Healthcare · India

A digital health company tracked IT assets and medical equipment across 20+ countries

An online doctor consultation platform replaced Excel sheets with one register for IT assets, medical equipment and inventory, with approved transfers and requests raised against each asset.



20+
countries with assets in one register

AT A GLANCE

INDUSTRY
Digital health, online consultations

REGION
India and 20+ countries

ASSETS
IT assets, medical equipment, inventory

PREVIOUSLY
Excel sheets

FEATURES USED
Assets · Stores · Platform · Work

01 The client

The client runs an online doctor consultation platform in more than 20 countries, giving users access to consultations and health products and services.

Its teams across these countries use IT assets and delicate medical equipment, and hold inventory that has to be kept at the right level. Assets move often between employees and locations.

02 The challenge

Assets and inventory were tracked in Excel sheets, which could not keep up across so many locations. Ownership was unclear, transfers had no approval chain and asset problems had no way to be raised.

- Location and ownership of assets in many countries were hard to determine.
- Inventory in Excel left stock levels too high or too low.
- Transfers between employees had no chain of approval.
- There was no way to raise and track an asset problem.
- Issues took longer to resolve as a result.

03 What they set up in Asset Infinity

The company moved IT assets, medical equipment and inventory into Asset Infinity, with approval steps for transfers and requests raised against assets.

Assets

Location and owner for every asset

Each IT asset and item of medical equipment has a record with its location and the employee holding it, across every country.

Stores

Inventory at the right level

Stock is recorded by location, with usage and stock levels visible and reorder points to avoid running short or over-ordering.

Platform

Approved transfers

Moving an asset from one employee to another goes through approval steps, so every transfer has an approver, a time and a record.

Work

Requests against an asset

A problem is raised as a request against the asset, assigned to the responsible person and tracked until resolved.

04 How it works day to day

This is how assets and inventory are handled across the countries now.

ADMIN TEAM

Registers the asset

A laptop or piece of medical equipment is recorded with its location and documents and gets a QR or barcode label.

ADMIN TEAM

Assigns it to an employee

The asset is checked out to a named employee, so ownership is on record.

EMPLOYEE

Requests a transfer

To hand the asset to a colleague, a transfer is requested. It goes through approval steps, and approvers get reminders.

EMPLOYEE

Reports a problem

A fault is raised as a request against the asset, from the web or mobile app.

SUPPORT TEAM

Resolves it

The request is assigned to the responsible person, who is notified, works it and closes it with notes on the asset's history.

STORES STAFF

Keeps inventory in range

Issues and receipts update stock, and reorder advice lists items nearing their reorder point.

MANAGEMENT

Reviews the full picture

Reports show assets by country, location and holder, transfers and their approvers, and open requests.

05 Before and after

	BEFORE	WITH ASSET INFINITY
Asset tracking	Excel sheets	One register across every country
Ownership	Hard to determine	Named holder for every asset
Inventory	Stock too high or too low	Stock levels visible, reorder points set
Transfers	No chain of approval	Approval steps on every transfer
Asset problems	No way to raise them	Requests tracked to resolution

06 How it rolled out

1

Excel records moved in. Assets and inventory from the Excel sheets were brought into one register.

2

Approvals defined. The approval chain for asset transfers between employees was configured.

3

Request handling set up. Asset problems were routed to the personnel responsible for resolving them.

07 The results

- Complete visibility of IT assets and medical equipment
- Significantly less asset theft and misplacement
- A recorded approval behind every transfer
- Timely resolution of asset issues
- Staff working from accurate data instead of manual sheets

08 Why it worked

Built for many locations

One register works the same way in every country, which Excel sheets could not.

Approvals on the record

Each transfer shows who approved it and when, so accountability follows the asset.

Problems tied to assets

Requests raised against an asset reach the right person and build that asset's history.

09 Looking ahead

With IT assets, medical equipment and inventory in one system, the company knows what it has, where it is and who holds it in every country it serves. Theft and misplacement dropped significantly.

Approved transfers and tracked requests replaced manual steps, so staff spend less time chasing information and more time on their own work.

See it on your own assets

A 30-minute demo, set up for a healthcare or digital health provider.

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

Book a demo

Start a 14-day free trial