IT & ITES | Global

A multi-site call center improved IT asset visibility by 40%

A call center operator labeled every IT asset across its facilities and tracked assignments and maintenance in one register, cutting downtime and the time spent managing assets.



40% better IT asset visibility

30% less maintenance-related downtime

15% lower operating costs

AT A GLANCE

INDUSTRY
Call center

SIZE
Large

LOCATIONS
Several call center facilities

PREVIOUSLY
Manual tracking

FEATURES USED
Assets | Connected | Maintenance | Insight

01 The client

The client is a leading call center company with several facilities. Each runs on IT equipment that moves between teams and sites.

Knowing what is available, where it is and what condition it is in decides how well equipment is allocated and how maintenance is planned across every location.

02 The challenge

IT equipment, maintenance schedules and assignments were tracked by hand at each site. The work was slow, error-prone, and gave no live view across locations.

- Manual tracking was time-consuming and full of errors.
- No real-time view of asset availability, location or condition.
- Idle assets at one site while another ran short.
- Maintenance planned without reliable records.

03 What they set up in Asset Infinity

The client set up Asset Infinity for its IT estate across every facility, with each asset labeled and scanned into one register.

Assets

Labels on every IT asset

Each asset carries a barcode or RFID tag, so a scan brings up its details, location history, assignment and maintenance records.

Connected

RFID where it helps

Handheld RFID readers identify tagged assets quickly and record their movement between sites.

Maintenance

Scheduled maintenance

Preventive plans bring maintenance due on time, with automated alerts, so equipment is serviced before it fails.

Insight

Availability by site

Dashboards show what is assigned, idle or under repair in each facility, so assets are moved to where they are needed.

04 How it works day to day

Here is how IT assets are managed across the call center's facilities now.

IT STAFF

Assigns equipment by scan

A device is checked out to a team member by scanning its label, and checked back in when it is returned.

IT STAFF

Records moves between sites

When equipment moves to another facility, a scan updates its location, so the register always matches the floor.

IT STAFF

Looks up any asset

Scanning a label brings up the asset's details, assignment, location history and maintenance records in the mobile app.

SYSTEM

Raises maintenance when due

Preventive plans create work orders and alert the IT team before equipment is due for service.

TECHNICIAN

Services and closes

The technician records the work against the asset, so its maintenance history stays complete.

IT MANAGER

Balances stock across sites

Dashboards show idle and assigned equipment by facility, so spare assets are moved to the sites that need them.

05 Before and after

	BEFORE	WITH ASSET INFINITY
Asset records	Kept by hand at each site	One register, labeled and scanned
Location and condition	No live view	Updated with every scan
Allocation	Idle assets in one site, shortages in another	Visible by site and moved where needed
Maintenance	Planned without records	Preventive plans with alerts
Downtime	Maintenance-related outages	30% less

06 How it rolled out

1

Needs assessed. The client and Asset Infinity's team reviewed IT asset workflows at every location.

2

Configured to their process. Fields, alerts and maintenance plans were set up to match how the IT team works.

3

Assets tagged. Every IT asset was labeled with a barcode or RFID tag and loaded into one register.

07 The results

25% less time spent managing assets, thanks to quick scanning

20% higher overall operational efficiency

- More accurate asset allocation and fewer idle assets

08 Why it worked

A scan replaces paperwork

Barcode and RFID labels make updates quick, so the register stays accurate without extra effort.

One view of every site

IT managers see all facilities together and can move equipment before a shortage hits.

Maintenance on schedule

Preventive plans service equipment before it fails, which keeps equipment in service.

09 Looking ahead

With every IT asset labeled and in one register, the call center knows what it has, where it is and when it needs service. Visibility improved by 40% and maintenance-related downtime fell by 30%.

Asset Infinity's network discovery can now keep that register current on its own, adding software and license counts to the same records.

See it on your own assets

A 30-minute demo, set up for an IT team running several sites.

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

Book a demo

Start a 14-day free trial