

Engineering company fills vital IT support position within a week thanks to Insight

When a major multinational engineering company was left without IT support for one of its main EMEA sites, it needed to find a replacement without delay.

Thanks to an existing relationship with the company's key contacts, Insight understood the organisation's IT support needs. Insight was able to respond within days by providing a local onsite contractor with the right skills for the job.

The Challenge

A multinational manufacturer and supplier of application-specific hoses to the oil and gas industry needed to find an urgent replacement for the onsite IT engineer at its Polish site.

The company was unable to find anyone locally with the level of technical expertise to fill the full-time position, and local contractor rates were outside the budget.

The previous onsite engineer had left with very short notice, leaving the company without support for one of its major manufacturing sites. As a result, the company needed to fill the vacancy for a three-month contract within a week.



Quick Overview

Client

A multinational engineering company.

Size

The company has a global footprint in 30 countries with 120+ locations.

Challenge:

Provide onsite support for IT and manufacturing equipment.

Insight Solution:

IT Strategy and Implementation.

The client specialises in the design, manufacture and supply of hoses to the oil and gas industries.

The Solution

Having evaluated the IT support needs of its client, Insight recommended a local contractor as a solution.

Insight worked closely with one of its trusted partners, which specialises in engineering support to find a person with the right skillset for the role.

Through its partnership, Insight was able to offer an IT contractor at a very competitive rate. Within the space of a few days, the contract had been drawn up and signed, and the contractor was on-site.

One of the key requirements from the agreement was the flexibility to extend the contract where necessary.

The arrangement was initially planned to be a three-month stopgap, but the local contractor worked with the company for 18 months, providing support for critical IT equipment and manufacturing lines.

For the life of the contract, the Insight partnership took care of all aspects of the management including overtime, approvals and timesheets, relieving the client of the burden of administration.

Key Benefits

- Reliable IT support for a key EMEA manufacturing site.
- A skilled and experienced IT engineer on-site within one week.
- Competitive rate for a local IT resource.
- The freedom to take time finding the right candidate for the full-time position.
- Full management of the contract including overtime, timesheets and administration.
- Contract extended from three to 18 months as a result of good service from the contractor.

The Results Highlights



Rapid response to an urgent need for IT support.



Provision of IT support while searching for a full-time candidate.



Key EMEA manufacturing site has full support for IT and manufacturing equipment.



Contract fully managed with all administration taken care of.