



CUSTOMER SUCCESS STORY

Arkphire delivers on multi-million euro employee mobilisation programme for AIB

Benefits at a glance

- ✓ **8,000 digital workspace solutions**, including Microsoft Surface laptops, laptop stands, monitors, docking stations and keyboards to AIB's employees across Ireland and the UK
- ✓ **Adoption Services:** procuring, assembling and roll out hardware pre-installed with software, delivered to their homes
- ✓ **Break/Fix Support** enhancing the standard warranty provided to ensure timely and reliable collection and repair of equipment
- ✓ **Next business day replacement guarantee**, complete with software updates, within 24 hours.



The Challenge

Rollout of a major employee-centred digital transformation programme for leading Irish financial institution, AIB.

At the heart of the project, which aligns with AIB's digitalisation and ways of working strategies, is the sourcing, delivery and support of a fully digital workspace for AIB employees across Ireland and the UK.

The Response

AIB is a financial services group operating predominantly in Ireland and the United Kingdom, providing a range of services to retail, business and corporate customers, with market-leading positions in key segments. The bank has over 2.8 million customers.

Given the importance of the initiative to AIB, which is adopting a new operating model to increase the flexibility of its workforce to work from anywhere, it was essential for the bank to engage with a partner of proven capability, international reach and who could move at pace.

According to Graham Fagan, Group Director of Technology & Operations at AIB, "the combination of Arkphire's long-standing logistical and procurement capabilities along with their experience and track record of service delivery for projects of this scale, both domestically and internationally, were decisive factors in selecting Arkphire."

“ At AIB our aim is to **empower our people** so they can work from home and support our customers as seamlessly as possible.

8,000 of our people now have remote access, with state of the art technology allowing us to develop our ways of working and digitalisation strategies."

- **Geraldine Casey**,
Chief People Officer, AIB

Brid Graham, Managing Director of Arkphire's IT Procurement Services business, said "We are delighted to be selected as the IT partner for AIB on such a transformational project. The pandemic forced us all to act quickly in unforeseen circumstances. AIB was determined to ensure it could provide an effective solution to help their employees transition to the new normal of working from home while continuing to provide uninterrupted support for their customers. We are very proud to partner with such a strong Irish heritage brand."

The Results

Arkphire was able to build on its relationship with AIB to demonstrate its full range of technical, logistics and support capabilities and its ability to deliver these at a national and international level, as it has already done for other multinational companies.

The ambitious employee mobilisation programme, which gained urgency due to the Covid-19 pandemic, has enabled AIB to continue to provide an uninterrupted service to its customers, while also empowering its workforce to communicate and collaborate innovatively across the entire enterprise from their home workspaces.

Main Benefits

- **8,000 digital workspace solutions** delivered to AIB's employees, along with on-going support services
- **Rapidly accelerated employee mobilisation programme**, increasing flexibility of AIB's workforce
- **Empowering workforce to communicate and collaborate innovatively**, while allowing AIB to provide uninterrupted service to its customers

About Arkphire

Arkphire, a Presidio company, is a leading IT product procurement and IT services company, serving customers globally. Arkphire provides integrated technology solutions that span desktops, networking, cybersecurity, cloud and data centre, enabling the digital workspace and supporting businesses on their digital transformation journey.



In overall terms, Arkphire has very quickly earned our trust through a rapidly accelerated programme, where they demonstrated real professionalism and a 'can do' attitude that we really value. On a project of this scale, there are always challenges, but where any difficulties arose, Arkphire stepped up to the mark, bringing things back on track and always delivered. I greatly appreciate their support as a true IT partner."

– **Graham Fagan**,

Group Director of Technology & Operations, AIB