



INSOURCING

Challenge

Tendering for new support contracts is never straightforward.

Our customer held extensive technical competence across certain key IT products and experienced significant growth in their chosen field. However they needed to investigate ways to increase their competitiveness across new products and produce a more compelling proposition to potential clients.

Using select partners our customer began to extend their support offering to complete technology estates, with all non-core product support outsourced. Whilst this increased market availability it posed several obstacles. How could they maintain a consistent delivery of service across partners, how could they use these opportunities to develop their own technical capability and how could they manage the outsource costs with a large portion of revenue being consumed by this service model?

Solution

Agilitas was already delivering inventory services on the core supported products for the customer but possessed extensive technical experience across a wide range of Enterprise hardware products. The team began developing a comprehensive programme that would equip the customer with the necessary skills and structure to begin the process of insourcing the support of its end user estates. Agilitas was already planning and distributing similar spares inventories for other customers therefore it would only be necessary to familiarise and educate the customer's technical team on the products sets they wished

to support in-house. Agilitas began the process by providing hardware support training to populate the skills gaps of senior members of the field service and technical support teams. To provide an additional safeguard and escalation path full access was provided to the technical helpdesk and engineering teams at Agilitas.

Outcome

Within an extremely short implementation time the customer was able to begin the migration of outsourced contracted systems back in-house. Over the last twelve months of implementation our customer has achieved their desired target of a 30% cost saving. Service and customer satisfaction levels have been maintained and the cost reductions have resulted in significant improvements to financial performance, with in excess of an additional £100K EBIT being generated.