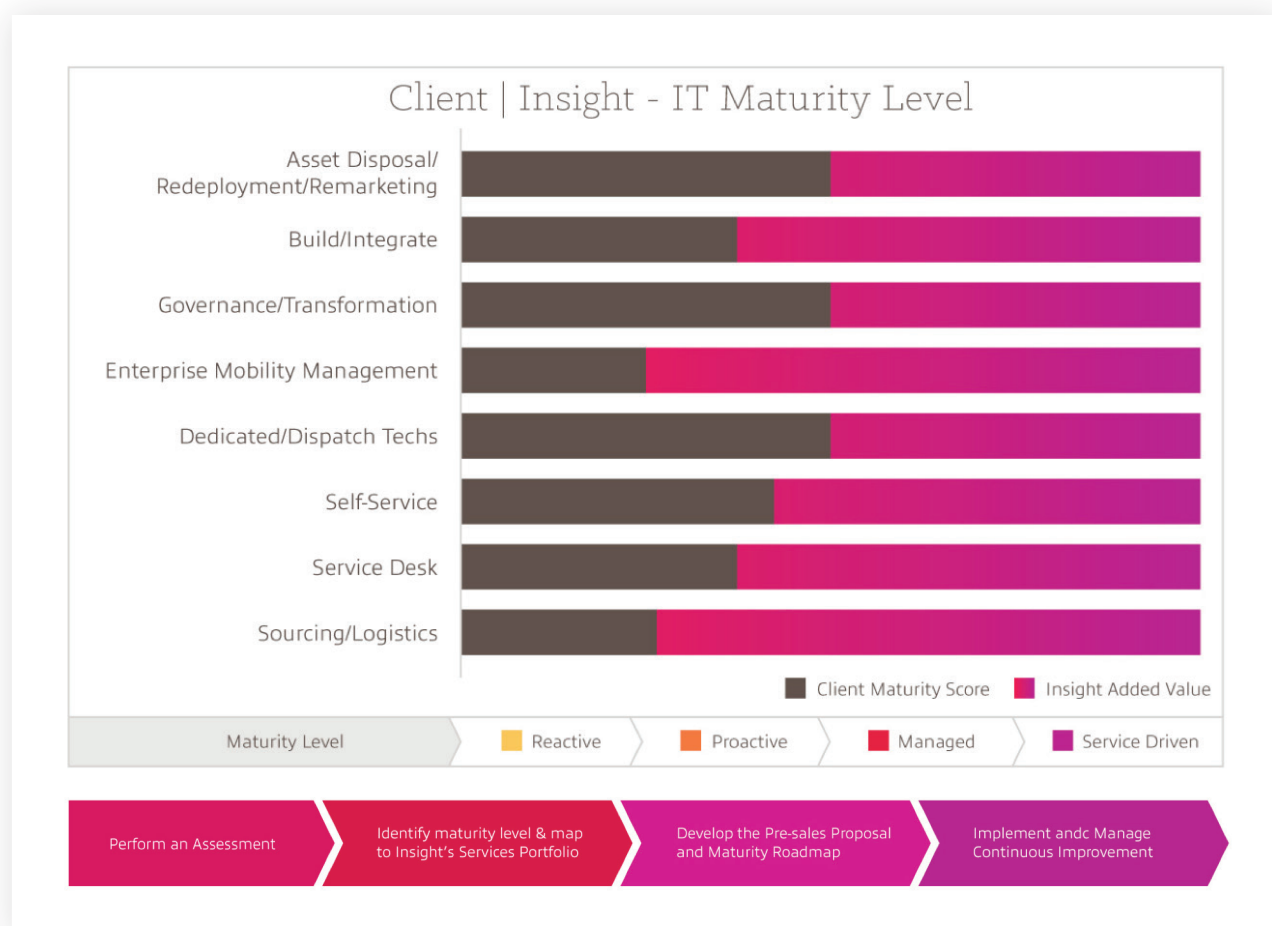
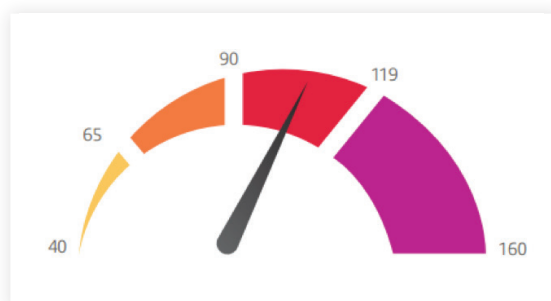


Insight's Workplace Services provides effective solutions for end-user support while freeing you to focus on IT and business strategies. Our robust assessment analyzes your environment, determines the maturity of your current end-user support capabilities and outlines a detailed road map for transformation and continuous improvement.

## Maturity score profile

The assessment provides an in-depth look at eight key areas of your unique IT end-user environment, from service desk to mobility management, sourcing and more. Based on our findings, we determine where you stand in each area compared to best practices, and if your organization's methods are reactive, proactive, managed or service-driven. More importantly, we highlight how you can innovate in each area with Insight Workplace Services.



## An in-depth look at major findings

Portfolio area	Finding	Impact
Self-service	Lacking prominent end-user self-service portal	<ul style="list-style-type: none"> <li>Missed opportunity to increase productivity and reduce ticket volumes by up to 15%</li> <li>Service desk and desktide must service all incidents</li> <li>Higher cost to operate/support</li> </ul>
Service desk	Current staffing levels for service desk are too low for the current volume	<ul style="list-style-type: none"> <li>Unable to meet call volume demands</li> <li>Increased hold time, abandon rate and handle time</li> <li>Poor end-user satisfaction, negative impact to employee productivity</li> </ul>
On-site/field support	Onboarding and terminations mostly manual	<ul style="list-style-type: none"> <li>Resources unable to handle higher-value IT services</li> <li>Missing opportunity to automate on/offboarding</li> </ul>

A snapshot of end-user support findings

In addition to your assessment results, you will receive a detailed report of the significant findings. This outlines the specific impact your current practices are having or will have on the organization and gives you a full line of sight into your environment in key areas.

## Transformation and continuous improvement

Insight Workplace Services - Implementation Roadmap															
Integration		Year 1				Year 2				Year 3					
24/7 Service Desk		24/7 SLA-Driven Support, Including French and Spanish Speaking Capabilities													
Live Chat		15% Adoption				25% Adoption				>30% Adoption					
Password Reset Tool/MFA/SSO		3% Ticket Reduction				5% Ticket Reduction				>7 % Reduction					
KM Self-Service Portal		5% Adoption				10% Adoption				>15% Adoption					
Top Incident/Requests Automation		2% Ticket Reduction													
Account Management Automation		Condense New Hire & Termination Timeframe / Task Reduction													
SW Distro & Patch, A/V		Improves Security / 1% Ticket Reduction													
Lockers		Hot-Swap Program / Gives Field Resources Access to Functioning Equipment in Remote Locations													
2016		2017				2018				2019				2020	
Q4		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	
		Go Live													
Legend:		Build Phase				Run Phase / Benefits									

Diving deeper into your maturity levels, we provide a customized road map of specific solutions that integrate into your environment to augment your IT maturity score and help you achieve transformation, as well as year-over-year cost savings.

## Maturity profile details

As a result of your IT maturity profile, you will receive a detailed overview of each specific technology being leveraged, which of the eight key areas it falls under and how reactive, proactive, managed or service-driven the technology is. This helps illustrate how increasing your maturity will positively impact your business by reducing costs year over year, improving customer satisfaction and increasing productivity for your employees.