

Private Healthcare insurance provider rapidly switches to home working thanks to Insight's relationships with key IT suppliers and license providers.

A not-for-profit organisation that provides personal and business health insurance policies in the UK, funds cancer drugs not readily available on the NHS. This organisation is recognised by the World Health Organisation for leading the development of new policies that reduce costs for members.

The Challenge

Due to recent events and the introduction of social distancing guidelines, the organisation needed to put its business continuity management (BCM) plan into action very quickly. According to its plan, the entire workforce (of over 250 employees) needed to begin working from home while continuing to service the company's clients.

Many of the workforce did not have laptops or other devices allocated to them, and the business needed to make up the shortfall very quickly to avoid disruption. This was made more challenging by the fact that demand for IT equipment was high, as other companies were in the same situation.

The company also needed to upgrade its Office 365 licencing model to provide more flexibility – allowing it to scale up and down as needed and supply licences to its remote workforce for as long as required.

Because of the nature of its business, all of this was happening at a particularly busy time for them, with an unusually high number of customer enquiries. A speedy resolution was essential to minimise disruption.



Quick Overview

A not-for-profit healthcare insurance provider, needed to source a large number of laptops very quickly in order to implement its business continuity plan. It also needed a more flexible licensing model to meet the needs of its workforce while social distancing measures were in place.

Insight was able to use its contacts to renegotiate the organisation's licensing agreement and rapidly source and supply laptops. As a result, the entire team was able to begin working remotely without disruption.

Business size: 258 users

Business Type: Private Healthcare

Insight solution:
Hardware procurement

Project timescale: Three days

The Solution

The organisation initially tried to source laptops directly from a well-known, multinational, computer technology company, but was given a long lead time. The company then approached Insight, knowing that it had reliable connections and buying power within the IT industry. Insight was able to supply up to 250 Dell laptops it required in just three days – enabling the business to continue servicing clients and deal with the increased number of enquiries without disruption. A large number of the laptops simply came from stock that Insight already had in its warehouses. The remainder were quickly sourced over multiple orders, using Insight's relationships with distributors.

Insight also negotiated an extended licencing agreement for the private healthcare insurer, complementing the Enterprise Agreement (EA), with a Cloud Service Provider (CSP) Agreement. The CSP agreement is much more flexible, allowing the business to scale up and down as required. It also offers more convenient payment options – ideal in the situation the organisation was facing, needing to quickly deploy new laptops across its entire workforce.

The Benefits

The business was able to put its BCM plan into action very quickly, enabling the whole workforce to work remotely. This allowed it to continue assisting clients with queries about healthcare policies at a time of particular need.

Insight's solution also helped to support the NHS, as private healthcare facilities are currently using their hospitals to offer critical care to cancer and cardiac patients, and the team is helping to co-ordinate this.

By implementing its BCM plan so quickly, healthcare insurance provider kept its own team safe by enabling employees to maintain social distancing. It also met the BCM requirements of the Financial Services Authority.

The Results Highlights



Insight supplied up to 250 laptops in just three days – despite high demand.



Insight negotiated an extended licencing agreement for the client – better suited to their current situation.



The organisation was able to continue supporting clients at a time when the volume of enquiries was particularly high.



The private healthcare insurer was able to comply with the UK government's social distancing guidelines.