Firstbase

Improved Asset Efficiency

UserEvidence surveyed 59 Firstbase customers.

They achieved these benefits by automating asset tracking:

1.8x
BETTER ASSET TRACKING

1.6x
IMPROVED RETRIEVAL RATES

"Firstbase has freed up our time with shipping, retrievals, and inventory. Firstbase has helped us keep our inventory up to date and not lose track of assets that would've fallen through the cracks."

IT SYSTEMS ENGINEER
ENTERPRISE TECHNOLOGY CONSULTING FIRM

Better Visibility & Tracking

With inventory now highly distributed across local warehouses or offices (or, in some cases, even makeshift IT closets at homes) to support remote work, tracking its availability, deployment, and status is time-consuming and difficult.

The inventory count and status of your company's assets should not be a black box. You need to be able to see a real-time view of both new and redeployable devices, including returned and repaired equipment. That's what you get using Firstbase.

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. The platform is a central hub that shows all the inventory tracking you need, as it was purpose-built for distributed workforces. Easily maintain a constant and real-time inventory audit of all equipment, its deployment status, and its history (e.g., previous repairs, data wipes for reuse, etc.).

Solve the Low Retrieval Problem

The **industry average is a 30–50% retrieval rate**. Remote work has made retrievals more complex for IT. They may not have the worker's most up-to-date address; delays are caused by employees having to go to a UPS or FedEx store; there is no accessible way for IT to track the delivery... these are just some of the points of friction that can reduce asset retrievals.

The **retrieval rate with Firstbase is 90%+.** Firstbase makes it easy and convenient for employees to return equipment—without having to leave their house. The platform automates employee address confirmations to then ship all the necessary boxes and labels to them. These returns are tracked with real-time delivery tracking.

The **entire retrieval process with Firstbase takes <30 days**, from initiating offboarding all the way to having it back in your inventory (fully graded and wiped). Comparatively, the industry average for managed service providers (MSPs) is 30 days, and this is just to process the retrieval once it's back in the warehouse.