



IT Operations Blueprint for Distributed Work

7 Keys to Building & Running the New IT Supply Chain



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Equipping a Distributed Workforce is Hard

For decades, IT has followed the same formula for equipping staff: local office-based IT staff would source, procure, store, and set up equipment, typically at each main office location. Upon joining, new employees would be hand-delivered their equipment; for any additional equipment requests, they'd just head over to the IT station and pick them up directly.

Today's modern businesses, however, are embracing remote or hybrid workforces, and this old playbook for employee equipment outfitting no longer works.

IT staff increasingly have to become global logistics experts to service this new distributed workforce. What would have taken minutes to handle a simple request now takes hours.

IT can no longer follow the same old playbook for employee equipment outfitting. They need a more efficient formula. To onboard, continuously support, and offboard your employees, you need to be able to manage the following for all your workers—no matter where they're located:

Procurement

Negotiate the cost per asset.

Storage

Find and manage partnership contracts (e.g., OEM procurement, warehouse leases, shipping carrier agreements), sometimes in different countries.

Provision / Configure

Setup required IT infrastructure for the asset.

Shipping & Logistics

Get the right equipment to workers ASAP, which involves tracking shipments and engaging in "where is my laptop" email chains. Manage customs, duties, taxes, and importing regulations, where necessary, as well as shipping regulations (e.g., lithium ion batteries).

Repair / Refresh

Troubleshoot inevitable break/fixes and replacements.

Clean / Wipe / Dispose

Retrieve necessary assets from departing workers for cost-saving reuse.

Support

Factor in customer service hours across the entire supply chain workflow for when something goes wrong, which it inevitably will. Someone needs to handle running this remote office—they are IT, shipping + receiving, *and* the front desk.

IT professionals developed processes and best practices to handle the above table stakes when the world was more office-centric. Now, they need to reconsider what best practices look like in a distributed environment. Unfortunately, remote work has introduced unique problems that IT may be struggling to navigate.

New Problem

Commuting is still necessary

All workers get to be remote, but IT still has to commute to an office (or company storage unit) often to handle physical equipment—unless they are stuck using their own home as a storage unit.

Needed Solution

Virtual IT closet

An IT closet in the cloud operates 9–5 no matter where IT (or the employee being serviced) is.

Increased logistics complexity

In the past, bulk orders would be delivered to a single office location; now, IT has to ship equipment requests to any location, anywhere in the world, safely and on-time.

Outsourced logistics partner

A partner that takes care of all the complexity of shipping, including cross-border taxes, customs duties, and more.

Distributed inventory complexity

Inventory was hard to manage when everyone was located in an office—with inventory highly distributed, tracking inventory availability, deployment, and status became exponentially harder and more time-consuming.

Inventory management for distributed workforces

Maintain a constant and real-time inventory audit of all equipment together with deployment status and history to satisfy any audit or compliance checks.

Slower break/fixes

Someone needs to get the worker back to productivity fast, but how can you be set up for speed when they are hundreds of miles away?

Expedited loaner process

Employees should be able to quickly receive a replacement device while the repair is being managed.

Low retrieval rates

With departing employees no longer spending their last day in the office, getting all your necessary assets back may not happen—Gartner analysts have shared with us that enterprise clients they speak to are getting, at best, 50% of laptops back.

Automated messaging & retrieval tracking

For 95%+ retrieval rates, use a platform that makes it easy and convenient for employees to return equipment without having to leave their house—automate address confirmations and shipping boxes & labels and have all returns tracked using real-time delivery tracking.

Wouldn't it be nice if all of the above was automated for you in one centralized platform, mitigating the need for manual intervention? With Firstbase, facilities, procurement, logistics, and the necessary supply chain relationships that accompany them are something your business simply doesn't have to deal with. What we've learned from our customers is it takes about **500 IT hours per year** to handle end-user computing logistics **for every 100 remote employees**.

When IT is not forced to fight fires around the entire equipment lifecycle, they can focus on improving their products and services. That's why we have a team of 20 Operations experts with over a century's worth of combined experience to solve the problems associated with physical logistics.

Our team of experts has designed the definitive playbook to support the new era of distributed employee equipment outfitting and would like to share what we have learned. **To help your business achieve an ideal state of physical operations, here's what you need to know.**

OUTCOMES

Your Desired Outcomes

Before we dive into the "what", let's briefly discuss the "why"—as in, why should you care if you are already used to following the status quo? If you follow this operations framework correctly, your organization can revel in the following benefits:

Save Time

It takes IT staff five hours annually per remote worker to manage end-user computing logistics. That's **5K staff hours per year** to support every 1,000 employees.

Cut Costs

Shipping

Remote work shipping costs are high because logistics are performed per employee. Most remote organizations spend \$100 per year in shipping for each remote employee. That's **\$100k in shipping costs** for every 1,000 employees.

Lost IT Assets

According to Gartner analysts, many enterprises have at best a 50% retrieval rate on laptops. Assuming a 15% annual employee churn rate across 1,000 employees, IT handles 150 offboarding retrievals per year. Even with a healthier 70% retrieval rate, that means a loss of 45 laptops per year. Assuming an average \$1,500 cost per laptop, that's **\$67.5K in IT assets** annually. This doesn't even count monitors and other high-cost peripherals—according to Gartner, those are almost never collected.

Headcount

Do you need to increase headcount to cover the other IT work that needs to be done outside of logistics? Or perhaps you need to hire more just to support logistics? The 5K IT hours that are required to support amounts to 2.5 IT staff positions, or **\$250k in IT headcount costs** assuming an average salary of \$100k.

Supercharge IT

IT admins can get promoted when they can be change agents and transform their business, as opposed to spending most of their time on asset management. They can ensure a positive employee experience like the one below, all while gaining back more time and flexibility:

Consistency

Every employee has the same experience, no matter where they are working from.

Predictability

Ensure outstanding performances from your employees, at scale, when they are always equipped with the right tools they need to do their job.

Simplicity

Enjoy one set of standards that applies everywhere, unifying the management of your IT processes.

FACTORS

Your Blueprint

To successfully 1) have a kit arrive to your employee on time and accurately and 2) foster a meaningful employee-centric IT experience throughout their tenure, these are the 7 factors you need to consider across the supply chain.

1. Pick the Right Partners

When outfitting a workforce in new (and even familiar) geographies, you need to follow a strict evaluation process to make sure the partners you choose are the most cost-effective and can follow through with their promises. There are a lot who say they can ship everywhere, so why not take their word on it and thoroughly vet them?

Here at Firstbase, all our partners go through a rigorous process that evaluates them based on our internally-developed SOPs (standard operating procedures) & SLOs (service-level objectives) built from industry-leading expertise. We then test each with a pattern of shipments prior to processing our first customer order to ensure expectations and scale can be met at all times.

What questions are you asking potential providers?

We at a minimum ask the below:

What is your dock to stock time?

When you place an inventory order with your supplier, you need to know how quickly that order is available on your 3PL's shelf. 24 to 48 hours is considered a pretty competitive onboarding service-level agreement (SLA).

What are your receiving hours?

A good operation should ideally be inbound Monday through Friday during normal business hours.

Where are your warehouses located?

If they have a warehouse in each geography you work in, what is the storage cost per device? If not, where do retrievals go?

What are average internal order processing times (click to ship)?

If your warehouse's SLA is 10 business days, how much time passes between you placing an order and your 3PL partner picking, packing, and shipping that order?

What are your cutoff times for same-day shipments?

A valuable partner should be able to accommodate same-day shipments, as long as a deadline is followed.

What do you do with disposed equipment and what certifications do you follow?

Companies that value security need to invest in a partner that has a NIST-compliant (National Institute of Standards and Technology) process that offers certification.

Which couriers do you use?

If you're looking to outsource a part of your IT operations by having a remote equipment management platform handle the equipping for you, this question helps discern how close they are to their own supply chain ecosystem. An "I don't know" is a big red flag.

How do we communicate with you?

Each partner will have their communication channel they most prefer (email, phone, chat service, etc.). Some companies provide dedicated account management while others do not. This is a clear indicator of the sophistication of your partner and how they value customer experience.

2. Identify Your Equipment Hubs for Local Warehousing

Location, location, location! To serve a distributed employee base—whether across the US or across the globe—you need proper distribution of facilities. The movement of your critical assets should be as hassle-free as possible, no matter where your employees are.

When it comes to outfitting a global workforce in particular, you must deal with global tax and customs duties, clearance, and time delays. Thus, your distribution centers need to be as local to your individual employees as possible to ensure minimal and predictable shipment times. If you're a Silicon Valley startup with a warehouse in California but you're rapidly growing in Europe, relying on a single operation will limit your effectiveness to grow.

Here at Firstbase, we have strategically established a dedicated warehouse in Salt Lake City (SLC), recognizing the city's pivotal role as a major transportation and logistics supply chain hub. We similarly hand-pick locations around the world with our partners that follow many of the key ingredients to operate a successful distribution center. Highlighting some of these, SLC boasts excellent connectivity to Tier 1 delivery carriers such as FedEx, UPS, and DHL, positioning it as an ideal location for efficient distribution operations.

One of the key advantages of SLC is its central location within the United States, enabling Firstbase to seamlessly serve its customer base spanning both the East and West Coasts. This strategic positioning allows for rapid and cost-effective delivery of products to customers across the country. In addition to its logistical advantages, SLC offers economic benefits to Firstbase. As a relatively low-cost city, it provides an opportunity for the company to optimize its logistics costs and maintain competitive pricing in a challenging industry known for high competition and slim margins.

Considering the exceptional transportation infrastructure, central location, and cost advantages, SLC's strategic

importance and favorable business conditions contribute to Firstbase's ability to efficiently meet customer demands and effectively manage its distribution operations.

Firstbase's Thomas Anderson (Solutions Engineer) and Andy Thompson (Global Warehousing Operations Manager) discussed the importance of having this dedicated space. "Owning our own warehouse provides us flexibility and predictability," Thomas put simply. "We can make sure we have inventory on-hand for a customer that is looking to expand, and then we can hold inventory in our facility before it's needed, especially items that are difficult to source."

Another major benefit is that Firstbase can treat this location as an R&D facility where innovations to the supply chain process can be tried, tested, and deployed across our global operations. "When our customers have a specific ask, we have the ability to test, validate, and deploy within our SLC warehouse. We want to ensure everything we are able to do is replicable," explained Andy. He also provided an example of improvements they were able to make thanks to the warehouse. "Owning, and running our own warehousing operation has given us the flexibility to quickly identify solutions for our customers and pivot immediately. One example of this was during Covid, we saw how the global chip shortage resulted in Dell having very long lead times on devices. Owning our own space allowed us the comfort to make strategic buys of monitors and workstations to ensure our customers did not experience the negative impacts against the market supply shortages."

PRO TIP

FYI: The inventory count and status of your company's assets should not be a black box. Just because a third-party is housing your inventory does not mean that the data isn't an internal metric. You need to be able to see a real-time view of both new and redeployable devices, including returned and repaired equipment.

Firstbase takes care of all logistics for the entire equipment lifecycle—initial outfitting, add-ons, repair and maintenance, refreshes, and reuse—while maintaining a clear chain of custody. In addition to the US, UK, and EU, when Firstbase launched in 10 additional countries, each country had a dedicated local warehouse to improve the speed of delivery via processes originating from our SLC Flagship location.

The logistics piece of the supply chain requires rigorous testing, which Firstbase does with every new geography. The Firstbase operations team sent 50 decoy shipments to these 10 different warehouses and tested their export/import process, inbound/outbound experience, device management service, and the overall successful execution of Firstbase’s SOPs.

3. Protect Procurement From Uncertainty

We may have broken down the complexities of logistics and 3PL partnerships first, but procurement is just as critical (and complex). Before you even think of shipping goods, you obviously need to find and purchase the tools your company needs to operate effectively. We’ve spoken to a lot of our current customers about how the procurement side can be just as time-consuming and complex as the shipping side for their IT team. They try to get new inventory in a country and it takes a long time to get that from their current supplier.

Each country has a different playbook, so it’s important to understand the intricacies of each country to ensure speed and decrease cost. For example, in India you should buy local but in Brazil it’s often more cost effective to import. And while every country has their own rules, every reseller entity also operates differently across the countries that they are located in. “Dell Ireland will only ship within Ireland, meaning their Irish entity cannot ship to Germany,” explained Eldad Balas, Firstbase’s Operations Manager who oversees vendor management. “In addition, some vendors only work with certain countries, creating further limitations.”

Doing procurement outside of the US, particularly in the EU, is challenging because every country has different keyboards, resellers, and stock volatility... among other variables. While most US resellers hold an inventory of

products that they sell, those outside of the US opt to hold very little inventory and order as-needed, shipping it directly from the distributor as opposed to from their own warehouse. This lack of minimum inventory adds another layer to the supply chain that creates extra lead times on delivery (and more pricing). Building your supplier network is essential in overcoming problems such as these.

Proving an illustration on the impact of lead time, Eldad added, “Roughly 60% of Apple orders were Configuration-To-Order (CTO), requiring more lead time because CTOs are customized based on specific customer requirements. If a reseller doesn’t have a CTO in stock, it could take a minimum of 6–8 weeks lead time.”

Your organization must be able to quickly pivot and identify new suppliers when supply chains change (... remember the immediate rush for corporate laptop orders when Covid started?). This is why it’s so important for your business to have a dedicated person (or team) focused on procurement alone, so that buying decisions in different countries are strategic.

One organization was dealing with equipping a European team, and they looked to Firstbase for help on lowering their capital expenditure. “I think Firstbase is really good at addressing the needs for a global company,” said their VP of Corporate IT. “You have a better buying power because you are doing this at a massive scale so your cost per unit is much lower. This is so helpful because otherwise negotiations are a serious timesuck for us internally.”



PRO TIP

As we have explained, working with procurement vendors internationally is challenging. So, why not just avoid all this and simply buy all your devices in the US to just ship internationally? Exporting is not a good option for the following reasons:

- Manufacturers sometimes have geographic channel restrictions (see Dell example above)
- Warranty may not be covered in the other country when you export
- Higher shipping costs
- Still doesn’t solve the problem of local equipment compatibility (e.g., different keyboards)
- Longer delivery times, especially when an item gets held up in customs

4. Work With Consultants, Not Just Vendors

Considering how difficult managing a global supply chain is, it makes sense that you would look to partner with an employee outfitting service that has relationships throughout the world—with both distributors and strategic resellers. And since recommending minimum inventory levels to properly equip employees before their start date is a fluid, ever-changing conversation... your business needs to be able to be in constant communication with who you choose to partner with.

A true consultant will be able to recommend the minimum levels of inventory they think is necessary for their clients, which is very important as employers look to move into new geographies.

"We take a truly consultative approach as we are speaking with our customers to make sure that we have

a full quarter-by-quarter understanding of the lay of the land," Daniel De Vries, Director of Global Operations at Firstbase, explained. "We familiarize ourselves with our customer's hiring plans—where they think their hiring forecast is going to go, whether or not they're planning a hiring freeze or a reduction in force (RIF)—and make recommendations based on what we're seeing with their stock levels and state of the global supply chain. We understand the lead times in each of the geographies that we're working in and we can recommend how many devices each customer should hold based on the compilation of all this information."

Firstbase works directly with both distributors and strategic resellers, providing more access to stock. "We can either store that stock in our warehouse, or we can store stock with our distributors and resellers directly," Daniel added. "This gives us an even faster ability to execute on orders with more visibility into the items that distributors and resellers have at any given time."

5. Assess Your Partners' Ability to Handle Repairs

"Break/fix is often a service whose impact is underestimated," explained Neil Fennerty, Operations Manager at Firstbase. "5% to 10% of transactions will result in a defect, and when they do, it means that a worker is down and without a laptop."

Who are your couriers? What's your transit time for expedited service? Are repairs in-house or are they outsourced? What's the communication process to approve a repair? Do they support warranty repairs? These are all questions your partners need to be able to answer.

If your plan to replace defective equipment is to place a new order with the OEM... you're in trouble. You need back-up inventory in a local warehouse to get damaged equipment replaced ASAP (this goes back to the importance of factor #2 of this blueprint, and how each piece of the supply chain feeds back into each other).

In each of your locations, you need to identify authorized repair vendors for out-of-warranty damages and repair vendors (i.e., Apple, Lenovo) for in-warranty ones. This further paints the picture of how many different vendors can be involved at each link of the supply chain, and the benefit of a large team to manage those interactions for you.

**PRO TIP**

The break/fix cycle for remote workers is more complicated due to the isolation of that worker from the IT team. It's better to just retrieve a laptop and send out a loaner as opposed to spending hours trying to diagnose, thus harming worker productivity. As one IT leader expressed, "In many instances, managed service providers (MSPs) try to avoid costs by spending time debugging and investigating, but meanwhile, that employee is blocked until it is actually fixed," he explained. "We prefer the Firstbase approach, where they quickly swap the broken piece of equipment and handle the fixing on the backend."

6. Configure & Provision Remotely

Every employee needs a variety of applications to be able to effectively work, and managing all these apps only adds to IT's list of responsibilities.

Mobile device management (MDM) solutions provide businesses with enhanced security alongside the ability to remotely oversee all their hardware and software. By pairing a MDM (e.g., Kandji, Jamf) with either your Apple Business Manager (ABM) or Microsoft Azure account, your company can automatically push policies and additional software onto any computer anywhere in the world. This lets you "image" a device remotely and is the ideal state for remote and hybrid workforces.

"That's zero-touch deployment. This is a huge transition since 2016," said Thomas. "Prior to that, you had what was called monolithic imaging, which was very manual and typically required plugging in a USB drive which contained the image. That model is not scalable when you have a decentralized workforce."

As an Apple Authorized Reseller—one of only about 200 in the entire US—Firstbase can enroll client devices directly into their Apple Business Manager (ABM) account, which then connects to their MDM solution. This allows us to

register that device as a corporate device so that our clients enjoy both zero-touch deployment and NIST-compliant secure data destruction upon retirement of that asset.

Zero-touch may be part of the modern IT stack, but to go to zero-touch is not easy—it takes time and cost, and some folks just aren't there yet or don't have the staff to get it set up. So in the meantime, you have to continue relying on older imaging techniques as the bridge to eventually get there.

There also may be a situation where, based on regulations around security and compliance, your business can't go completely zero-touch. You may not be able to rely only on cloud-based apps and still need manual imaging. You're not alone here either.

"Frankly, imaging is a service that is very bespoke, and many employee equipment outfitting services try to avoid it," said Andy. However, at Firstbase, we have built infrastructure to allow us to help our customers who require imaging. "We have a rigorous intake questionnaire where we learn the nuances behind what your imaging requirements are so that you can get to as close to a zero-touch experience as possible, even if you are still using older technology."

7. Ensure Data Destruction Is Taken Seriously

End-of-life (EOL) equipment, from servers to laptops to mobile work phones, create risk for most organizations if access isn't revoked ASAP. Wiping corporate data, and doing so compliantly, is critical for your EOL devices.

This is why we recommend, as mentioned in #6, pairing MDM solutions with your ABM and Microsoft Azure accounts for zero-touch wiping. This setup allows you to remotely wipe corporate data from devices, which is essential for any business who has to maintain certifications or compliance such as SOC 2 or HIPAA.

Once a device is wiped, there are a few options of what to do next. You could offer it to employees as a gift or at a reduced price, but this might not always be a good

practice. Depending on the regulations that surround your business there may be additional requirements like the need to dispose of devices through a certified process. In a distributed workforce, this means you need retrieval and disposal service partners near each of your warehouse locations. This will ensure devices are retrieved, wiped, and disposed of timely and according to processes that allow for certifications to be generated and made available for audits.

Firstbase offers NIST-certified data wipes for customers requiring data security management documentation, and our process / tool is HIPAA compliant. Additionally, we work with fully licensed hardware / data destruction teams globally to physically destroy the units (most are shredded via truck-based mobile shredder) to render the hardware unusable and unrecoverable.



TL;DR

Your Supply Chain & Ops Checklist

Here's a checklist summarizing everything that goes into the full lifecycle of equipping your distributed workforce. If IT is not partnering with a service like Firstbase, the onus falls on them to manage all of the below—on top of configuring the provisioned IT infrastructure and doing their, well... actual job.

○ Pick your employee equipment

- Forecast the minimum inventory levels per item needed
- Verify department needs
 - Special software
 - Extra equipment (e.g., desktop monitors for designers)

○ Procure the assets

- Identify your suppliers & resellers
- Check if they are Apple Authorized Resellers
- Negotiate cost per unit
- Familiarize yourself with the rules of the country / countries you work in:
 - Buy local vs. import
 - Minimum inventory level holds vs. order as-needed
 - Asset requirements (e.g., keyboards with different alphabet)
 - Reseller options
 - Lead times for custom orders (CTOs)
- Confirm if individual resellers operate the same or differently across countries

○ Validate logistics partners

- Ask the right questions to understand the following:
 - Dock to stock time
 - Receiving hours
 - Warehouse locations
 - Order processing time
 - Cutoff time for same-day shipments
 - Disposed equipment handling
 - Couriers used
- Test 3PLs with shipments prior to shipping out first customer order

○ Pick strategic warehouse location(s)

- Store in places that are closest to your workers
- Manage the leases
- Manage the warehouse vendors/workers

○ Ensure timely delivery of goods

- Track shipments
- Answer emails from new hire
- Oversee the following for the international hires:
 - Customs & border patrol
 - Duties & taxes
 - Importing regulations
- Understand shipping regulations (e.g., lithium ion batteries) to avoid delays

○ Handle break/fix repairs

- Choose authorized repair vendors for out-of-warranty items
- Inquire the following from your partners:
 - Couriers used
 - Transit time for expedited service
 - Repairs in-house vs. outsourced
 - Communication process to approve a repair
 - Warranty repair support
- Carry back-up inventory to get damaged equipment replaced ASAP

○ Retrieve assets from exiting workers

- Reconfirm contact details & addresses
- Ship a returns box & shipping label
- Follow the logistics steps required (*see: Ensure timely delivery of goods above*)
- Communicate with warehouse on grading / repairing / reinventory
- Clean, wipe & dispose of data
- Image the device for the next user
- Guarantee NIST-compliant secure data destruction for retired assets

Don't Underestimate the Importance of Visibility & Control

When things are working well, no one cares how it works. But the minute things don't work and a computer doesn't show up on time, every executive knows about it... and they are going to be pointing a finger at IT. You're putting your organization at risk by not having visibility into your supply chain—this loops back to the importance of factor #1 and questioning your potential partners.

"We had a customer who was working in India and ultimately came to us because their former partner was secretly siphoning off their devices," said Thomas. "Meanwhile, in Argentina, they were getting charged an astronomical rate for their services there."

Firstbase intimately knows who our partners are. "We have meticulously chosen our 3PL partners, taking every precaution to ensure their excellence. We personally visited their facilities and thoroughly inspected their operations, walking their floors," emphasized Daniel. "In our own warehouse, we have crafted refined processes that are not only efficient but also replicable. We have seamlessly integrated these processes with our partners, guaranteeing a consistent level of service across all geos where we operate. This was intentional—we wanted to create a service that we are proud of that supports the future of living, no matter where it happens to be."

Go from this...

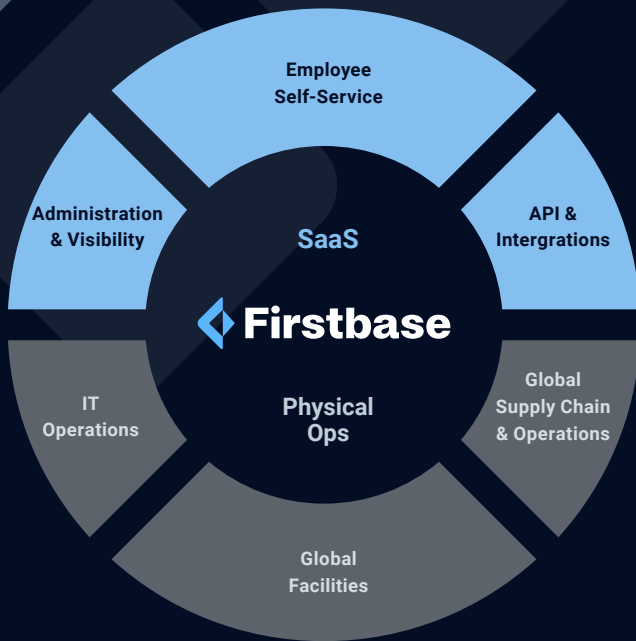


Employee Centric Approach

to this!



Firstbase Global Equipment Chain



The Key That Makes the Engine Run: Integrated SaaS Platform

Firstbase has built a global, enterprise-scale physical operations engine that relieves your business of the need to build and maintain a costly, dedicated set of infrastructure. Firstbase acts as your equipment operations hub, with distributed facilities and dedicated Operations professionals that manage your procurement, logistics, and end-user computing services.

But there's one more critical key that's needed to make the engine run: an integrated SaaS platform. Firstbase is the only solution to combine SaaS automation with a global physical operations engine. With its SaaS platform, Firstbase automates the entire employee experience from onboarding through offboarding and all other equipment requests.

Firstbase's purpose-built technology platform allows key functions in your organization to unlock the power of our global physical operations engine:

Employees

Order equipment that supports their remote or hybrid needs from a self-service portal so they can stay productive across the entire employee journey

IT

Streamline procurement, deployment & retrievals, and overcome asset tracking challenges globally with IT asset management capabilities & integrations

HR

Automate onboarding through offboarding by integrating to your HRIS, all while delivering a safe, productive, and best-in-class employee experience

Finance

Benefit from IT and logistics cost savings, control spend, and optimize cash flow & IT asset efficiency

Future-proof your business with Firstbase, no matter how it grows or changes.

"Firstbase helps us provide a great experience for new employees as we scale rapidly. Not only do they make provisioning equipment seamless, but they insulate us from supply chain issues. Their inventory reporting is particularly unique and powerful for us as a HIPAA-compliant healthcare company.

Firstbase enables us to focus our time, attention, and team on our core business."

Malinka Walaliyadde

CEO and Co-Founder at Akasa



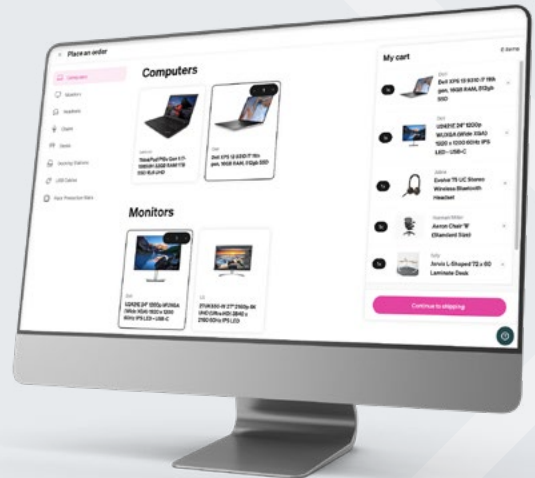
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Firstbase Advantage

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, Oomnitza, 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.



Authorized Reseller

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