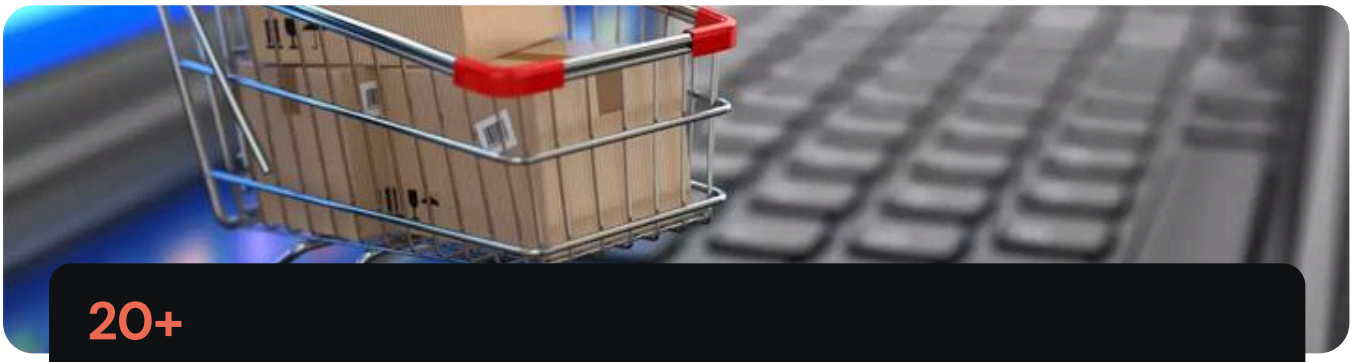
Retail & E-commerce | India

A used-car e-commerce company replaced spreadsheets to track assets across 20+ showrooms

An online used-car business with retail showrooms replaced spreadsheets with one tagged register of fixtures, laptops and devices, with scheduled maintenance and tracked breakdown requests.



20+
offices and showrooms in one register

AT A GLANCE

INDUSTRY
E-commerce, used cars

REGION
India

LOCATIONS
20+ offices and retail showrooms

PREVIOUSLY
Spreadsheets

FEATURES USED
Assets | Maintenance | Work

01 The client

The client is an e-commerce business that buys and sells second-hand cars, with more than 20 offices that work as retail showrooms.

Every showroom holds fixtures, laptops and other devices used by staff. As the business added showrooms, the number of assets grew faster than a spreadsheet could follow.

02 The challenge

Assets were tracked in a spreadsheet that had to be kept up to date by hand. The team could not keep pace, information was lost, and maintenance fell behind.

- No clear answer to how many IT assets each showroom held.
- No record of who held which asset.
- Spare assets that could be moved elsewhere were not visible.
- Manual spreadsheets caused errors and lost information.
- Maintenance lagged, leading to lost assets and losses.

03 What they set up in Asset Infinity

The company moved every showroom asset into Asset Infinity, tagged each one, and ran maintenance and breakdowns from the same records.

Assets

A tagged register for every showroom

Fixtures, laptops and devices are recorded per showroom with a QR label, so the count at each location is always current.

Assets

Ownership and availability

Assets are checked out to the employee using them, and unassigned assets show as available to move where they are needed.

Maintenance

Scheduled maintenance

Preventive plans schedule maintenance for showroom assets whenever it is due, so upkeep no longer depends on someone remembering.

Work

Breakdown requests

When an asset breaks down or underperforms, a request is raised against it and tracked until it is resolved.

04 How it works day to day

This is how showroom assets are managed now.

ADMIN TEAM	**Registers and labels the asset** A new fixture, laptop or device is recorded for its showroom and gets a QR label.
ADMIN TEAM	**Assigns it** Laptops and devices are checked out to the employee who uses them, so each has a named holder.
SHOWROOM MANAGER	**Finds spare assets** Reports show unassigned assets by showroom, so a spare can be transferred to a location that needs it.
SYSTEM	**Schedules maintenance** Preventive plans raise maintenance work for showroom assets when it is due.
SHOWROOM STAFF	**Report a breakdown** A breakdown is raised against the asset, by scanning its label or from the app, and assigned to a technician.
TECHNICIAN	**Resolves it** The technician fixes the asset and closes the request, adding to the asset's history.

05 Before and after

	BEFORE	WITH ASSET INFINITY
Asset records	Spreadsheet maintained by hand	One tagged register
Count per showroom	Unknown	Visible in reports
Ownership	Unclear	Named holder for each asset
Spare assets	Not visible	Available assets shown by location
Maintenance	Lagging, done manually	Scheduled by preventive plans
Breakdowns	No process	Tracked requests to resolution

06 How it rolled out

1

Assets tagged. Every asset across the showrooms was recorded and labeled, which was essential with assets spread over so many locations.

2

Spreadsheets retired. Asset records moved from spreadsheets into one register with live reports.

3

Maintenance set up. Maintenance schedules and breakdown requests were set up for showroom assets.

07 The results

- Reports on assets by showroom, owner and availability in a few clicks
- Human error from spreadsheets removed
- Fewer losses from lost or poorly maintained assets
- Time, effort and money saved on tracking
- Breakdowns raised and resolved quickly

08 Why it worked

Tags made it work

With assets spread over many showrooms, a label on each one made tracking practical.

Answers in a few clicks

The questions the spreadsheet could not answer now come from live reports.

Upkeep in the same place

Maintenance and breakdowns run from the same asset records, so nothing falls between systems.

09 Looking ahead

With every showroom asset tagged and recorded in one system, the company can answer how many assets each location has, who holds them and what is free to move.

Maintenance is now scheduled rather than remembered, and breakdowns are raised and resolved as tracked requests, so assets stay in service across all showrooms.

See it on your own assets

A 30-minute demo, set up for a multi-location retail or e-commerce business.

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

Book a demo

Start a 14-day free trial