

Insight Enterprises: Empowering teammates through inclusion



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Manager of Diversity
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Quick facts

 **Company:** Insight Enterprises

 **Industry:** IT Solutions Provider

 **Headquarters:** Tempe, Arizona

 **Employees:** 6,900 in the U.S., 11,000 globally

 **Award:** ADP® Meeting of the Minds 2022 Client Award for Humanity at Work

 **ADP products featured in this story:** Vantage HCM®, ADP® DataCloud, ADP Mobile

Creating a company culture of caring

Sarah: At Insight, we build meaningful connections to help businesses run smarter. This includes managing their business on a day-to-day basis, but also preparing them for tomorrow's IT transformation.

Insight really is an extended part of my family. I stay because of the people that I get to work with. The talent that we have here is absolutely incredible. We do our best to create an environment where people can be their authentic selves. Our culture aligns very well with diversity and inclusion. It reinforces that idea of everyday respect and belonging that we cultivate here.

Hunger, heart and harmony — these are the guidelines for how we make decisions, how we treat each other, how we treat our clients and how we treat our partners.

Z: Hunger means we're hungry for results, we're hungry to be the best in the industry and we're hungry to help each other out and improve our resources and services. But also, we have heart, and we care for each other. We understand that everybody's going through challenging things and situations, and we want to make sure we hear them and support them. The last value is harmony. As we know we can't do this by ourselves, that's where Insight teamwork comes into play.

Insight Enterprises is a Fortune 500 company and global provider of IT hardware, software and service solutions. Fully 86 percent of Insight employees say the company earned the Great Place to Work-Certified™ distinction because of how the corporate culture breeds environmental, social and governance (ESG) best practices, including supporting a diverse, equitable and inclusive (DEI) workplace.

Learn why this inspiring organization won the ADP® Humanity at Work award, and how partnering with ADP helped Insight foster this inclusive environment with solutions like Vantage HCM® ADP DataCloud and ADP Mobile.

Learn more about
Insight Enterprises at
[insight.com](https://www.insight.com)





Hunger, heart and harmony — these are the guidelines for how we make decisions, how we treat each other, how we treat our clients and how we treat our partners as well.

Sarah Mpenza

Manager of Diversity Leadership and Organizational Development

Cultivating diversity and inclusion (D&I)

Z: We need to have a collective of voices, experiences and backgrounds to make sure that we're a reflection of the world that we live in today. And that also feeds into how we deal with our clients' problems and their issues in the workforce and what technology can do for them.

When COVID hit, it was a challenge to continue having that connection and building that community while working remotely. I think our team did an amazing job, leaning into our values to make sure that we cared for each other even when apart.

Sarah: We were already in the habit of working harmoniously and valuing each other. Those are competencies that became so much more important when we weren't seeing each other face-to-face. Having this culture really allowed us to work through this pandemic as successfully as we did.

D&I has been important for Insight for a long time. We don't create the culture. We cultivate the culture, and we curate it. So, it's like we provide the soil, we provide the sun and we provide the water for that culture to grow. One lesson that I would give to any organization when it comes to diversity inclusion, is to listen. Teammates will tell you what they need.

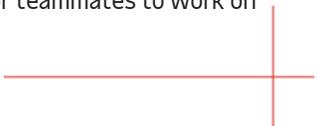
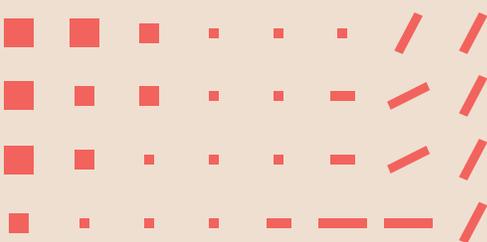
Bringing teammates together through mentorship and resource groups

Sarah: Our D&I group mentoring program matches teammates with mentors from across the organization. The program has seen amazing results. Mentees have said, "This has been a career changing experience for me," and mentors have said, "I am seeing a completely different side of the organization that I had no idea about," and "I am getting to work to help develop someone who is different than me."

Over 80 percent of the people who are in that group completed the program and 23.5 percent of the people who participated in our first group ended up getting a promotion within the year.

Through our resource groups, we provide developmental programming specific to promoting inclusion in the workplace from multiple angles. For example, our Women with Insight group has initiatives to teach women how to overcome some of the traditional barriers that they face while moving up the ladder, while at the same time offering male-led education for men who want to learn how to promote gender equality in the workplace.

Z: The reason why we call it teammate resource groups is that we refer to each other as teammates, not as employees. We believe that we're all teammates and we're all one. We have a total of seven resource groups right now, and we empower them to come up with their own initiatives and programs that they can do to help their community. These teammate resource groups allow for teammates to work on projects that they have a passion for.



Promoting productivity and well being

Sarah: When a teammate feels valued and included, they feel psychologically safe inside their team to share their opinions and to take risks. They feel the difference they bring is valued, yet they also feel similarities within their team. They feel accepted in the team, and they feel that they're all aligned to a common goal. These are the drivers of innovation and new products. That's the reason why my department exists; we want to help all of our teammates understand how they can lead their groups inclusively.

We also benchmark our organization and our D&I practice, and we are excited to now be able to leverage ADP's DataCloud platform to support our measurements. We want to make sure that we are offering the opportunity to as many people as possible and that we've removed bias from that selection process.

Collaborating with ADP

Z: We have access to ADP DataCloud's DE&I dashboard, and we can't wait to see how this tool will help us gain a better picture of our DE&I demographics and initiatives, where we stand and how we can better serve our teammates.

It's extremely important that we select the right partners that have the similar values to ours in order to create a consistent message across the board, but more than anything, to continue to support the D&I initiatives that we strongly believe in. ADP has been able to make real-time adjustments and has been really responsive to make sure that our teammate experience has been seamless.

Sarah: ADP's systems have been user friendly, with clear support, communication and setup. Without ADP's data capabilities, there's no way we would see the success that we've had.

I love the ADP mobile app. The self-service option made a huge impact in our work environment. Teammates can make their own changes, and that takes out the need to go to somebody else in the organization. The more that we can automate these processes, the more that we can help our teammates to find their own solutions and the better it is for everyone.

Winning the ADP Humanity at Work award

Sarah: This accomplishment is not just for Insight's DE&I, but for the multitude of teammates who do this work. To have even been considered for the Humanity at Work award was amazing, but to find out that we won, it's so meaningful because of that word "humanity". That is a perfect descriptor of what this work is for. It is about how we treat each other as human beings here in the workplace.

We don't create the culture. We cultivate the culture, and we curate it. One lesson that I would give to any organization when it comes to diversity inclusion, it is listening. They will tell you what they need.

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I feel honored to be there, to receive this award on behalf of all our teammates who put in work, above and beyond, to make this a great place to work, the best place to work.

Z: This award validates that we are making an impact. It tells me that our hard work, persistence and our mission is starting to see results as others are seeing and recognizing what we are doing, not only within our teammates and organization, but also outside in the community.

What's next?

Z: Our next step is to continue allowing those teammate resource groups to grow their participation, but at the same time, branch out to help the community in a deeper way with scholarships, bringing technological awareness in this space and cultivating more diverse talent.

Sarah: We are looking into a program for career restart for those who have been outside of the workplace for more than two years. We're also looking to help stand up an environmental, social and governance practice. There's a lot of work still on our plate and there's always so much more that we can do.

Create a diverse workforce with ADP

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ADP DataCloud: ADP® DataCloud is a powerful people analytics solution designed to help you deliver actionable insights to all the right people in your organization.



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