

Global finance group's total tech transformation accelerated by Insight

One of the world's leading financial groups, with expertise in asset management, commercial banking and consumer finance, was undertaking a company-wide digital transformation programme.

The company was running Windows 7 on its devices, but the availability of technical assistance and software updates was coming to an end. So, Insight planned, designed and rolled out the client's new Windows 10 infrastructure.

As part of the project, the client also wanted to upgrade its core infrastructure, including Microsoft and VMWare.

The Challenge

The complexity of banking and asset management calls for high levels of expertise. But while the teams working at the client's UK offices are at the cutting edge of the financial world, the devices they were using were becoming outdated.

To address the situation, the company initiated a digital transformation programme, including an upgrade to its end user computer devices.

The company's Windows 7 estate was fast approaching its end-of-life deadline, and it urgently needed to move to Windows 10 to access support and remain compliant.

Employees were using old hardware with fixed desktop computers that didn't allow for flexible working. In an agile business environment, this was holding them back.

The company was also struggling to maintain its ageing IT system, due to issues with patching and compatibility.

The client decided to upgrade its core infrastructure including Microsoft and VMWare. To achieve this, it needed a partner with experience in endpoint management and application packaging which involves bundling together all files, components and information, so it can be installed in a Microsoft 10 environment.



Quick Overview

Client

A global organisation offering services in asset management, banking credit cards and consumer finance.

Size

The company has 150,000 employees in more than 50 countries.

Challenge:

Windows 10 infrastructure upgrade.

Insight Solution:

End user computer devices, core infrastructure VMware and Microsoft upgrades.

The Solution

The client was looking for a partner to manage its migration to Windows 10 and to upgrade its core infrastructure. A long-established relationship with the client, reliable vendor networks and procurement expertise made Insight the natural choice.

Insight started by initiating design, discovery and assessment workshops to evaluate the best approach for the project.

Insight prepared laptops for use with Windows 10 using System Center Endpoint Manager. Putting SCCM in place also makes it easier to manage the machines and apply further upgrades.

The upgrade involved packaging around 350 applications, which Insight managed. Some of the applications were not compatible with Windows 10, so Insight supported the company in upgrading these applications ready for use with the new devices.

Insight also implemented the Windows 10 image creation providing a backup solution for the devices.

The device rollout saw all UK employees receiving new Windows 10 laptops, which they initially used in addition to their Windows 7 devices to enable a smooth transition process.

Insight also set up a new company infrastructure involving VMware, Microsoft software, and associated security applications. This included Device Guard with secure boot features to resist attacks and infection from malware.

Insight also managed the company's user acceptance testing to make sure the solution provided everything the company's workforce needed.

Key Benefits

- Savings of 10% on desktop management and savings of 20% on IT management costs.
- A 15% increase in user productivity based on improvements in Windows 10 speed compared with Windows 7.
- Users are able to work remotely enabling them to be more agile and flexible in their roles.
- The organisation can keep its operations running when the teams are unable to work from the office.
- Fast and more efficient end user devices, providing a better working experience for employees.
- Enhanced security for the client's systems, software and devices, keeping confidential data safe.
- A more efficient way for the IT team to manage its devices and support end users.
- No disruption to business during the hardware rollout, and a smooth swap from Windows 7 devices to Windows 10 laptops for users.

The Results Highlights



Up-to-date user devices and applications enabling more efficient and productive working.



Employees can work remotely, and the company can keep its operations running when its offices are closed.



Improved security for the data held on the client's systems and devices.



A fully supported Windows 10 infrastructure as part of a wider digital transformation programme.