



INSIGHT SOFTWARE PORTAL IMPROVES EFFICIENCY FOR COOR SERVICE MANAGEMENT

The Client

Coor Service Management is the Nordic region's leading player within service management and has 3,700 employees. The company specialises in managing, developing and increasing the efficiency of service functions in offices, properties, production facilities and the public sector.

Coor Service Management offers all types of service, from running staff canteens and instrument calibration, to leasing administration, technical safety solutions and optimisation of premises. The company's core strength lies in developing and managing service functions in new and more efficient ways.

The Requirement

As an Enterprise-sized organisation, Coor Service Management found purchasing the necessary software to run its business a time-consuming process, involving multiple emails, faxes and phone calls, in addition purchasing was difficult to track. The company required an automated, efficient, and cost-effective method to replace this predominantly manual process.

The Solution

To solve these issues, Insight proposed Coor Service Management trialed its online software portal, 'Insight Software', to automate the purchase process and manage all phases in the software lifecycle. This full-service online portal enables organisations to reduce their authorisation processes ensuring correct licensing, prevent uncontrolled purchases and hence have total software expenditure under control. Key functionalities:

- » Global standardisation locally at a cost-effective price
- » Customised to suit your procurement processes
- » User-friendly support by means of intelligent functionalities
- » Individual catalogue adjustment
- » Comprehensive search functions
- » Customised workflow management
- » Integrated order, invoicing and order tracking system
- » Automated supplier integration
- » High-performance analysis system

AT A GLANCE

Client Profile

Coor Service Management is the Nordic region's leading player within service management. The company specialises in managing, developing and streamlining service functions for offices, properties, production facilities and the public sector.

Challenge

- Easily acquiring the right software, at the right time
- Controlling the costs associated with buying software
- Standardising the procurement process
- Expediting authorisation approval processes
- Obtaining comprehensive tracking and spend reports

Solution

Implementation of Insight's full-service online software portal, 'Insight Software' to automate the purchase process and manage all phases in the software lifecycle.

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The Results

Insight interviewed Coor Service Management's IT and License Purchaser who is responsible for all software requests and orders for the company.

What were your initial reasons for using the Insight Software website?

To obtain an easy-to-use system and have access to it at any time of the day.

How many people use the site within your organisation?

We are a business unit consisting of three people and we all use the Insight portal every day.

What areas of the site do you use most frequently?

To order and purchase licenses for the company.

How have these features helped make your processes better?

We have significantly shortened our response times to our end users.

What results did you achieve by using our site?

Fast and up-to-date pricing information at any time of the day

Other comments:

After a training session where we went through the features of the site we have found it easy to use and it fully satisfies our requirements.

"The Insight software portal has allowed us to significantly shorten our response times to our end users.

– IT and License Purchaser

Who is Insight?

Insight is a technology solutions provider serving global and local clients in 170 countries on all continents. Today, thousands of clients, including more than 80 percent of the Global Fortune 500, rely on Insight to acquire, implement and manage technology solutions to empower their business.

Insight provides software and licensing services globally. In addition, we offer a comprehensive portfolio which also includes hardware and value added services for our clients in North America and the U.K.

We are aggressively expanding our global capabilities by introducing new offerings, including hardware and services, to meet emerging needs for our clients worldwide.

Insight is ranked No. 477 on *Fortune Magazine's* 2008 'Fortune 500' list.

The logo for Insight, featuring the word "Insight" in a serif font with a red triangle above the letter 'i'.