

Insight Creates an Effective Route to Market and Delivers Best Value for Money for the University of Birmingham

The University of Birmingham is a leading global university which has been educating bright minds for more than a century. With over 35,000 students, the university is constantly developing its learning spaces, and needs to ensure it has affordable and exceptional IT services.

The Challenge

For several years, the University of Birmingham has been procuring its cabling and installation services from a number of suppliers through a fixed term contract.

Over the course of the agreement, the existing suppliers work closely with the university and have a depth of understanding of the university's needs and objectives. Equally, the suppliers are able to work efficiently and provide value for money.

As the university has been highly satisfied with the products and services it has acquired through the agreement, it wants to continue to use the same suppliers.

However, the contract agreement included a spending threshold which the university was about to reach. And with only six months to run on the contract, there was no possibility of further spend while remaining compliant.

The university would need to go back to square one and choose new suppliers through separate tenders which would take up valuable time. And there would be no guarantee of ensuring the same high levels of service and value for money that come with a longstanding supplier relationship.

"Insight has helped us keep on track with the extensive development of our buildings by enabling us to access IT services through companies we know well. We can rest assured that we're getting great value for money, and suppliers who can come in and get the job done."

Michelle Duckett, University of Birmingham



Quick Overview

The University of Birmingham wanted to purchase its IT services through suppliers it knew and trusted, but the university had reached the agreed spending threshold of its contract.

By providing a route to market through the HealthTrust Europe ICT Framework, Insight ensured the university retained its suppliers and avoided multiple and time-consuming tender processes.

As the top supplier for the framework, Insight helps the university achieve value for money.

The Solution

The University of Birmingham is keen to retain its original service suppliers, so Insight explored the option of using the HealthTrust Europe framework. The framework provides public sector organisations with a one stop shop for IT and communication requirements.

As Insight has been appointed as the first ranked supplier to the HealthTrust Europe framework, it was able to offer the university a route to market through the Direct Award process.

This meant that the University of Birmingham could retain the services of their original suppliers through the framework.

To ensure the university's original suppliers were indeed the best people for the job, Insight carried out due diligence on the suppliers. Having explored a range of competitor companies, Insight concluded that the original suppliers are providing excellent value for money.

In addition, the suppliers' strong relationship with the university means they are able to deliver outstanding customer service.

With just six months to go on the original contract, and the spend limit reached, the University of Birmingham was able to move across to the HealthTrust Europe Framework through Insight.

Insight can now supply the university with its cabling, peripherals and other services on an ongoing basis, through trusted suppliers.

The Benefits

The University of Birmingham can continue to purchase its IT services through trusted suppliers as Insight has managed to retain the service companies the university has worked with in previous years.

As Insight is a Direct Award company with the HealthTrust Europe Framework, the university avoided the need to engage in a competitive tender process, saving time and staff resources.

The university's IT team are satisfied because they are working with suppliers with longstanding knowledge of its technology needs.

Equally, the university knows that Insight and its IT suppliers understand its key business goals and work to ensure they are achieved.

The Results Highlights



The University of Birmingham has access to the products and services it needs to upgrade existing buildings and equip new areas.



Insight helped the university avoid an expensive and time-consuming competitive tender process.



The University of Birmingham can continue to work with suppliers it knows well through a new route to market.



Through the HealthTrust Europe Framework, the university has partners who understand its business goals.