



Insight supports major fire service in facilitating operational efficiencies and optimising costs

Story Snapshot

Client:

A leading public sector fire-fighting service.

Size:

An organisation with 8,000 staff based at 350 sites.

Challenge:

To increase the value and reduce the costs of its Cisco collaboration

Insight Solution:

Insight customer success consultancy and the Insight CAREnet service.

Background

Encompassing 350 fire stations and employing 8,000 staff, one of the UK’s major fire services wanted to secure greater value from its Cisco unified communications solution as part of its long-term digital strategy.

The fire service’s IT team was keen to work with a partner that offered high quality Cisco support with a more local presence, so they chose Insight to deliver the solution.

Challenge

The organisation’s digital transformation strategy involved replacing eight legacy IT infrastructures with consolidated operations across the fire and rescue service.

This included replacing their Cisco legacy a la carte subscriptions with an Enterprise Licensing Agreement (EA) which facilitate operational efficiencies and optimises cost. This covers Cisco Unified Communications, Multiparty Suites and full access to the Cisco Learning Library from a national software reseller.

As work on its digital strategy progressed, the IT team had concerns it was not getting the real value it wanted from its Cisco ELA. The client decided to look for a partner which could deliver greater cost efficiencies, identify licensing opportunities and provide support across its Cisco collaboration.

“Working with Insight has reduced the cost of running our Cisco collaboration solutions while dramatically increasing the value we get from our partnership. We particularly appreciate the consultancy we get from Insight as well as the local support.”



Solution and Outcome

Insight created a solution covering four key areas:

- Takeover of Cisco Enterprise Agreement**
 As a highly accredited Cisco Gold Partner with collaboration specialisation, Insight took over management of the client's Cisco agreement. Insight also provided additional licences, products and maintenance services.
- Customer success consultancy**
 Insight helped the client understand the functionality available to them through their licensing. Insight also put in place plans and training so the organisation could get maximum benefit from its investment.
- Enhanced support**
 Insight moved the client from Cisco Smartnet to its CAREnet Cisco Support Service, providing Cisco-backed support, but with much of the workload handled by the local Insight team. Insight also nominated a dedicated Insight Technical Consultant to lead the account for the duration of the partnership.
- Unique pricing arrangement**
 As a public sector organisation, a pay-as-you-go arrangement was not available, so Insight created a bespoke payment agreement and Partner Payment Terms, under the protection of a typical trading framework and without the need to sign an agreement with a third-party supplier. This enabled the client to spread the cost over the contract's three-year lifetime.

Key Benefits

- Reduced cost of supporting the Cisco unified communications and collaboration system through Insight CAREnet.
- The ability to spread the contract cost in a compliant manner through Insight.
- Multi-year efficiencies through the longer-term upfront commitment to Cisco technology.
- Optimisation of the existing licensing with Insight customer success consultancy.
- A nominated highly experienced technical specialist assigned to the client.
- A locally based partner offering Cisco skills.
- Access to richer Cisco capabilities as an essential part of the client's continued digital transformation.

FAST FACTS

A new CISCO ELA with costs spread across three years.

Increased ROI thanks to a better understanding of what is included in the licence.

Access to local Cisco expertise including a nominated technical specialist.

Reduced operational costs through Insight's Cisco support service, CAREnet.