FAQ's Hot Swap Depot Program

1. Can the Depot program be leveraged to deploy and recollect assets from U.S based employees?
Yes, we would utilize our Canadian and our US depot and place the appropriate seed stock into each location. Ticketing would also be centralized in this instance.

2. Will Insight provide a tool to capture configurations for network devices for example switches?
A POC test would be first run to design the master template configuration file for the switches. Following that, the per location specifics would be captured on the event's ticket.

3. Can you elaborate more about ESXi hosts configuration?
A master template would be generated with vim-cmd hostsvc/firmware/backup_config and then the per location specifics would be specified on each event's ticket.

4. For companies with low consumption, is there any annual fee to keep the subscription active?
There are no annual fee nor monthly minimums.

5. Does Insight have a list of all supported devices and model for this program?
We can cost effectively accommodate IT devices weighing under 50 lbs.

6. Can you please elaborate on how you handle with data on the returned devices such as phones and laptops related to data security. Ex: From the point it leaves the end user to your facilites, and back to the user.
Data Devices are stored in a secure storage location. The migration of local data from old to new is facilitated by a USMT based data migration tool and can also be customized based on your IT needs. For example, specific data to transfer and from where to where.

7. Does Hot Swap Program cater to all companies?
It is a good fit for all sized companies. The major fit criteria is how many users you have that aren't in a location where you have a dedicated IT support team onsite.

8.For swap of equipment or redeployment, do devices need to be purchased through Insight?
We accept seed stock from clients as zero dollar stock to launch the program and would hope you purchase future IT devices as needed to supplement your needs from Insight.

9. How much seed stock would be needed for an organization, Ex: 100 users. If the seed stock does not meet minimum what happens in this case?
Different device types and usage scenarios have different seed stock requirements. We would share our industry knowledge with you on device type failures and examine your past failure rates to determine optimum level to stock the seed stock at. Proactive reporting and reserved inventory would supplement it as it depletes.

10. Is this program available for companies that have end users in both Canada and USA?
Yes, we would utilize a Canadian and a US depot and place appropriate seed stock into each for your scenario. Ticketing would be centralized.

11. For redeployments events, specifically since Covid-19 lockdown and employees are located at home, are devices shipped to the clients home or shipped to the corporate head office? In addition, what security measures are in place to ensure that personnel receives the package at home as packages are often misplaced or stolen.
Devices can be shipped to home users. We would require the end user's name, phone number and address and our transport partners would contact them to verify they are home before making the delivery.

12. What is the ability to set up specific configurations of hardware & software order for new hires? We would like to ensure that when they show up, their system (laptop / desktop / tablet etc.) is configured properly, additionally, being connected with Insight (through Servicenow), can the configuration extend further to specific network drives, applicable software such as Bluebeam or tailored Microsoft setup. Note that this would be the same setup request for all employees. The intention is to reduce the onboarding process for new employees.
We can setup our backend to be able to configure devices as your IT team would from your office through the extension of VPN connections and imaging servers from your domain to our secure lab data centers.

13. How do you ensure data is securely removed before redeployment to another organization and what proof can you provide that this has happened?
If we remarket your end of life devices to another organization, you would receive a certificate of data erasure.

14. Do you deliver to remote sites in the interior or is it big city only?
We can accommodate most addresses- please contact your Account Executive for verification.

15. Do devices go straight from depot to end-user/remote site or can it go through an IT admin to get it configured and then on to the end-user?
Both options are available, for the fastest service we would go direct from Insight to end user.

16. Does this service work or look different if you are a BC Metro-Van customer vs. an Alberta customer?
Same service offering for both provinces ex: our Edmonton depot would service both BC and AB.

17.Do your account reviews or reports provide insightful, actionable guidance on if the program you've chosen (Per Event vs Per Device Enrollment) is still the right fit or if you should switch to the 'other' option?
Yes, we can complete an account review quarterly or annually and guide you to the right pricing model for program renewal. The term of our SOW's for this program is typically one year with one year renewals onward.

18. Can you elaborate more on the Covid-19 measures that are in place for the industry. What are the measures? Can we receive documentation on the industry standard for the cleaning of items such as laptops and so on? The top concern is the safety of our staff and their concerns towards receiving items via the Hot Swap Program.
We are also very concerned with properly cleaning devices that are returned to our depots and have implemented the Covid-19 cleaning standards that the OEM's have recommended. We have further documents outlining our process upon request.