IT & ITES | Global

An IT company cut unnecessary maintenance costs by 35% by tracking every warranty

A mid-sized IT company put the warranties and maintenance contracts of all its assets, from laptops to furniture, into one register, so claims are made on time and nothing under cover is paid for twice.



35%
reduction in unnecessary maintenance costs

30%
less asset downtime

20%
less manual follow-up by IT teams

AT A GLANCE

INDUSTRY
IT services

SIZE
Medium-sized

ASSETS
Hardware, software, appliances, vehicles, fixtures, furniture

PREVIOUSLY
Manual warranty tracking

FEATURES USED
Assets | Suppliers | Work | Insight

01 The client

The client is a medium-sized IT services company with a wide range of assets: hardware, software, appliances, vehicles, office fixtures and furniture.

Each category comes with its own warranties, expiry dates and annual maintenance contracts. Keeping track of them all by hand had become a time-consuming job that still let claims slip through.

02 The challenge

Warranties were tracked manually across many asset categories. Expiry dates passed unnoticed, claims were missed and the company paid for repairs that should have been covered.

- Many types of warranty and contract across different asset categories.
- Expiry dates tracked by hand and often missed.
- Missed warranty claims led to unnecessary maintenance costs.
- Claims with vendors were slow, which kept assets out of service longer.

03 What they set up in Asset Infinity

The company recorded every asset's warranty and service contract in Asset Infinity, organized by asset category, with reports that flag expiries ahead of time.

Assets

Warranties on every asset record

Each asset carries its warranty dates, terms and documents, whatever its category, so cover is checked before any repair is paid for.

Suppliers

Vendor contracts and AMCs

Annual maintenance contracts and vendor details are recorded against the assets they cover, so the right vendor is called for each claim.

Work

Repairs routed to the vendor

A fault on an asset under warranty becomes a work order for the vendor, and the SLA clock pauses while the job waits on the supplier.

Insight

Expiry reports

Scheduled reports list warranties and contracts nearing expiry by category, so renewals and final claims happen on time.

04 How it works day to day

Here is how warranties are handled now, from purchase to claim.

IT ADMINISTRATOR

Records the warranty

When an asset arrives, its warranty dates, terms and documents go on its record, along with any maintenance contract.

EMPLOYEE

Reports a fault

An employee raises a request from the web or mobile app, or by scanning the asset's QR label.

IT ADMINISTRATOR

Checks the cover

The asset record shows whether it is under warranty or contract, and which vendor is responsible.

IT ADMINISTRATOR

Sends it to the vendor

Covered repairs become work orders for the vendor. The SLA clock pauses while the job waits on the supplier.

SYSTEM

Flags upcoming expiries

Scheduled reports list warranties and contracts nearing expiry, so the team can renew or make final claims in time.

IT MANAGER

Reviews costs

Reports show repair spend, downtime and claims by category and vendor.

05 Before and after

	BEFORE	WITH ASSET INFINITY
Warranty tracking	Manual, by category	On every asset record in one register
Expiry dates	Missed	Listed in scheduled reports ahead of time
Repairs under cover	Often paid for anyway	Checked before any repair, 35% lower costs
Claims	Slow, with long downtime	Routed to the vendor, 30% less downtime
Follow-up	Manual chasing	20% less effort
Vendor contracts	Tracked separately	Recorded against the assets they cover

06 How it rolled out

1

Needs assessed. The client and the Asset Infinity team reviewed warranty tracking for each asset category.

2

Configured by category. Warranty and contract fields were set up for hardware, software, appliances, vehicles, AMCs, fixtures and furniture.

3

Alerts set up. Expiry reports and notifications were configured for each asset category.

07 The results

25% increase in vendor collaboration, with smoother claims processing

15% increase in overall operational efficiency

- Warranty renewals handled on time.
- IT teams spend more time on strategic work across their assets.

08 Why it worked

Every category in one place

Hardware, software, vehicles and furniture share one register, so no type of warranty is tracked separately or forgotten.

Cover checked before spending

Because the warranty sits on the asset, the team sees cover before approving a repair.

Dates nobody has to remember

Scheduled expiry reports reach the team in time to renew or claim.

09 Looking ahead

With every warranty and contract on the asset it covers, the IT company claims what it is owed, renews on time and stops paying for repairs that should have been free.

Faster claims also mean assets return to service sooner, and the team spends its time on strategic work instead of chasing dates and vendors.

See it on your own assets

A 30-minute demo, set up for an IT or facilities team.

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

Book a demo

Start a 14-day free trial