Logistics & Supply Chain | India

# A fresh-produce supply chain company gained full visibility of its pallets and IT assets

A national fresh-produce supply chain company in India labeled its pallets and office IT assets, recorded their movements, and replaced manual audits with scheduled verification rounds.



AT A GLANCE

INDUSTRY
Fresh-produce supply chain

REGION
India, many locations

ASSETS
Pallets and office IT assets

PREVIOUSLY
Manual tracking and audits

FEATURES USED
Assets | Insight

## 01 The client

The client is a national fresh-produce supply chain company in India. It connects food producers directly with retailers, restaurants and service providers, using its own technology to run operations end to end.

Its products travel on pallets that are always on the move between farms, hubs and customers. Its offices across India also hold laptops and other IT equipment that staff use every day.

## 02 The challenge

With operations in many locations, the company could not track where its pallets or its IT assets were. Without that data it could not fix accountability or judge delivery times.

- Pallets moving between locations were not tracked.
- Without pallet data, the time for products to reach dealers could not be judged.
- IT assets in offices across India had no records of ownership.
- Unclear accountability led to theft and misplacement.
- Manual audits of moving pallets took effort, time and money.

## 03 What they set up in Asset Infinity

The company gave every pallet and IT asset a record and QR label in Asset Infinity, recorded movements by scanning, and moved audits to scheduled verification rounds.

Assets

### A labeled record for every pallet

Each pallet has a QR label and a record with its location and status. Scanning it at each handover updates where it is.

Assets

### IT assets with named owners

Laptops and other office equipment are recorded per office and checked out to the employee who uses them.

Assets

### Scheduled verification rounds

Audits run as recurring verification rounds in the mobile app, marking each pallet or device verified, moved, not found or damaged.

Insight

### Data for decisions

Reports show where pallets are, how long they take between points and which assets are missing, so managers decide from data.

## 04 How it works day to day

This is how pallets and IT assets are tracked day to day now.

HUB STAFF

**Scan the pallet out**

When a loaded pallet leaves a hub, scanning its QR label in the mobile app records the move and where it is going.

RECEIVING STAFF

**Scan it in**

At the next point the pallet is scanned again, so its location updates and the time between points is recorded.

OPERATIONS MANAGER

**Watches pallet movement**

Reports show where pallets are and how long they have spent at each stage, which shows how quickly products reach dealers.

IT TEAM

**Assigns IT assets**

A laptop or device is checked out to a named employee at their office, and returned on the record when they leave.

AUDITOR

**Runs a verification round**

On schedule, the auditor scans pallets or devices at a location and marks each one verified, moved, not found or damaged.

OPERATIONS MANAGER

**Follows up what is missing**

Assets marked not found are listed with their last known location and holder, so follow-up starts with facts.

## 05 Before and after

| | BEFORE | WITH ASSET INFINITY |
|---|---|---|
| **Pallet tracking** | No record of movement | Scanned at each handover |
| **Delivery time** | Could not be judged | Measured from pallet movements |
| **IT assets** | Not tracked | Recorded per office with a named owner |
| **Accountability** | Not fixed, theft and misplacement | Every asset has a holder on record |
| **Audits** | Manual, costly in time and money | Scheduled verification rounds |

## 06 How it rolled out

1

**Pallets labeled.** Every pallet was recorded and given a QR label for scanning.

2

**IT assets registered.** Office IT assets across locations were recorded and assigned to their users.

3

**Synced with internal data.** The register was connected to the company's own applications and data through the API.

## 07 The results

- A complete view of pallets on the move
- Fewer pallets stolen or misplaced
- Accountability set for every IT asset
- Delivery times judged from recorded pallet movements
- Money saved on manual tracking and audits

## 08 Why it worked

**Built for assets on the move**

A quick scan at each handover keeps pallet locations current without slowing down operations.

**One register for two problems**

Pallets in the field and IT assets in offices are managed in the same system and the same way.

**Fits their own technology**

The data syncs with the company's in-house applications, so it is used where decisions are already made.

## 09 Looking ahead

With every pallet labeled and scanned as it moves, the company can see where its products are and how long they take to reach dealers. Its office IT assets each have a named owner.

Audits that once took manual effort now run as scheduled verification rounds, and the data feeds the company's own systems for faster, better-informed decisions.


## See it on your own assets

A 30-minute demo, set up for a logistics or supply chain business.

The client's name is withheld for confidentiality. Results are as reported by the client.

Book a demo

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