Banking & Finance | India

A national bank tracks branch assets, ATMs and supplies in one system across India

A bank with branches across India tagged its branch assets, scheduled maintenance for ATMs and servers, tracked supplies and simplified audits from one central system.



AT A GLANCE

INDUSTRY
Banking

REGION
India

LOCATIONS
Branches nationwide

ASSETS
IT, furniture, security, ATMs, cash counters

FEATURES USED
Assets | Maintenance | Stores | Insight

01 The client

The client is a bank with numerous branches across India.

Each branch runs on a mix of assets: IT equipment, furniture, security devices and financial hardware such as ATMs and cash counters. When critical equipment fails, customers feel it at once, and every asset must stand up to regulatory audits.

02 The challenge

Assets were spread across many branches with no central record. Maintenance of critical equipment was inadequately scheduled, and supplies and audits added more manual work.

- No centralized record of assets across branches.
- Inadequate maintenance scheduling caused equipment failures and service disruptions.
- Office supplies and IT equipment inventory were hard to track.
- Asset management had to meet regulatory and audit requirements.

03 What they set up in Asset Infinity

The bank implemented Asset Infinity across its branches, focused on four areas.

Assets

Tagged assets in every branch

Every asset carries a barcode or RFID tag, so its location and condition are visible centrally.

Maintenance

Scheduled maintenance for critical equipment

Regular maintenance for ATMs, servers and other critical equipment runs on preventive plans to reduce downtime.

Stores

Supplies at the right level

Office and IT supplies are monitored with reorder levels, preventing both stockouts and overstocking.

Insight

Reports for compliance and audit

Reports on assets and maintenance support financial regulations and audit needs, with an audit trail of changes.

04 How it works day to day

This is how branch assets are looked after now.

BRANCH STAFF

Tag and record assets

Each new asset at the branch is tagged with a barcode or RFID label and added to the central register.

SYSTEM

Schedules maintenance

Preventive plans create work orders for ATMs, servers and other critical equipment when they fall due.

TECHNICIAN

Services the equipment

The technician completes the checklist in the mobile app and closes the work order, building each asset's history.

BRANCH MANAGER

Reports a fault

When equipment fails, a request is raised from the web or mobile app and tracked until it is resolved.

STOREKEEPER

Keeps supplies stocked

Office and IT supplies issued to branches are recorded, and reorder advice flags items before they run out.

AUDITOR

Verifies branch assets

Verification rounds confirm assets in each branch as verified, moved, not found or damaged.

COMPLIANCE TEAM

Prepares for audit

Reports on assets, maintenance and verification are generated for regulators and auditors.

05 Before and after

	BEFORE	WITH ASSET INFINITY
Asset records	No central record across branches	One register, every asset tagged
Critical equipment	Inadequate maintenance scheduling	Regular maintenance on a schedule
Downtime	Failures and service disruptions	Reduced through proactive maintenance
Supplies	Hard to manage and track	Monitored to prevent stockouts and overstock
Compliance	Heavy administrative burden	Supported by reports

06 How it rolled out

1

Assets tagged. All assets across branches were tagged with barcodes or RFID tags.

2

Integrated and trained. Asset Infinity was integrated with the bank's IT infrastructure, and branch managers and staff were trained.

3

Phased rollout. Branches went live in phases, starting with those holding the most assets.

07 The results

- More efficient asset tracking and management across branches.
- Less equipment downtime thanks to proactive maintenance.
- Better inventory management, leading to cost savings.
- Simpler compliance and audits, with less administrative work.

08 Why it worked

One view of every branch

Central tracking shows where assets are and what condition they are in, across the whole network.

Rolled out in phases

Starting with the branches holding the most assets put the biggest gains first.

Staff trained early

Branch managers and staff learned the platform as part of the rollout.

09 Looking ahead

With one central system for tracking, maintaining and managing its branch assets, the bank runs more efficiently, stays compliant and keeps service to customers uninterrupted.

For a bank with branches across the country, a single register and a shared maintenance schedule are what make that consistency possible.

See it on your own assets

A 30-minute demo, set up for a bank or financial institution with a branch network.

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

Book a demo

Start a 14-day free trial