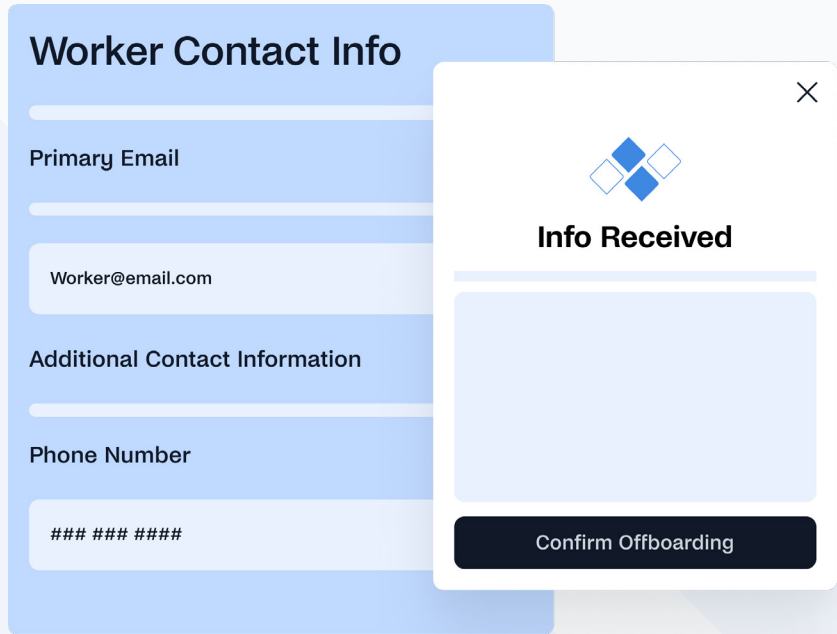


Managing Frictionless Retrievals at Scale With Firstbase

A Mid-Size Software Company Saved 700+ Hours of Administrative Work



The image shows a user interface for 'Worker Contact Info'. It includes fields for 'Primary Email' (containing 'Worker@email.com'), 'Additional Contact Information', and 'Phone Number' (containing '### ## ###'). An 'Info Received' modal is overlaid on top, featuring the Firstbase logo, the text 'Info Received', and a 'Confirm Offboarding' button.

After being acquired by a private equity firm, a leading enterprise cloud software provider had to grapple with managing a reduction in force (RIF). How was an organization with 2.5K employees dispersed around the world going to not only retrieve the laptops, but also clean and wipe them so they could be redeployed in a usable state? Coordinating this large retrieval effort in such a short period of time was looking impossible.

Why did their IT team believe this? They went through a smaller restructure before, and it was inefficient. They did not get enough of their corporate assets back, and as a result, they did not redeploy any of them.

To streamline the retrieval process, provide a better experience for employees on their way out, and improve their cost savings potential, they decided to partner with Firstbase. By letting Firstbase manage the offboarding process for them, this global company achieved the following wins:

COST SAVINGS

\$125

Amount saved per departing employee to offboard with Firstbase versus handling internally

TIME SAVINGS

700+

Hours saved not having to coordinate logistics, decommission, and redeploy internally

ASSET UTILIZATION VALUE

\$175,000+

Amount recouped from device reuse by efficiently retrieving more devices for redeployment

Quick Retrievals & Quick Redeployment: Improving the Utilization Value of Corporate Assets

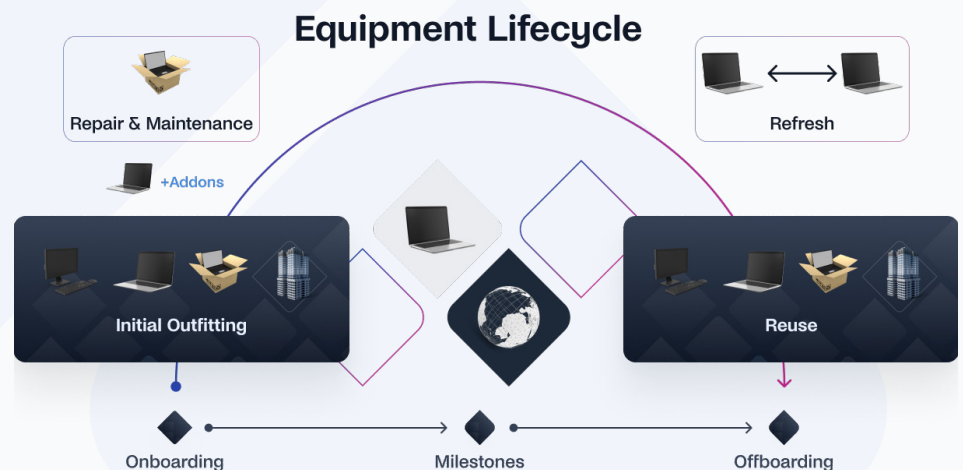
This organization learned from their last RIF experience that poor asset management processes hurt the bottom line. Failing to retrieve a \$4000 Mac that was only used for one year means that it has lost monetary value. And even when that Mac is successfully retrieved, it is still failing to recoup its worth if it is left forgotten on a shelf.

Firstbase partners with organizations to ensure that they get the full value out of those devices coming back in. Whether organizations are scaling up or scaling back, we help support the end-user logistics required for headcount changes and M&As.

Going through a reorg is hard. Employees dealing with a layoff do not need to also be burdened with running an errand. That is why the retrieval process with Firstbase is built around the idea that affected employees should never have to leave their house to return their equipment.

1. Departing employees confirm their address & contact details in the Firstbase platform
2. Firstbase ships over a retrieval kit (with shipping labels and boxes) as soon as possible
3. Departing employees put the assets in the retrieval kit and leave it for UPS or FedEx to pick it up
4. Firstbase manages any necessary followups and, once received, decommissions them by securing cleaning the device and wiping the data
5. The assets are ready to be sent back out to a new user when needed

Our process ensures a 90%+ retrieval rate while the affected employees can move on without hassle.





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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