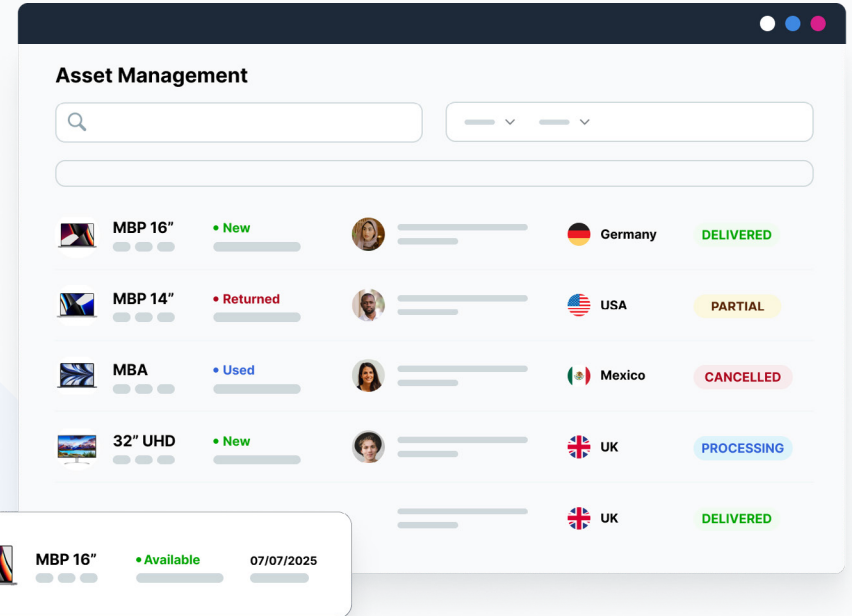


# Centralizing Global IT Asset Management With Firstbase

## A Scaling Firm Automated 75% of its Employee Equipment Lifecycle Process

The IT team of an enterprise technology consulting firm had a pretty good handle on delivering devices to their new hires. They would put in some orders through their VAR partner and then go to FedEx to ship out the laptop. All in all, managing the onboarding logistics took about an hour of their time—when it was just two to three onboards per week.

But then great businesses did what most great businesses do: They grew. And then suddenly that one hour a week turned into three... and four... and then six. One IT professional was tasked with configuring the new equipment, making sure that their shipper was getting items on time to ensure a punctual delivery, and managing the retrieval of old equipment. This was becoming too much for one person, so they looked to Firstbase to reduce all these manual interactions. With Firstbase, organizations can rely on one platform to equip, manage, and retrieve all the equipment their team needs to do great work around the world.



### TIME SAVINGS

75%

Amount of manual work saved for managing the employee equipment lifecycle

### ASSET UTILIZATION VALUE

700+

Reduction in laptops not collected from exiting employees, increasing reuse value

*"We benefit from most of the functions that Firstbase provides us because it ultimately means that I don't have to manually interact with [our VAR] anymore. I don't have to make trips to the shipper. I don't have to be the one that receives all of the computers to my home address. To open up the computers and clean the computers and then reset the devices. These were all the features we were looking for in a tool, and Firstbase provides that to us."*

—SENIOR SYSTEMS ENGINEER

# Leveraging Centralized IT Asset Management to Manage an Increased Workload

## Improve speed of delivery to employees

This organization needed to scale operations fast to support their growth. To allow IT to focus on more strategic projects, they needed to remove the 6+ hour weekly pain of coordinating deliveries. To reduce friction in the remote employee experience, this organization relies on Firstbase to make sure every new hire receives their fully configured devices before their start date.

### KEEP TRACK OF ALL EMPLOYEE ASSETS

Whether it's for viewing the locations of laptops that are currently being deployed or seeing how many MacBook Pro 14 inches are left, this tech consulting firm now has full visibility into all of their inventory tracking metrics. For companies like this firm that are scaling and hiring, it is essential to have a central hub that shows the inventory counts for new, returned, and repaired devices so that you can equip hires in multiple regions accordingly. Firstbase not only provides this single source of truth, but we also recommend the minimum levels of inventory we think make sense for your business needs.

*"Not only does Firstbase keep the inventory up-to-date, but it's also a log of what got done and when."*

-IT SYSTEMS ENGINEER

### RETRIEVE MORE DEVICES FOR COST-SAVING REUSE

When an employee moves on, there is an opportunity to recoup these items for reuse. With Firstbase, this organization was able to get back 1.5X more laptops than before. Probably because departing employees don't have to leave the house to return! They receive an email prompting them to confirm their address, learn what equipment needs to be returned, and make any pertinent delivery notes. From there, they get a return kit for them to pack up and simply wait for UPS or FedEx to pick up. Once the items are back at the warehouse, Firstbase grades, repairs, and re-inventories them.

*"Firstbase is where we can have all of our equipment managed in one warehouse, with the Firstbase team helping us procure new equipment, retrieve equipment from terminated employees, and ensure the devices are cleaned so they could be repurposed throughout the organization. It was a good one-size-fits-all solution for our team."*

-SENIOR IT SYSTEMS ENGINEER



## The Firstbase Advantage

Firstbase is the industry pioneer and leader in transforming employee equipment processes for the distributed work era.

Firstbase built the industry's most powerful, global platform that combines delightful employee experience and self-service, streamlined SaaS automation across administrative workflows and asset management, plus powerful integrations with Workday, BambooHR, Namely, ServiceNow, Omnitza, and other leading HRIS and ITSM/ITAM platforms.

The Firstbase platform executes all your physical operations and logistics to support workers from before day one through to offboarding. And Firstbase offers a vendor-neutral, flexible procurement approach. Purchase or lease from Firstbase, or simply ship us your equipment. Finally, Firstbase can not only handle your new equipment, but your legacy fleet as well.

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