

# Corporate Citizenship Report

# 2023

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Building a Sustainable World

Using Technology for Good

Fostering a Culture of D+I

Leading With Heart



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## Letter from the CEO

# Unlocking the Power of People and Technology

In 2022, we boldly articulated Insight’s ambition to be the leading [Solutions Integrator](#). Our early investments in cloud, data, artificial intelligence and cybersecurity have given us an enviable position in the fastest growing areas of the market and the areas where our clients need the most help. Clients do not have the time, resources or appetite to figure out the complexities of technology choices. They need a partner with deep expertise they can trust to deliver results fast in a world that is changing quicker than ever.

Over the past decade, we have worked hard to reshape Insight into a new breed of technology partner — the indispensable guide our clients need to navigate an increasingly digital landscape. Today, our purpose in helping them is simple: *To accelerate transformation by unlocking the power of people and technology.*

This is a powerful promise, one that demands innovation and expertise in the areas most critical to running a business today:

- Modern Infrastructure
- Cybersecurity
- Data & AI
- Modern Workplace
- Modern Apps
- Intelligent Edge

It also means we empower our clients’ creative thinkers to turn great ideas into real outcomes. We are at our best when we enable them to achieve more meaningful results.

At Insight, we are committed to using technology for good, and we are proud to showcase this commitment throughout our 2023 Insight Corporate Citizenship Report.

It means helping energy companies leave a lighter footprint on the environment and better secure critical public resources. It’s empowering physicians to use AI for more informed diagnoses that can prolong patient lives; or clinical researchers to more effectively share their work to solve issues like the [growing global health threat](#) of antimicrobial resistance. It’s opening new doors to education that’s relevant to a new era of learners — our children who have grown up with smartphones and gaming controllers in hand.

What we accomplish every day with our clients is so much more than what we can share in this report. But I’m incredibly excited by the potential of it all. I’m appreciative of the trust these organizations put in us to help them [be ambitious](#) about their use of technology to accomplish the extraordinary.

In this, our fifth annual progress report on how we take care of our teammates, our clients and our communities, we reaffirm our commitment to the [Ten Principles of the UN Global Compact](#). The principles serve as a universal standard for how we conduct business. Our values of [hunger, heart and harmony](#) guide the work of our nearly 13,500 teammates every day to fulfill our promise of truly unlocking the power of people and technology.



**Joyce Mullen**

President and Chief Executive Officer, Insight Enterprises



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—  
About Insight



# Insight at a Glance

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**No.373**

on Fortune 500

**\$10.4B**

in revenue

**13,000+**

teammates globally

**5,500+**

technical professionals

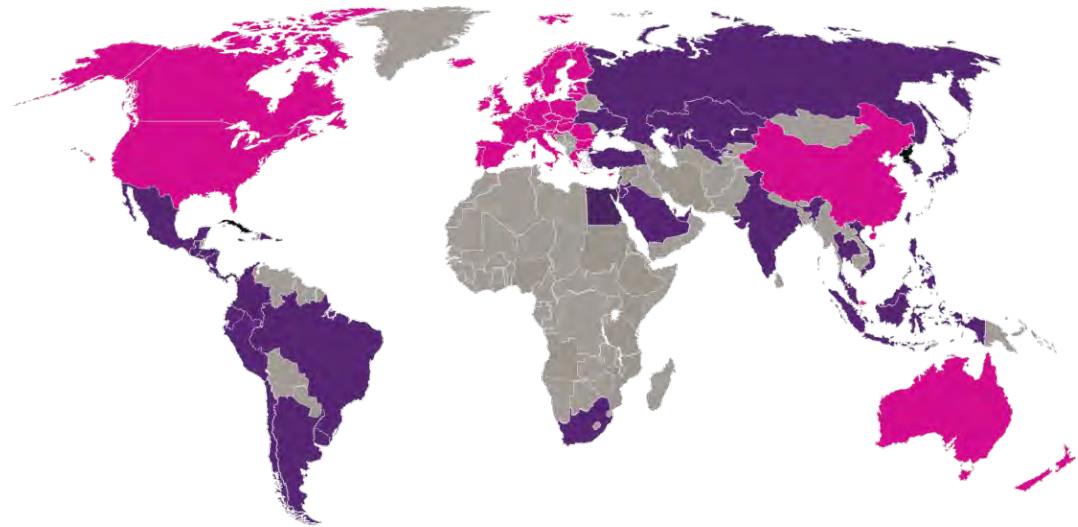
**35 years**

of industry experience



Operating in

**19 countries**



■ Insight-delivered

■ Partner-delivered

The Leading Solutions Integrator with

**6,000+**

hardware, software,  
and cloud partners



# A Solutions Integrator Designed for Positive Impact

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At Insight, we believe our clients should have the power to perform at their full potential. To achieve that, we accelerate their transformation by unlocking the power of people and technology. We get to know their businesses inside and out, so we can implement the best technology solutions and help them achieve their business goals faster.

We serve clients in North America; Europe, the Middle East and Africa (“EMEA”); and Asia-Pacific (“APAC”). As a Fortune 500-ranked Solutions Integrator, we enable secure, end-to-end digital transformation through a comprehensive portfolio of solutions, deep technology partnerships and 35 years of broad IT expertise. We amplify our solutions and services with global scale, local expertise and robust digital-engagement experiences, enabling our clients to realize their ambitions.

## Our difference: A leading Solutions Integrator

We aspire to be the leading [Solutions Integrator](#), setting the pace and defining a new category in our industry. Building upon the strong foundation of our traditional technology business, we bring innovative and scalable solutions — a combination of hardware, software and services — that accelerate digital transformation and produce meaningful results for our clients.

We’re focused on solving the challenges most critical to our clients. We help them reduce costs, create efficiency and new revenue streams, and unlock the power of their data in the areas essential to digital acceleration. Our product and technology expertise, when combined with our services, offer a differentiated position and unique value proposition from traditional systems integrators and resellers.

### Captivate clients.

When we deliver the best, we become invaluable to our clients, earning their trust and loyalty.

### Drive differentiation.

Our combination of innovative and scalable solutions, exceptional talent and unique portfolio strategy gives us an advantage unlike any other.

### Champion culture.

Our teammates and our culture are our biggest assets. We champion them to deliver the best.

## Grow to greatness.

We relentlessly pursue high performance, operational excellence and profitable growth.



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# A Solutions Integrator Designed for Positive Impact

Our teammates help organizations see and surpass what's possible today by providing solutions in key areas:

## Commitment to doing good

Insight is committed to good corporate citizenship. This means conducting business with integrity, avoiding corruption of all kinds and reducing our impact on the environment. We believe technology can inspire a spirit of community and purpose, and we'll continue to explore new innovations in technology with integrity and thoughtfulness at the heart of everything we do.



## OUR SERVICES

Managed Services

Consulting Services

Hardware, Software and Lifecycle Services



# A Culture Grounded in Doing Good

## Our purpose

*We accelerate transformation by unlocking the power of people and technology.*

Our purpose speaks to our unique role as a Solutions Integrator, and our strong culture. It defines the experience our clients, partners and teammates get from us, but also serves as the foundation for how we act as a corporate citizen — the tenets we believe, the areas where we focus and the value we provide to make a difference.

## Our values

Our brand values govern how we behave and make decisions. One of our greatest strengths is that we live by a simple yet memorable set of core values that define how we work together. We show hunger, heart and harmony in everything we do.



## Corporate social responsibility statement

Insight is committed to building and strengthening a culture of ethics and integrity. Fundamental principles of law and ethics govern the way Insight does business. Insight strives to serve as a good corporate citizen by making a positive impact on the global community. This means conducting business with integrity and avoiding corruption of all kinds, including bribery of government officials.

Insight is also committed to reducing its impact on the environment. We strive to continually improve our environmental performance and to initiate additional projects and activities that will further reduce our environmental footprint. Our Code of Business and Ethics documents and Governance policies are publicly available here on our Investor Relations site.

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# Corporate Citizenship Recognitions

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## Forbes

- World's Top Female-Friendly Companies 2022
- America's Best Employers for Diversity 2022
- America's Best Employers for Women 2022

### DISABILITY:IN

Disability Equality Index 2022

**90 out of 100**

### BARRON'S 100

Most Sustainable Companies 2022

### HUMAN RIGHTS CAMPAIGN

Foundation 2022

Corporate Equality Index

**100 out of 100**

### GREAT PLACE TO WORK

BEST WORKPLACES IN EUROPE

**2022**

### GREAT PLACE TO WORK

BEST WORKPLACES IN AUSTRALIA

**2022**

## Gartner®

- 2022 Magic Quadrant™ for Software Asset Management Managed Services — Visionary
- 2022 Magic Quadrant™ for Public Cloud IT Transformation Service Providers — Niche
- Fast Company 2022 World Changing Ideas Awards — Education (finalist)





# Commitment to the UN Global Compact

As a member of the United Nations Global Compact, respect for human rights is a fundamental value of Insight.

We strive to respect and promote human rights in accordance with the UN Guiding Principles on Business and Human Rights, also known as the Ten Principles of the UN Global Compact, in our relationships with our teammates, partners and clients.

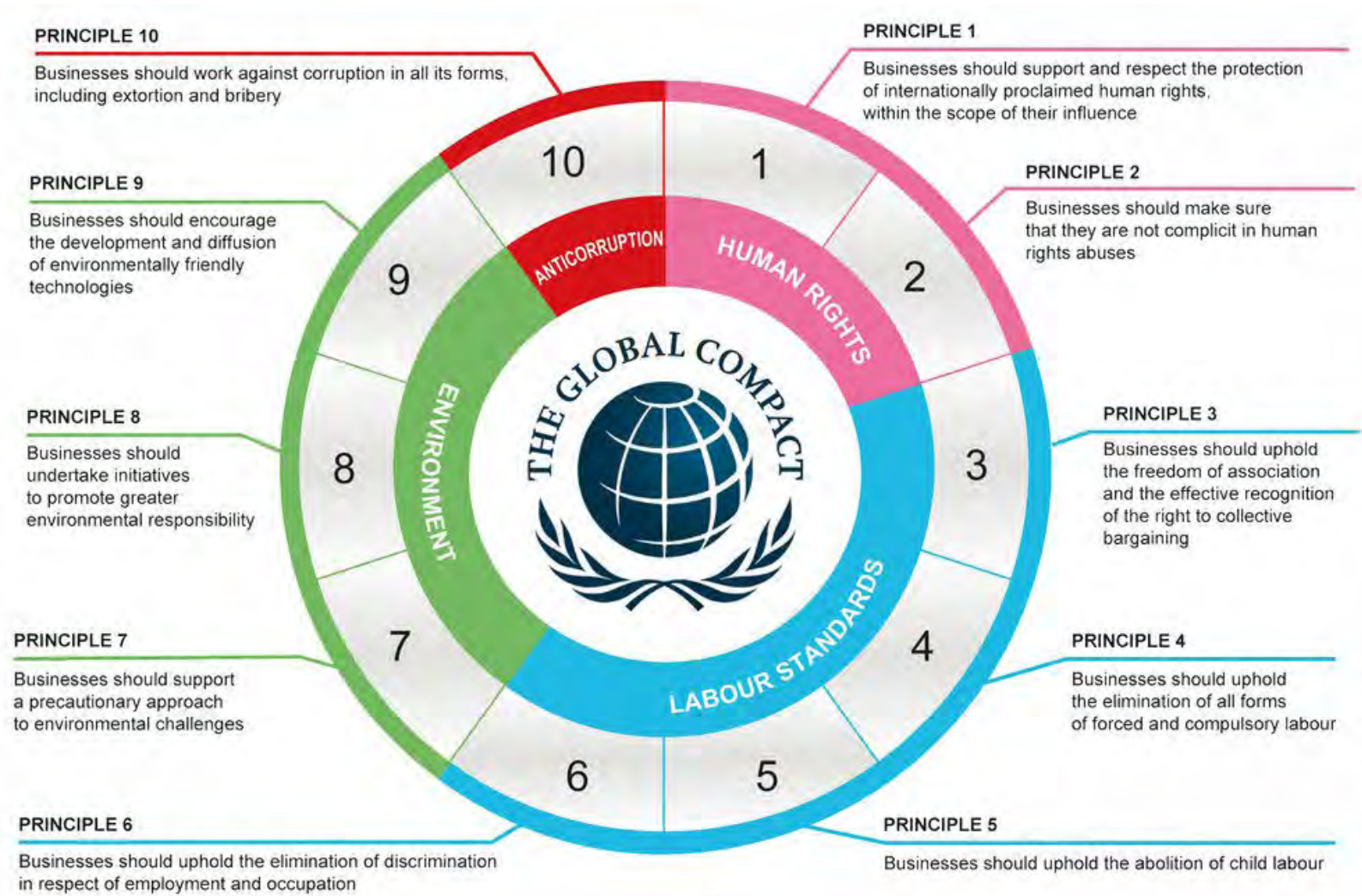
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# We Support the UN Sustainability Goals

Through our belief that technology should be used as a source for making the world a better place, Insight supports the [UN's 17 Sustainable Development Goals](#) (SDGs). Since its inception in 2015, governments and international and local organizations have taken innovative steps to support the SDG charter, which serves as "a blueprint to achieve a better and more sustainable future for all people and the world by 2030." We strive to implement our own good practices through our solutions with how we establish greater harmony within our workplace, and our collaboration with our partners and clients.

In these times of accelerated change, our role as the leading Solutions Integrator can positively impact public global enterprises, private business, government agencies and educational institutions as they digitally transform their organizations.

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# Four Focus Areas of Impact

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2022 was a year of immense transformation and instability. Economic volatility created chaos and a sense of unease. Ongoing supply chain issues continued to disrupt businesses and lives. The Great Resignation impacted the attraction and retention of talent. The war in Ukraine created spikes in oil and gas prices. With more and more data to manage, organizations grew more vulnerable to cybersecurity threats. And the climate crisis continued to threaten the way we live. But despite this unease, we've never been more optimistic about the great power of what people and technology can do to positively impact our world.

Our unique role as a Solutions Integrator provides us an ability to scale, automate and innovate technology across a broad range of corporate uses. And our strong and deeply rooted culture means we approach our challenges with hunger, heart and harmony. In 2022, we continued to amplify our impact across four key areas.

### Building a more sustainable world

Climate change is a defining issue of our generation. As THE leading Solutions Integrator, we work closely to reduce carbon footprints and leverage advanced recycling programs. This year, our progress in sustainability had broad reach stretching from client success stories to new partner programs to reducing our own carbon footprint.

### Using technology for good

From data and AI to advancements in the cloud and modern applications, technology has never had such a substantial impact on the world. We believe that to be a force for good, technology needs to be used ethically, safely and positively. From innovations in healthcare to distribution centers and managing cybersecurity, we're applying a digital-first mindset to create new — but ethical and safe — ways to work, live and innovate.

### Fostering a culture of diversity and inclusion

We appreciate the complexity and importance of diversity and inclusion in both society and within our workplace. We fully embrace the power of a diverse and inclusive work environment to not only provide opportunities to all of our teammates but drive creativity and innovation. In 2022, we increased our diversity as well as expanded our programs for inclusion to create a culture of understanding.

### Leading with heart

We care about our teammates, our clients and our community. Emerging from the pandemic, we reevaluated our policies to develop programs and initiatives to match an evolved workforce and more hybrid workplace. From an increased emphasis on mental well-being to flexible work programs and meaningful charitable giving, 2022 was a year of leading with heart.

## BUILDING A SUSTAINABLE WORLD

**2.5M** pounds of electronic waste saved for clients

## FOSTERING A CULTURE OF DIVERSITY AND INCLUSION

**\$719M** invested in our diverse supplier program

**1,650+** unique teammates participated in our diverse resource groups.

**56%** representation of women as senior executive officers

## LEADING WITH HEART

**86%** of teammates say Insight is a great place to work.

**\$1.4M+** in charitable giving



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Building a Sustainable World





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## A Unique Position to Drive Sustainability



Insight is committed to helping our clients, partners, teammates and community protect the environment. We seek opportunities to reduce energy consumption, improve energy efficiency and reduce waste. As a Solutions Integrator, we help organizations reduce negative environmental impacts and sustain more ecological responsible practices, such as:

- Cloud services to reduce infrastructure and carbon footprint
- Modern data center platforms that improve energy efficiency and resource stewardship (do we need “resource stewardship?”)
- Smart city infrastructure to optimize water, fuel and power consumption
- Remote workplaces and virtual events that reduce commutes and create carbon savings
- Responsible asset disposition, including reuse and recycling, to minimize e-waste

### Sustainability across expertise

To help clients become more sustainable, we provide several impactful solutions and services:

- **Modern infrastructure.** We recommend, deliver and support energy-efficient data infrastructure to help clients reduce environment impact by decreasing their data center footprint, moving energy-consuming apps from on-premises to the cloud, and with hybrid cloud services that reduce resource consumption and improve utilization.
- **Modern work.** We recommend and support modern, energy-efficient workplace solutions that help companies reduce carbon emissions by keeping vehicles off the road...than in-person gatherings.
- We leverage **data and AI** for innovations in smart technology and edge computing to help clients protect resources and optimize energy consumption. We also work on smart city initiatives to help communities provide more cost-effective utilities.
- **Device disposal.** Electronic waste is a critical concern. As a zero-landfill recycler, Insight partners with leading asset disposition professionals to help clients reduce electronic waste — refurbishing and recycling all end-of-life devices and IT components to minimize environmental impact.



# Client Stories in Sustainability

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## AUSTRALIAN GRAIN DISTRIBUTOR

**100** distribution centers automated, secured

### Australian grain distributor modernizes to digital network

A [national Australian grain distributor](#) manages more than 100 distribution centers with the capacity to store 20 million tons of grain from farms across the country.

The client sought a safe, secure digital network to automate data from hundreds of terminals to optimize and standardize how grain supply is distributed to domestic and international customers in a timely fashion.

Insight's automated solution simplifies the management of these precious resources to improve delivery routes — thereby reducing carbon emissions — and helps prevent food spoilage.

## North American pipeline emissions monitoring

Insight was among the first partners to act on Microsoft's Cloud for Sustainability program. We worked with one of North America's largest pipeline companies to create a Software as a Service (SaaS) solution that records and reports — and ultimately reduces — environmental impact in real time.

The solution, which is scalable across the entire oil and gas industry, deploys Internet of Things (IoT) services in Azure atop new and existing industrial automation and instrumentation systems to track emission levels at pipeline, gas plant and fracking sites. In a single day, data ingested from IoT sensors can be translated by an Azure data services platform into automated carbon capture reports that formerly took up to six months to gather in Excel.

## NA PIPELINE

**900 sites**

emissions reports in 1 day vs. 6 months

## Saving thousands of hours per year and improving the grocery experience

Cub Foods puts technology at the center of its business strategy — leading to outcomes like massive efficiency gains, a launchpad for data differentiation and more.

Insight helped the regional grocery chain implement Microsoft 365 to streamline collaboration, improve internal communications and overall teamwork, and ultimately save employees hundreds of hours per week.

Next, Cub Foods plans to modernize its data warehouse and leverage analytics tools to gain greater business insights and improve their customer experience.

## PUBLIC WATER

**26,000**

IoT devices managing safe water for 5M+ Australians

### Municipal water taps IoT to stay atop issues in real time

A public water management agency provides drinking water to protect rivers and beaches.

Insight helped the agency establish an industrial IoT backbone for water management, including distribution, telemetry from upstream devices and to ensure safe drinking water. Our solution was the first Microsoft Azure IoT use case implemented for water overflow management and wastewater monitoring. The digital transformation connects 26,000 devices to help un-silo data, provide advanced analytics, and real-time alerts for issues like water overflow and sewer blockages.

# Active Champions of Recycling and Reusing

As a Solutions Integrator, we're in a unique position to recycle and reuse hardware. We focus our programs to ensure clients and the community get the most out of technology and that it's disposed of responsibly.

## Secure, responsible IT disposal

Technology assets can create a trail of waste harmful to the environment. Our [asset disposition program](#) helps companies repurpose old equipment safely through data erasure and asset remarketing or disposal.

Insight, in partnership with Dell Technologies, works with suppliers to identify energy efficiency improvements and create water-risk mitigation plans. A circular design approach helps us return materials to their production cycles for use in new products.

Our services include a review of IT assets to determine whether to remarket, recycle or redeploy. Each asset receives a physical and technical audit and tracking in a custom disposition web portal. Our asset disposition services ensure:

- EPA- and RCRA-compliant e-waste disposal
- Maximized return on remarketable assets
- Simplified logistics and transportation
- Auditable chain of custody for disposed assets



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## Active Champions of Recycling and Reusing

### Partner sustainability program

In 2023, Insight is working to establish a formal circular economy partner program to deliver sustainable solutions for our clients that unite the best capabilities from our partners in extending hardware lifecycles, innovation in optimizing the use of resources, and services designed to reduce on-premises IT infrastructure and carbon footprints. Insight partners with some of the world's most sustainable and responsible companies — industry leaders recognized by third parties for their commitment to ecological, social and ethical responsibility, including: Apple, Cisco, Dell Technologies, HP, Intel, Lenovo, Microsoft, NVIDIA and VMware.

These joint efforts include:

- Being among the first global partners to participate in the [Microsoft Cloud for Sustainability](#) program
- Achieving [Cisco's Environmental Sustainability Specialization](#) in July 2022
- Joining the ESG-focused [Lenovo 360 Circle](#) for 2023, a collaborative approach to sharing best practices, commitments and a value-chain approach to the circular economy for smarter design, use and return

### SUSTAINABILITY HIGHLIGHTS IN 2022

**2.5M**

pounds of electronic waste saved

**300,000**

assets processed for clients

**\$30M**

worth of devices refurbished for clients

### Recycling our hardware for good

Insight is committed to finding ways to make the most use out of our own hardware before disposal. We actively seek ways that we can help our local communities by recycling and reusing equipment. This year:

- In EMEA: We created a program to help refugees in Ukraine — providing them with laptops and other equipment after being displaced.
- In APAC: New South Wales saw unprecedented flooding. When many families lost their homes and belongings, we donated laptops that would have otherwise not been reused to families and students.
- In APAC: We also distributed reconditioned technology and laptops to the Indigenous Literacy Foundation.
- In NA: Insight donated laptops to CASA of Arizona, a volunteer program advocating for abused and neglected children in Arizona.



# Putting Our Sustainability Beliefs Into Practice

Insight is committed to reducing its own impact on the environment. We strive to improve our environmental performance over time and to initiate additional projects and activities that will further reduce our environmental footprint.

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## A more sustainable corporate headquarters

Insight Way, Insight's new corporate headquarters, [opened in May 2022](#) in Chandler, Arizona. It showcases our vision for the modern workplace and underscores our commitment to environmental responsibility through the use of intelligent solutions for energy-efficiency and sustainability.

- We have achieved LEED Gold accreditation for the headquarters
- Solar panel installations on covered parking lot is anticipated to provide 80% of electricity for the facility during peak times, and possibly up to 100% during non-peak hours
  - 100% LED lighting with occupancy sensors enable reduced electrical usage and longer useful life to create less waste
  - Building automation system runs lighting, HVAC and window shades
  - Sustainable technology like automated check-in, smart air-quality controls and lighting implemented throughout the site

- Electric-vehicle charging stations on-site
- Abundant natural sunlight, plus 1,00 trees and plants improve air quality and reduce fatigue

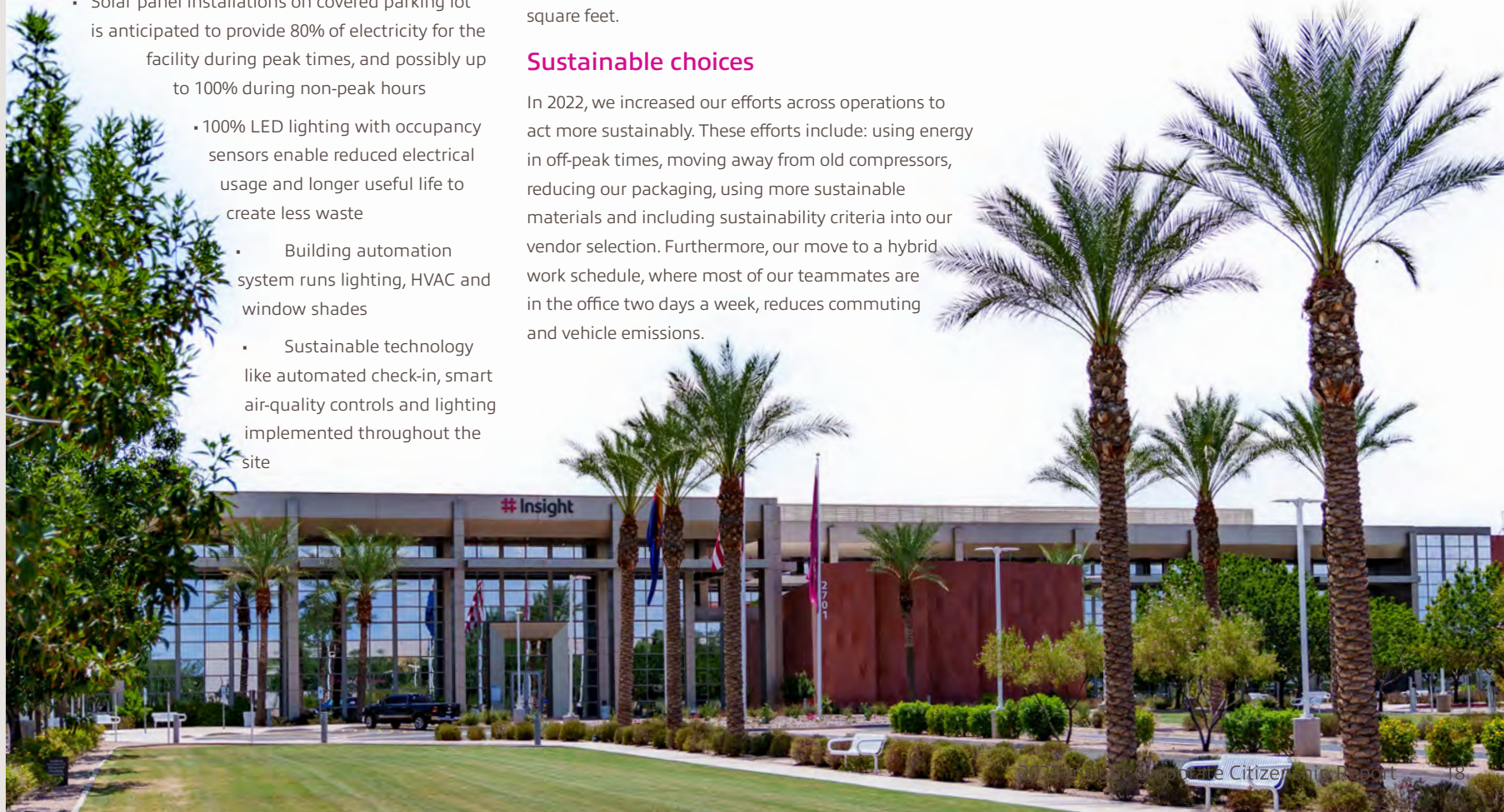
## Reduction in footprint

Insight is committed to doing more with less. We regularly assess our footprint and have strategically consolidated or closed offices as we have implemented a hybrid workplace. In 2022, we closed or consolidated 10 offices, totaling 111,000 square feet. In the three years since the start of the pandemic, 23 offices were closed or consolidated, reducing Insight's footprint by 263,500 square feet.

## Sustainable choices

In 2022, we increased our efforts across operations to act more sustainably. These efforts include: using energy in off-peak times, moving away from old compressors, reducing our packaging, using more sustainable materials and including sustainability criteria into our vendor selection. Furthermore, our move to a hybrid work schedule, where most of our teammates are in the office two days a week, reduces commuting and vehicle emissions.

In our commitment to reducing our overall impact on the environment, we have completed a companywide Scope 1 and Scope 2 greenhouse gas (GHG) emissions evaluation to determine a baseline for further reducing already low GHG emission levels. In 2021, the most recent year data were available, the company's GHG emissions totaled less than 17,500 metric tons, which is quite modest. Insight is evaluating its Scope 3 GHG emissions and will continue to evaluate Scope 1 and Scope 2 GHG emissions on an annual basis to assess progress toward reducing total emissions.



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# Using Technology for Good





# Unlocking the Power of People and Technology

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Technology has never had more power than it does today. At Insight, we're focused on using technology as a force for good. With aspirations to be the leading Solutions Integrator, we have the capabilities and partnerships to create a positive impact by innovating responsibly, ethically and securely — and helping our clients do the same.

## Advancements for a better world

We envision a world where people and technology accelerate transformation to create a world that hasn't existed before. With more data on hand, and in areas such as AI and robotics, we envision a world that is more automated, intuitive and innovative.

In 2022, we focused our efforts on advancements around:

- Healthcare: We helped clients improve the patient experience.
- Modern workplace: We leverage automation to create more efficient, productive and modern workplaces.
- Infrastructure: We leverage innovation to improve infrastructure and make the world a better place.
- Accessibility: We're leveling the digital divide to provide more accessibility.

## Keeping technology safe and ethical

While technology has enormous power to do good, it also has the potential to pose threats. As advanced technology becomes more prevalent, we must anticipate and protect against security issues. And we must be aware that when information falls into the wrong hands, it can be used in unethical ways. The stakes have never been higher to ensure this power is being used safely and ethically. As a Solutions Integrator, we help our clients navigate these complex and important issues.

## TECHNOLOGY FOR GOOD

Insight's annual research study on "The Path to Digital Transformation" conducted by Foundry discovered the stakes are high for technology among respondents:

**91%**

rely on multiple public cloud providers for different workloads, but respondents continue to grapple with multicloud strategy.

**86%**

report their organization has been impacted by technical debt over the past 12 months.

**72%**

state that data volumes are growing faster than their ability to manage them.

**51%**

report having been impacted by a cybersecurity breach over the past 12 months, with 49% requiring one week or more to recover.







# Client Stories in Healthcare

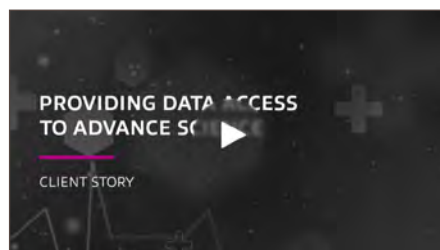
**Steward Health Care:** With cloud-enabled, real-time data analytics, [Steward Health Care](#) has reduced patient length of stay by 1.5 days, and in the process, optimized its clinical workforce and saved its hospitals millions of dollars per year. Insight built a robust, unified data platform to conform and host data from dozens of production systems. Additionally, we ensured an array of highly secure applications to provide visibility and intelligence — from the hospital floor to the C-suite.



**Watch**

Steward Health Care

**Vivli:** In less than five years, the Vivli data platform has tripled in growth to become the largest anonymized clinical trial data sharing and advanced analytics platform in the world. [Insight built the entire platform](#) from top to bottom — building and designing the infrastructure, architectures, feature functionality and workflows. We also worked closely with Microsoft Research to bring forward advanced elastic search capabilities through Azure Cognitive Search that would integrate seamlessly into Vivli’s platform. Today, Vivli houses clinical trial data from more than 6,700 studies — speeding groundbreaking discoveries to benefit global health.



**Watch**

Vivli

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# Client Stories in Healthcare

## Machine learning brings new hope for better patient outcomes

Hypertension, or High Blood Pressure (HBP), affects nearly half (47%) of the U.S. population and contributes to almost 500,000 deaths per year. A Midwest nonprofit academic health system is leveraging machine learning to improve outcomes for a condition affecting 116 million Americans.

To provide more data-informed and targeted treatment, our teams devised an ML engine that provides recommendations based on patients' unique symptoms, comorbidities, current medication(s) and other possible medications. Based on impact modeling, this solution has the potential to add, on average, 100 days of life to our client's HBP patient population and to save 20% of that population about \$2,000 per year in healthcare costs.

On a national scale, the impact could be even greater. Today, the collective cost of hypertension care is estimated to be between \$50 billion and \$200 billion per year — making the potential for more widespread adoption of this decision support technology truly transformative.

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## Reimagining the workplace in the metaverse

One of the world's biggest IT service consultants is rolling out a virtual way for its employees to work and learn using augmented and mixed reality devices. These headsets allow teammates to join meetings, design sessions and collaboration sessions within the Metaverse — particularly driving new teammate engagement during onboarding. Each user has their own unique avatar with built-in face and hand tracking that creates a renewed feeling of presence by re-creating the client's real-world offices while hybrid work continues into 2023.

By leveraging Insight's global scale, the client was able to streamline its deployment processes and quickly deploy over 60,000 virtual, augmented and mixed reality devices around the world.

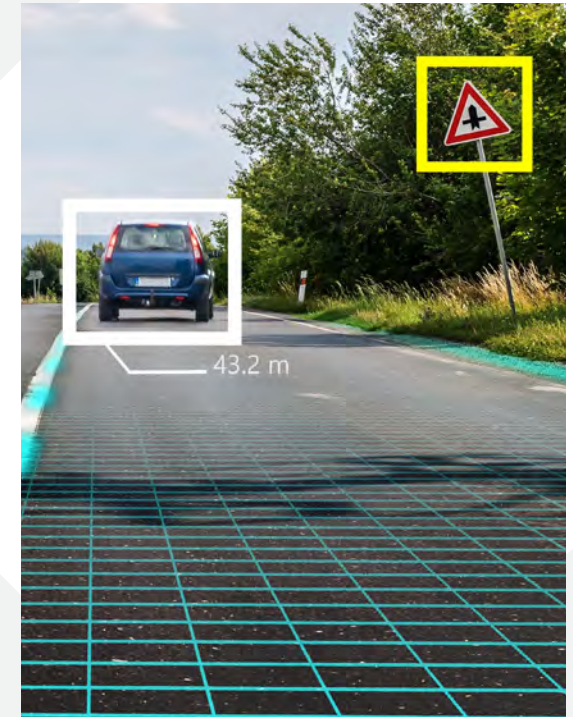


## Australia's leading vocational educator consolidates data, learning in azure

TAFE NSW previously operated as 11 separate education institutions with a myriad of platforms to manage students and their learning journey. As they further embarked on their transformation journey, they looked for a partner to support their vision and strategy for data services.

With little existing Azure footprint, Insight was able to quickly integrate with TAFE NSW to develop an overall plan for how they could design and implement its TAFE Reporting & Insights Platform (TRIP) as the backbone of the business. The platform covers everything from regulatory and ministerial reporting to gaining insights measuring student, teacher and course engagement and improving student outcomes and teacher satisfaction.

Insight designed and built TAFE NSW's Azure Foundations practice, allowing our client to quickly scale online learning via Windows Virtual Desktop during the COVID-19 lockdown. TAFE IT has recovered its investments, in terms of benefits achieved to date, with a view that the transformation program will exceed \$10 million in benefits back to the organization.



## Paving the way to smooth roads With IoT, computer vision

Insight is enabling Bruce County in southern Ontario to quickly actualize road repairs while reducing manpower hours and enhancing the safety of road workers. By using digital cameras along with Azure IoT and Insight computer vision solutions, service vehicles can quickly inspect roads for potholes and other defects. Insight is also building an entire web application modernizing maintenance and operational platforms to manage road repairs more efficiently. The new platform integrates with several county systems and is scalable to every level of government.





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## Using Technology to Secure Businesses — Client Stories

### Utility company leverages managed services for urgent security initiative

Serving more than 700,000 customers in the U.S., a natural gas utility provides residential, commercial and industrial services with an overarching commitment to a renewable energy future. Initially, the client needed an infrastructure assessment for a holistic view of its environment after an outage.

Bringing our full breadth of competencies to bear, Insight assembled a team of managed services, cybersecurity, modern workplace and field experts to take on the client's entire workload. Quickly digesting an all-new security standard, Insight spun up a fully managed program with an executive team structure. As of today, Insight is deeply engaged in overall remediation to address the vulnerabilities identified in our initial assessment, including mitigating challenges brought on by the log4j vulnerability identified in late 2021.

Partnering with Insight enabled the client to respond to new TSA requirements with less risk to the organization, increased velocity and the ability to quickly meet aggressive timelines in full compliance. Acting fully on the client's behalf, Insight's compliance team has also relieved the client of the burden of submitting Plan of Action and Milestone (POAM) summaries as per TSA requirements.

### A quick response to compliance after colonial pipeline cyberattack

Following the Colonial Pipeline ransomware attack in May 2021, U.S. Congress passed the Strengthening American Cybersecurity Act (SACA) mandating critical infrastructure operators report cyber intrusions to the Cybersecurity and Infrastructure Security Agency within 72 hours, or 24 hours if held to ransom.

Under a very aggressive timeline to meet the new requirements, our governance, risk and compliance cybersecurity experts worked with a major pipeline company whose infrastructure we manage to quickly assess their environment and digital transformation roadmap.

Our infrastructure team rearchitected and operationalized a SACA-compliant environment with a solution that would have required the client to hire 40 people to execute. The solution is scalable and has since been utilized by several companies across the oil and gas industry who also needed to adjust to the new regulations.

# Innovating, Simplifying and Improving Insight's Workplace

We continue to use technology for good to create a more automated, efficient and productive workplace throughout our own organization.

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## Simplifying our workplace

When we moved into Insight Way, our new corporate headquarters in Chandler, Arizona, in May 2022, ensuring frictionless technology experiences for teammates was at the forefront of our planning. Office equipment needed to be consistent and streamlined. This continuity helps minimize the time teammates spend learning multiple systems and processes, which helps everyone — whether working locally or visiting the office — simply plug and play.

## Defining our digital roadmap

To be at the forefront of modern technology, starting in mid-2022 Insight embarked on an ambitious global, internal technology roadmap led by CIO Suma Nallapati and CISO Jason Rader. This initiative is based on four pillars:

- Digital-first
- Cloud-first
- Hyperautomation
- Cyber-resilience

As we emerge as the leading Solutions Integrator, we are bolstering our infrastructure by updating Insight's tech stack, moving more to the cloud and building a data-driven operating model for our own business that will:

- Standardize data governance and compliance.
- Create greater efficiencies and collaboration across the organization and new business insights.
- Enhance customer relationship management, communications and customer engagement.
- Allow Insight to accelerate its ability to initiate mergers and acquisitions.



## Technology-first centers

We're in the process of increasing inventory for clients to help them better manage disruptions over time. We're also investing in our existing distribution facilities in North America by modernizing and automating to meet demand and optimize throughput.

Insight Canada formally opened a new client fulfillment center in Calgary, Alberta in December 2022. The facilities offer 18,250 sq. feet of optimal space for both warehousing and an integration lab. This added to renovations in 2022 of our existing center in Montreal. Combined, the two client fulfillment centers provide significantly expanded warehouse and integration lab spaces. Now, as clients seek better options to prolong the life of their hardware and procure equipment for remote workers, we can accommodate the increased demand for our lifecycle services and now service anywhere in Canada within two days.

Insight is also constructing a new client fulfillment center in Dallas-Fort Worth, expected to open at the end of 2023 or in early 2024. This new fulfillment center will expand our capacity and ability to handle higher



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levels of inventory for our clients. The center will include autonomous mobile robots, which are vehicles that use on-board sensors to autonomously move materials around a facility without the need to make physical changes to the building structure. With our new fulfillment centers, we're taking a technology-first mindset and leveraging AI and machine learning to increase productivity, teammate safety and overall efficiency.

### Encouraging innovation

Our clients depend on Insight to understand and interpret constantly changing industry and technology trends. We rely on our teammates to understand new technologies, new products and new approaches. Insight has two key programs to recognize innovation from our technical teammates:

**Distinguished Engineers** is a new technical designation to recognize teammates who have demonstrated the highest levels of technical expertise, thought leadership, and a commitment to mentoring and teammate development.

**Innovate@Insight** is a program that helps teammates turn their innovations into patented technology. Through a collaborative process including patent workshops, Tech Jams, hackathons and town halls, teammates generate patentable ideas. To date, Insight has 95 patent applications pending with the U.S. Patent and Trademark Office and two issued patents.

In addition, we believe modern workplaces serve as community hubs that unlock opportunities for innovation and group problem solving. In our new corporate headquarters, it was important for us to unify teammates and encourage innovation. We opened up spaces and focused on desirable meeting areas like coffee bars with collab spaces for casual, impromptu meetings, as well as wellbeing amenities like a café, fitness center, mothers' rooms, and an on-site health clinic for our teammates and their families. The building layout revolves around a grand staircase that encourages teammates to interact and network with one another. A library and ample outdoor spaces provide a comfortable retreat for more quiet work.

### Modern skills through esports

Esports has become an area of rapid growth for schools turning to modern learning curriculum. The number of participating students in school-affiliated clubs has nearly doubled to 140,000 at more than 3,400 U.S. schools since 2020. Through Insight Public Sector, we have a dedicated education esports program to provide academic institutions with the much-needed guidance and best practices in this emerging area. Esports provides soft-skill development, career pathways and scholarship opportunities, with lessons learned through teamwork, perseverance, critical thinking and many other employable skills.

Insight serves as a steward of esports by maintaining close relationships with gaming equipment partners and game developers to ensure they consider educational curriculum and funding challenges as the industry rapidly grows. In 2022, Insight reached numerous educators through different events to build awareness, build structure and connect educators in the esports space. Insight's education esports expert organizes professional development events to bring together educators and program facilitators from high schools, colleges and industry to discuss best practices for creating and maintaining a holistic esports program.





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# Fostering a Culture of D + I



# Our Commitment to Diversity and Inclusion



## 2022 AWARDS AND RECOGNITION

Forbes 2022 **World's Top Female Friendly** Companies

Forbes 2022 **America's Best Employers for Diversity** (#59)

Forbes 2022 **America's Best Employers for Women** in IT (#19)

Human Rights Foundation's Corporate Equality Index **Best Places to Work for LGBTQ** (100 out of 100 score)

DEI Best Places to Work for **Disability Inclusion** 2022: **90%** Disability Index

At Insight, we pride ourselves on delivering the best outcomes for our clients, our business and our communities. Together, we aspire to create an environment where teammates are safe to show up as their whole selves and to deliver their best work while feeling included and respected for their unique contributions.

We believe different perspectives are incredibly valuable — they create a greater sense of empathy, deepen our understanding and help drive innovation. Our executive leadership team has taken a bold stance about the equitable treatment of all teammates regardless of race, age, gender, ethnicity, sexual orientation, disability or other differences.

In 2022, we worked to amplify all aspects of [diversity and inclusion](#) at Insight. Our focus for 2022 included:

- Globalizing our diversity and inclusion leadership team and initiatives
- Increasing the diversity of our workforce to reflect that of our communities
- Continuously reviewing organizational frameworks to promote inclusivity, and setting commitments to attract, recruit and retain diverse talent
- Educating teammates at all levels on how diversity impacts the individual, the team and the organization
- Promoting D+I in company-wide communications, a diversity celebration calendar and activities
- Raising the organizational profile to become an advocate for positive change
- Developing new programs and initiatives and partnerships to promote gender equality
- Adding prayer rooms in our APAC offices to accommodate various religions and traditions

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# Advancing Diversity at Insight

2022 proved to be an important year for increasing diversity at Insight. Following our launch in 2021 and further update in 2022 of the [Diversity and Inclusion Handbook](#), we continued to foster a culture of understanding.

## Diversity and inclusion principles

We are committed to creating and maintaining positive change with practical, sustainable actions that improve the work experience for all teammates. To achieve this, we are guided by four cornerstones of diversity and inclusion:

### Everyday respect:

Behave and speak in ways that demonstrate respect to all teammates in all interactions.

### Managing bias:

Understand the role of bias in our behavior and decision-making, and take steps to manage its impact.

### Intentional language:

Acknowledge the impact of words and phrases in our vocabulary and choose language that is respectful and inclusive.

### Confident conversations:

Build courage to have constructive, respectful conversations about challenging topics.

### Unconscious Bias Workshops

These workshops help participants actively identify personal biases and address them in their day-to-day work.

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## Teammate resource groups (TRGs)

Resource groups continue to be an important tool for self-identity and a sense of connection with teammates. TRGs support diverse teammates, raise awareness, perform community service and foster more meaningful relationships with clients and suppliers.

At the start of 2023, 1,650+ teammates globally participate in at least one TRG. These networks include:





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## Honoring Indigenous Cultures

In 2022, we were proud to expand our diversity and inclusion to honor and celebrate indigenous cultures.

In Canada, we partnered with Manitoba Métis Federation (MMF), the only officially recognized Métis government in Canada, which has at its core a mandate to represent and promote the Métis culture. Insight developed a custom application platform that delivers an immersive 3D experience for interactive exhibits in the new Métis Nation Heritage Centre, located in the historic Bank of Montreal building in downtown Winnipeg, to tell the story of the Métis people in Canada.

In Australia, Insight joined a network of more than 1,100 corporate, government and not-for-profit organizations that have made a formal commitment to reconciliation through Reconciliation Australia's [Reconciliation Action Plans](#) program. This program helps teammates gain an understanding and respect for Aboriginal and Torres Strait Islander peoples' rich cultures and histories so that all teammates walk the journey together to a more reconciled Australia. In addition, the team honored National Reconciliation Week. [Insight's RAP can be viewed here.](#)

## Expanding our team in India

In 2022, we completed the acquisition of Hanu Software Solutions, an award-winning Microsoft Azure Expert MSP certified partner, expanding our footprint in India. As part of the acquisition, Insight now oversees the reputable Hanu Azure Academy, a robust technical academy attracting fresh college engineering talent who undergo cloud engineering training, qualifying them to be job-ready.





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## Diverse Supplier Program

Insight also demonstrates a commitment to equality by promoting diversity in the marketplace through the Insight Supplier Diversity Program. Our ongoing partnerships with small and diverse suppliers have been a cornerstone of our business for more than 15 years — built with strategic sourcing initiatives that help foster business development and growth within the communities we serve.

In 2022, we expanded our Supplier Diversity Program to provide additional resource support and reinforced its charter: to ensure Insight business strategies incorporate small and diverse suppliers in procurement and bidding activities, enhance supplier portfolio mapping for both commercial and public sector transactions, continue to educate teammates to support inclusivity in supply, and collaborate with clients and partners to identify opportunities to develop suppliers as they grow.

Our investment in an inclusive supply chain continues to be a priority — with advancement of our procurement channels in 2022 to include the support shown in the chart to the right.

Insight is honored to invest in small and diverse suppliers and actively supports the following national organizations through corporate membership and events: National LGBT Chamber of Commerce, Women’s Business Enterprise National Council, National Minority Development Council and Disability:In.



### Insightfully charter for greater diversity

Insight celebrates its InsightAllly charter to stand up for one another, speak out against injustice and discrimination, and cultivate a workplace where everyone feels they belong and supports these principles.

### PARTICIPATING BUSINESSES

**2,687** Total diverse or small businesses

**204** Women-owned Suppliers

**162** Minority-owned Suppliers

**68** Veteran-owned Suppliers

**13** Disabled-owned Suppliers

### INSIGHT’S INVESTMENTS

**\$719M** Invested in our small and/or diverse suppliers

**\$75M** Women-owned Suppliers

**\$64M** Minority-owned Suppliers

**\$14M** Veteran-owned Suppliers

**\$1.6M** Disabled-owned Suppliers





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### D+I group mentorship program

Diversity and Inclusion Mentoring is a program for those taking part in our Teammate Resource Groups. Its purpose is to develop diverse teammates' skills and careers through cohorts led by a mentor from outside their normal functional area. This helps us create an inclusive workforce and support diverse populations as they strive for career progress and gain exposure to areas of the business they might not experience otherwise.

### Harmony day

Insight honored Global Diversity Awareness Month on Oct. 19, 2022 by hosting a third annual Global Harmony Day, a celebration of the diverse backgrounds shared by the company's 12,000+ teammates worldwide.

This year's Global Harmony Day theme focused on Be Ambitious by embracing the power of culture and inspiring a work environment of belonging. The day also encouraged teammates to unite on Insight's big ambition to establish a new category in the IT industry, as the leading Solutions Integrator, helping clients achieve their boldest transformation goals while simplifying how they manage technology.

*"This [promotion] would not have been possible without the platform of group mentorship and my amazing mentor, Ryan! Ryan guided me at every single step of this goal. Helping me understand the difference between different job roles I was interested in, directing me for correct training, helping build my network, work on my resume, introducing me to various practice managers, setting me up with mock interviews, and last but not least, guidance on salary negotiations. I was able to clear my very first client interview thanks to all the support I received!"*

**— Ashwini Shah,**  
*digital enablement project manager*



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## A Commitment to Gender Equality

In 2022, CEO Joyce Mullen completed her first year at the helm of our organization. With her incredible leadership, Insight has continued to support and enhance its commitment to gender equality. We increased the number of women in executive leadership roles, developed new partnerships to encourage female networking and created new leadership development programs for our female teammates.

### Women at Insight

Insight continues to raise the technology industry bar for advancing women in leadership.

- As of the start of 2023, Insight was just one of three Fortune 500 companies led by a female CEO, CFO, CIO and CHRO. Only five total Fortune 500 companies have female-only CEO/CFO teams.
- Insight received recognition for its advancements in gender equality by making Forbes World's Top Female-Friendly Companies 2022 and Forbes America's Best Employers for Women 2022 lists.
- 24 Insight leaders were named to CRN's 2022 Women of the Channel list.
- 35% of leaders (director and above) hired in 2022 were female; 36% of our leaders overall (director and above) are female vs. [an industry standard of fewer than 20% in leadership positions](#).
- Our Women With Insight peer-networking group boasts nearly 900 participants. Its goal is to advance unity, professional development and mentorship across the company.

Additional resource groups, including She's Insight in EMEA and Women Rising in APAC, help raise awareness and promote gender-equality in specific regions.

### Powerful partnerships

Insight continues to partner with like-minded industry organizations to further female progress in IT.



WOMEN IN TECHNOLOGY

# 1 of 5

Fortune 500 companies at start of 2023 with all-female CEO/CFO teams

# 56%

representation of women in executive officer roles (C-suite)

# 40%

representation of women in senior executive roles (SVP & above)





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**Women in Cloud:** As a strategic partner, Insight joined [Women in Cloud](#) (WIC) as part of our commitment to develop the next generation of women entrepreneurs and leaders in the field of cloud computing and advancing the success of women in technology. Since 2021, more than 45 speakers from Insight have participated in 17 WIC events to provide insights and information about the industry and to help facilitate networking with other women. WIC strives to generate \$1B in net new global economic access for women entrepreneurs by 2030. We support the #WICxFortune100 Initiative, a program for corporations to create access for women in technology through representation, recruitment and relationship building.

**Women Executives Channel Advisory Network (WECAN):** We also sponsor [WECAN](#), a group of senior leaders of influential technology companies with a common passion for lifting up and normalizing women in leadership roles at technology companies. WECAN serves as a voice for continued change and helping women to network, gain mentorship and cultivate leadership skills while providing organizations with training resources to bolster diversity

and eliminate bias. Insight has a representative serving on the WECAN board.

### Programs for gender equality

We launched several new training programs to help elevate our female teammates.

**Get Board Ready:** This global program is designed to inspire, prepare and motivate Insight executive women to obtain positions on public and private corporate boards.

**Career Reboot:** This program is designed to help dedicated professionals ease back into the workforce after a career break. Participants include but are not limited to those who started or are raising a family, caring for a loved one, taking time off after military service, continuing education, managing mental or physical health issues or pursuing a career change. Participants receive 16 weeks of training support, including professional development lessons, group coaching, training courses and mentorship.

**Men as Allies:** In 2022, we launched a series of seven training sessions conducted by Men as Allies, an extension of our Women With Insight resource group. The sessions promote gender equality, with an emphasis

on inclusivity.

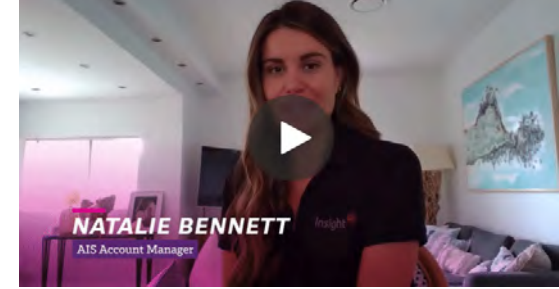
### Work With Early Steps

**Maternity:** Teammates work with a supportive expert who coaches them on prenatal advice, what to expect during pregnancy, and health and nutrition consultation after delivery.

**Panel for Women:** A promotion panel program in Australia designed to ensure women are considered for promotions within the organization. The unique program runs three times per year, providing technical teammates an opportunity to put themselves forward for promotion through a career coach.



**Dress for Success:** In APAC, Insight partners with Dress for Success, a nonprofit designed to empower women to achieve economic independence by providing a network of support and professional attire.



## Watch

Growing Your Career at Insight

“These programs are near and dear to my heart. It’s not only because I’ve personally experienced the fulfillment of having strong mentors and leadership training to guide my own career, but because our company benefits overall from the growth of our participating teammates. Many of them tell me these programs are among the top reasons why they love being at Insight.”

— Joyce Mullen, Insight president and CEO

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# Creating a Great Place to Work

As we strive to be an employer of choice, Insight prioritizes how we take care of one another, our clients and our communities. We foster a collaborative and innovative teammate culture to bring the best value to our clients. Coming out of the pandemic, we recognized a new workforce — and more hybrid workplace — had emerged. We used 2022 to evaluate our programs and initiatives to match changes and continue to be [a great place to work](#). These efforts included:

- Emphasizing well-being, with a particular focus on mental health
- Creating more flexible work schedules for departments and teammates to implement
- Augmenting our leadership development programs
- Increasing our mentorship and talent development programs
- Leveraging big events as celebrations bringing together a remote workforce
- Continuing to enhance our charitable giving programs



## INTERNATIONAL BEST PLACES TO WORK

**No. 22** | Best Workplaces in Europe 2022

**No. 11** | UK Best Workplaces 2022

**No. 10** | UK Best Workplaces in Tech 2021

**No. 17** | UK Best Workplaces for Wellbeing 2022

**No. 19** | UK Best Places for Women 2022

**No. 3** | Italy Best Places to Work 2022

**No. 3** | Italy Best Places for Diversity, Equity & Inclusion 2022

**No. 2** | Spain Best Places to Work 2022

**No. 4** | Austria Best Places to Work 2022

**No. 16** | Australia Best Places to Work 2022

**No. 1** | Hong Kong Best Places to Work 2022

**No. 1** | Singapore Best Workplaces 2022

**No. 1** | Singapore Best Places in Tech 2022

**Great Place to Work certified** | China, New Zealand

**Montreal Gazette** Top Employers 2022

“Our teammates are the true champions of our values, and their daily commitment to our clients, to our communities and to one another is inspiring. Their teamwork and innovative thinking make Insight a truly great place to work and drive how we help our clients to think more ambitiously about digital transformation.”

— **Jen Vasin**, chief human resources officer

## 2022 HIGHLIGHTS

**86%** of teammates say

Insight is a great place to work.

**92%** of teammates say they are able to take time off from work when they think it's necessary.

**92%** of teammates say when you join the company, you are made to feel welcome.

**91%** of teammates say management trusts people to do a good job without watching over their shoulders.

**90%** of teammates say people are given a lot of responsibility.

**90%** of teammates say management is honest and ethical in its business practices.

Global Teammate Pulse Survey score

**51.3**, up 1.3 pts YOY

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# The Power of Heart

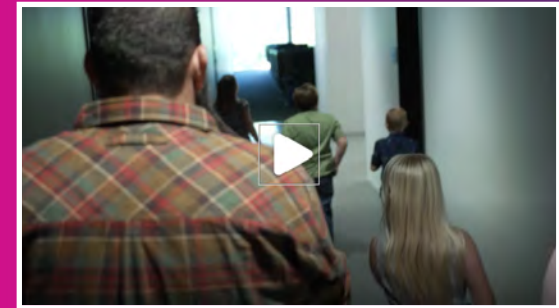
Across our organization, teammates are driven by our three core values of hunger, heart and harmony. The strength of our culture is evident in the many ways fellow teammates unite to help one another and our communities around the globe. In 2022, some examples included:

- In China, teammates were under Covid lockdown and could not leave their homes. To help colleagues in need, an Insight HR teammate based in Shanghai orchestrated food delivery for all our teammates to supplement food provided by the government. Teammates were so appreciative of the effort, they fashioned the Insight logo out of carrots along with a note of gratitude.
- In Europe, EMEA teammates raised funds in support of the U.N. High Commissioner for Refugees emergency relief for Ukraine. Insight matched the amount raised and further donated to a teammate who returned to his home country Ukraine to help people evacuate. Teammates also donated boxes and sacks of goods for those impacted.
- In the U.S., one teammate's husband sought to adopt her youngest son. The In it Together Foundation helped fund the legal fees to make this family's dream a reality. [Watch the video at bottom-right side of this page.](#)
- In Canada, Insight teamed up with Lenovo to start an IT training program at the Summit School in Montreal, teaching special-needs students IT skills to broaden their employment possibilities.
- During the holidays, teammates in several locations volunteered to help those in need, such as:
  - A partner marketing group packaged emergency food boxes at St. Mary's Food Bank in Phoenix.
  - The Women With Insight chapter in Montreal collected donations for local girls group home Teen Haven.
  - Teammates in Richardson, Texas made thousands of meals while volunteering at Feed My Starving Children.
  - The Miami chapter of Women With Insight sponsored The Caring Place and volunteered to provide meals to the homeless.



## U.S. Best Places to Work

- No. 1** | Inland Northwest
- No. 4** | Columbus CEO Magazine
- No. 2** | Phoenix Business Journal
- No. 9** | Triangle Business Journal
- No. 10** | Phoenix Healthiest Employers
- No. 46** | Chicago Tribune
- No. 58** | Best Workplaces in Texas
- No. 16** | Vault Best Tech Internships



## Watch

In It Together Foundation,  
Halei Wright Adoption

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# Prioritizing Well-being and Mental Health

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Insight understands the positive impacts of taking care of our teammates' physical, mental, emotional and financial health. What's more, we're proud to have earned external recognition based on our various global initiatives, ranging from wellness programs to volunteer opportunities. In June, Insight was recognized by the Phoenix Business Journal as one of the Top 10 2022 Healthiest Employers in the Phoenix metropolitan area. To be a great place to work, Insight is committed to helping its teammates prioritize their well-being. This includes prioritizing mental health — and in 2022, we augmented our company-supported mental health resources.

## Mental health first responders and 24/7 support

We know that concerns about mental health and individual struggles are generally first noticed by the peers we work with day to day. That's why, in 2022, we launched Mental Health Accreditation programs globally to help detect signs of personal struggles. We have approximately 80 Mental Health First Responders across the globe who routinely help teammates in times of need. Our leaders display the mental health logo on their email address



so teammates know who they can turn to if they need support.

Recognizing that mental health can sometimes require immediate assistance, in 2022, we also partnered with Ginger, an on-demand confidential solution offering mental health support for our teammates and their family members through texts, private video sessions with licensed clinicians and self-care activities. Teammates can chat with a mental health coach whenever needed, 24/7.

## Wellness Wednesdays

Physical and mental wellness go hand in hand. Our Health & Wellness team manages weekly Wellness Wednesday virtual events. In the past year, these included high-intensity interval training, yoga, meditation, resiliency, estate planning and more. To promote physical fitness, the fourth annual Insight Global Wellness Steps Challenge in October saw 1,680 teammates on 336 teams take 393 million steps to better health.

## Heart Days

Each year, Insight gives two paid days to conduct community service, which was equivalent to over 190,000 hours for our



teammates to volunteer in 2022. We also expanded our Heart Day program last year. In addition to using those days for community service initiatives, teammates may use them for mental health days.

## Self-care speaker series

Offered monthly, this series covers topics like stress, meditation, financial wellness and burnout.

## Teammate benefits

We provided additional benefits for well-being, including (in some locations) increasing vacation allotment from two to three weeks, Gympass access, on-site fitness centers, cafeterias, MyQHealth medical concierge service and Work With Early Steps Maternity.

## Virtual and on-site social fun events

Even in a remote or hybrid environment, we value opportunities to socialize with one another and have fun in our work. We are committed to hosting exciting social activities like Worldwide Fuchsia Fest (where we celebrate our organization and brand), Bring Your Dog to Work Day, virtual cooking classes, virtual yoga, breakfasts and lunches hosted by our partners, and competitive trivia.



# Flexible Work Initiatives to Mirror Today's Hybrid World

Emerging from the pandemic, we understood organizational return-to-office approaches needed to be informed by dialogue. We found that our best resources to tap for guidance was our people. Leveraging our mid-level managers to maintain a close pulse on workforce preferences, we knew we could empower team leaders to decide what's best for their direct reports and their productivity.

In 2022, we created more flexible work programs including:

- **Flexible work schedules:** To maintain a high level of productivity while also recognizing some teammates prefer to work from home, we created a flexible work schedule where we ask teammates to be in the office two days a week.
- **Four-day work week pilot:** In 2022, two departments piloted an optional move to a four-day work week for teammates. Based on the success of this pilot, more department leads will be given the option to offer this program to their teams.
- **Work from wherever pilot:** New this year, Insight will be offering a "work from wherever" program in which teammates can choose to work from a remote location for one month out of the year.



“The ability to work from wherever guides today’s principles of what a modern workplace should be. Our teammates have had a lot of input into defining what this means at Insight. We’re striving for the right balance between workplace flexibility and ensuring our teams have plenty of opportunities to directly collaborate and build harmony by meeting together in person.”

— Glynis Bryan,  
CFO, Insight

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# Giving Our Leaders Tools to Succeed

We empower our leaders with the tools, programs and initiatives to not only build their own careers, but to also help build those of their teammates.

## Leadership commitments

To create a consistent culture of leadership, we have four leadership commitments that serve as guiding principles for those at the managerial level or above:



### Create clarity.

Define a clear vision for our teams and own our culture; simplify the complex; and support recommendations with data.



### Inspire people.

Empower through energizing leadership with a philosophy of clients first, people always.



### Demonstrate thought leadership.

Actively propose new ideas and innovative solutions, test and learn, and challenge the status quo.



### Deliver results.

Be client-obsessed, stand through adversity, and have a bias toward action and a hunger for results.

This year, we introduced our Decision-Making Framework. This framework complements our leadership commitments and helps leaders with all planning factors while gaining awareness before creating a plan of action.

## Leadership programs at every level

**Aspiring Leaders:** Our Aspiring Leaders program takes a cohort of individual contributors through hours of learning spanning three months. The program covers a series of courses designed to increase their foundational leadership knowledge and self-awareness on such topics as career development, providing feedback, emotional intelligence and speaking up. At the conclusion of the program, participants present a case study and are required to incorporate the topics they learned during the three months. This program is offered three times a year.

**Essential Leadership:** The Essential Leadership program is offered to all newly hired or newly promoted people leaders. It is designed to connect

leaders to resources as needed and offers on-demand courses to build out their understanding of leadership expectations at Insight. We also encourage each quarter's cohort to connect and grow their internal networks. The program is made up of three components: a participant cohort Microsoft Teams page; virtual on-demand courses; and a live session that covers leadership foundations, including how to hold effective 1-to-1 meetings, goal setting and change management.

**Purpose Driven Leadership I:** Our Purpose Driven Leadership (PDL) program takes cohorts of people leaders through hours of learning spanning four months. Participants have the unique opportunity to engage with a diverse group of fellow leaders as they navigate the challenges and triumphs of leadership. Topics include world-renown content from Stephen Covey ("7 Habits") and Ken Blanchard ("Situational Leadership"). Managers also tackle performance management, hiring, employee motivation and articulating their leadership philosophy.

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**Purpose Driven Leadership II:** This year, we introduced a Purpose Driven Leadership II program — designed to continue to develop our PDL I graduates and directors. Participants must complete six general program courses and attend four elective courses. These elective courses give our leaders more control over their program’s schedule and allows them to focus on what is most valuable for them as learners. Course content includes topics about trust, executive presence, strategic thinking, change management and multipliers.

#### Thayer Leadership Training

Insight global directors and above are invited to attend leadership training through the Thayer Leadership development group. At Thayer, our leaders are immersed in 2.5 days of leadership development on the grounds of the U.S. Military Academy at West Point. Thayer teaches teammates about leadership theories and then reinforces how to apply those concepts to day-to-day duties. The tools our leaders learn are brought back and incorporated into everyday interactions.

#### Talent review and succession planning

As part of our Ambition plan and journey to become the leading Solutions Integrator, understanding our talent and how to drive our high-performance culture is more important than ever. To do this, we launched a short form for all global leaders to complete that supports

leaders in assessing team performance and potential. The form captures goal achievement, teammate potential, risk of loss and impact of loss for the leader’s direct reports. This first step in our talent review process presents a great opportunity for leaders to uncover any talent gaps as well as identify high-potential teammates. This data is used in talent reviews, succession plans and growth discussions to ensure our teammates receive high-impact feedback for their growth at Insight.

*“I started at Insight during the (pandemic) lockdown period, and my manager, my immediate team as well as the broader Insight team have really helped me succeed at my role while maintaining a healthy work-life balance with a young family. I have plenty of opportunity to expand my career here, and I’m really excited to see where it’s going to take me.”*

**— Matt Garrod, solutions marketing specialist**





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# Growing Talent at All Levels

We believe everyone has the power to be a leader. There are many ways to advance at Insight, and we encourage our teammates to grow, develop and pursue new opportunities within our organization. In 2022, we globalized our human resources group, broadening opportunities for all teammates. Our signature programs include:

## Elevate

In 2022, we launched a program to accelerate our investment in development and career growth at Insight. Our Elevate program is designed to identify and develop a global talent pool of high potential directors who will lead Insight into the future. This means we have deep succession plans for each of our most critical leadership roles because the program highlights those high-potential leaders we want to develop and grow into those roles.

The program runs for 18 months with high-impact events happening every quarter: pre/post 360 surveys, leadership coaching, events with board members, and attendance at all Insight teammate and partner conferences. Additionally, each participant will have a targeted development plan and will attend scheduled trainings, to include but not limited to: strategic thinking, enhancing emotional intelligence and effective global leadership.

In 2022, participants had the exciting opportunity to go to the Nasdaq Stock Market in Times Square and participate in ringing the bell during Nasdaq's market open ceremony.





# We Celebrate Success and Recognize Teammates

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We believe in recognizing teammates for their dedication, hard work and commitment to our purpose *to accelerate transformation by unlocking the power of people and technology*. Our signature rewards programs are beloved throughout our organization and provide a source of pride for teammates around the world.

## Recognize!

Our teammates express gratitude regularly and enthusiastically using Recognize!, Insight's online rewards and recognition portal. Recognize! offers a user-friendly, fun and social way to acknowledge each other for living our values of hunger, heart and harmony. Teammates can provide a values award nomination (for teammates who go above and beyond) or a HHHigh5 (for a simple thank you). Recognize! enables recognition to teammates across the globe.

In 2022, our global teammates collectively received 181,972 peer recognitions, and we saw a 96% activation rate. It's an especially valuable resource for leaders to highlight outstanding team contributions, and 83% of our leaders use the platform monthly. Our CEO Joyce Mullen boasts the highest usage, setting an example for the importance of living our values and recognizing dedication.

## Values awards

Every month, department leaders also select winners from among their teammates who received Values Award nominations from their peers. Values Award winners receive \$250 in Recognize! points to be redeemed at their choosing, as well as the chance to be selected as an annual Values Award winner. If selected as an annual Values winner, that teammate is invited to our annual Summit Club trip.

# Recognize!

# 181,972

peer-to-peer salutes on our recognition platform

**96%** activation rate

**83%** of leaders use monthly

## Summit Club/President's Club

Insight's Summit Club represents the pinnacle of achievement — not only in relation to goals and metrics, but also in teammates' daily commitment to our values as they interact with clients, partners and each other. In 2022, Summit Club welcomed Values Award winners, sales leaders, partners and their guests to Oahu, Hawaii (North America); Tenerife, Spain; (EMEA) and Fiji (APAC). Winners consisted of our top sales teammates, along with individuals who were honored by their department for exemplifying hunger, heart and harmony in the highest form.





# Giving Back in Meaningful Ways

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Making a difference for our teammates and in our communities is imperative to our purpose of *accelerating transformation by unlocking the power of people and technology*. Most of Insight's charitable giving focuses on supporting children in need.

Where technology can elevate their dreams and education, we try to help. In 2022, Insight and our teammates globally raised more than \$1.4 million for the charitable causes shared on the proceeding pages. Our charitable giving focuses on three core programs.

## Reach

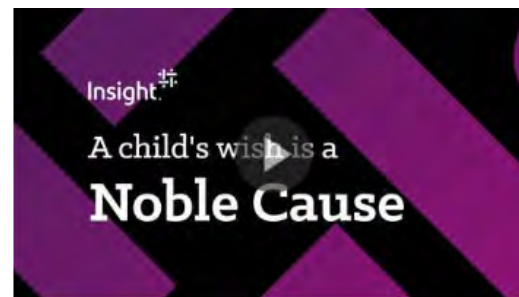
[Our Reach program](#) supports organizations that focus on serving underprivileged children through a shared love of technology. We work with nonprofit organizations to support grants and programs that specifically inspire youth to develop interest in STEM-based careers. As part of Reach, Insight teammates annually contribute to campaigns like Noble Cause and United Way.

Reach includes contributions in key markets where Insight does business. For example, in the Phoenix metropolitan area (the home of Insight's corporate headquarters), Insight partnered with Dell Technologies to donate \$20,000 in hardware and services to update the technology at Mulligan's Manor, a family-oriented group home in Tempe for at-risk LGBTQIA+ (Lesbian, Gay, Bisexual, Transgender, Queer, Intersex, Asexual) youth.



Through the Reach program, every November our Noble Cause campaign raises about \$250,000 annually to support Ronald McDonald House Charities, Boys & Girls Clubs of America and the Make-A-Wish Foundation. Our teammates also contribute on top of Insight's annual commitment.

In total, Insight raised over \$2 million for our dedicated Noble Cause nonprofit organizations: Make-A-Wish Foundation, Ronald McDonald House Charities, United Way and the Boys & Girls Club of America.



## Watch

Make-A-Wish Foundation

As a result of fundraising in 2022, we were honored to present Make-A-Wish Arizona with a donation of \$50,000 on behalf of Insight's team and partners. The funds go toward granting the wishes of children who are dealing with critical illness.

## In it Together

Insight In it Together Foundation provides much-needed financial support to Insight teammates in crisis situations. Our teammates and partners contribute to the Foundation, as does Insight. Since its inception in 2014, the program has raised \$3.1 million for our purposes of supporting teammates in need and technology for underprivileged children. In 2022, the Foundation helped 219 teammates. Teammates also have the option to donate vacation hours to the foundation for peers who may need to take additional time off. Our Foundation is a program that most at the company cite as the underpinning of our core value of heart, and a reason they're most proud to work here.



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*“Getting children plugged in early to realizing their full potential is our goal through Reach. The students of the Boys & Girls Club are one example of who inspires us, and they are exactly the type of go-getters we want to steer towards promising careers in technology. We’re proud to help them get a head start toward college by providing laptops to them every year.”*

*— Megan Amdahl, SVP, partner alliances and North America transformation*

## The Right Equation for Enabling College Education

Through [our Reach program](#), Insight continually seeks opportunities to back nonprofit organizations like Khan Academy and the National Ed Equity Lab to use our technology resources and solutions for good.

According to the [National Center for Education Statistics](#), 59% of students at public two-year institutions and one-third of students at public four-year institutions need to take remedial math because they are not prepared for college-level. Roughly half of those (51%) at two-year schools and 41% at four-year schools never pass, halting their aspirations for a degree before they ever really get going.

Giving high school students a jumpstart on college algebra is a powerful solution. That’s why last spring, Insight was fortunate to work with Intel Corporation to support nonprofits Khan Academy and National Education Equity Lab in launching a pilot effort that gave high-achieving students at five historically underserved high schools an early taste of higher learning. Insight provisioned and sent learning kits that included backpacks, headsets and laptops powered by the 12th Gen Intel Core Processor to promising students and teachers.

At the end of the academic year, Khan Academy and the National Ed Equity Lab announced the success of the Spring 2022 pilot: 92% of students who started the course completed it — and 82% passed Howard College Algebra and received a transcript and widely transferrable college credits from Howard University. Thanks to the success of the pilot, [the program has expanded](#) to historically underserved schools nationwide.





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## Fund-Ed Together

The Fund-Ed Together program helps diverse teammates pay off student loan debt or support current enrollment in college classes. Selected honorees receive a percentage of their total student loan debt or reimbursement of college expenses. The Fund-Ed Together program is funded by direct donations from our senior executive team.

# VOLUNTEER

**Jaime Horton** · 2nd  
Sales Coach | Passionate Champion Promoter | Inspir...

4d · 🌐

Thank you *Insight* for allowing me to take paid time off to spend with my son volunteering at his school! When companies talk about culture, it's actions more than words that make it true. I feel fortunate to be doing something I love, which is spending time with family, as well as helping others achieve their professional goals.

I tried to embarrass my kiddo by showing up with him at school, however, no such luck, as he was more excited about me being there than I was.

[#insight](#) [#insightpublicsector](#) [#culture](#) [#school](#) [#love](#) [#familyfirst](#) [#worklifebalance](#)




## Heart days

Beyond our core charitable giving programs, Insight is proud to allow teammates to donate their time to the community. At Insight our values of hunger, heart and harmony stretch further than the office walls. It's important to us that we champion helping our communities to thrive. We support this by providing paid opportunities for volunteering, with all teammates receiving two paid Heart Days per year to get involved in charity or community projects. In 2022, this equated to more than 190,000 volunteer hours available to our teammates.

We are always inspired by how our teammates use their Heart Days to support their local communities. This year, our Manila e-commerce and digital transformation teams used their Heart Days to raise funds and purchase nearly 200 pounds of baby formula for the Tahanan Ng Pagmamahal Children's Home, a non-government organization that

works with abandoned and surrendered children in Pasig City.

In the UK, one of our automation engineers dedicated volunteer time to support the local Talking Newspapers organization, which creates audio versions of local newspapers for the visually impaired. Inspired by his previous work devising solutions for those with visual impairments, he decided to address the lengthy and often unreliable recording process in creating audio newspapers. He developed a quicker, automated process to translate Talking Newspapers' work.

## CHARITABLE GIVING IN 2022

**\$1.4M+**  
in total company donations

**190,000+**  
volunteer hours allotted to our teammates

**1,100**  
teammates helped by  
In it Together in its 9 years

Insight<sup>®</sup>

