

Carlisle Support Services gain IT independence with Insight's fully managed cloud-based environment

Carlisle Support Services provides cleaning, security, events and retail facilities support services. It employs over 3,500 mobile workers and has around 100 full-time office staff including a small IT project management team of four people.

The Challenge

When Carlisle Support Services separated from its parent company, it faced a major challenge in taking over sole responsibility for its IT environment. It was completely reliant on the IT services of its former parent company. With a very extensive and aggressive growth strategy, Carlisle Support Services knew it needed to gain IT independence and would require a partner to do it.

Standing alone allowed the company to think more freely in terms of its wider business goals. Carlisle Support Services' CEO needed scalable solutions to support the strategic business ambition whilst providing the foundation to enable a digital future.

Carlisle Support Services recognised the importance of working with a partner as agile as they are because of the fast-paced nature of their business.

"Insight has become a trusted partner, placing the needs of our end-users top of mind. Staff can now work remotely just as easily as they have done in the office, accessing video calls, team meetings and group chats with ease, and having the ability to take their landline numbers with them wherever they go."

"Thanks to Insight's help, we have been able to rapidly digitally transform, maximising not just the value of our technology today, but also in preparation of the future."

Paul Evans, CEO, Carlisle Support Services



Quick Overview

Carlisle Support Services needed to set up its own independent IT environment when separating from its parent company.

The company needed to ensure the move was managed at pace and without disruption. The new IT environment needed to have the ability to scale up and down as required, be fully managed and deliver a world-class end-user experience.

Insight is working with Carlisle Support Services to deliver a three-year IT transformation programme, transitioning the business to a fully-managed cloud-based service.

The Solution

Insight was awarded a three-year contract to deliver the IT transformation programme. The Insight team recommended the Microsoft cloud platform to provide the foundation for the new IT services because of its affordability, agility and ability to scale.

By utilising Insight’s extensive solution expertise, Carlisle Support Services were able to take advantage of an environment underpinned by Microsoft cloud technologies including: M365, Azure, Teams telephony and Dynamics 365. This meant that it could be implemented quickly as there was no need to install complex hardware. This was an important factor as there was a very short transition period to stand-up a new environment and migrate away from the parent company.

The IT transformation programme also enables employees to work remotely much more efficiently. Improvements include better video calling for meetings, the ability to collaborate on shared documents, and a landline number that’s accessible away from the office using a laptop or other connected device.

The Carlisle Support Services and Insight partnership enabled a fast, flexible and scalable approach to solution design with a strong focus on end-user experience and adoption. End-user support as well as all the underpinning infrastructure is fully managed and maintained by Insight.

Insight also helped Carlisle Support Services to improve its business continuity plan. Thanks to the improved network system and new collaboration tools, its staff, from full-time employees, to contractors and mobile workers, are now able to work from home. The client is able to easily adapt to new ways of working, without business disruption.

The Benefits

Carlisle Support Services now has a stand-alone IT solution and a more transparent support service. It is more responsive and flexible, with assistance outside of normal office hours. As the new IT environment is cloud-based and fully scalable, it allows the right amount of elasticity to support the client’s growth strategy.

The new IT service also offers an improved end-user experience thanks to cloud-based tools, with reduced onboarding time, increased usability and easier collaboration. This enables the client to implement an effective business continuity plan. Staff can work from home or the office, providing them with a modern workplace where they can work - anywhere, at any time..

The new IT environment also enables Carlisle Support Services to benefit from a 20% reduction in operational running costs.

“Our partnership with Insight has meant Carlisle Support Services has been able to establish a robust, standalone IT infrastructure, with the ability to allow our company to adapt and change with the demands of our marketplace.”

“This partnership has been vital to our business’s Digital Transformation, thanks to Insight’s comprehensive plan, build and manage approach.”

“Insight has become a trusted partner, placing the needs of our end-users top of mind.”

Joe Stone, Head of IT, Carlisle Support Services

The Results Highlights



20% reduction in operational running costs.



Superior client support, increased usability of IT systems and improved ability to work from home.



Carlisle Support Services has its own standalone IT cloud-based environment and infrastructure, providing it with independence from the former parent company and the ability to adapt to the demands of its marketplace.



More than 3,500 employees across the UK equipped with the digital tools they need to succeed.