IT & ITES | India

An IT enterprise with 2,000+ employees cut laptop and device misplacement by 35%

An IT enterprise with over 2,000 employees assigned every laptop, server and peripheral to a named owner, recorded each handover from joining to exit, and verified devices with mobile audits.



35%
reduction in IT asset misplacement

2,000+
employees whose IT assets are tracked

AT A GLANCE

INDUSTRY
IT & ITES

REGION
India, with global delivery centers

SIZE
2,000+ employees

DEVICES
Laptops, servers, peripherals

FEATURES USED
Assets | Platform

01 The client

The client is a large IT enterprise with more than 2,000 employees, headquartered in Bengaluru and running global delivery centers.

Engineers join, change projects and leave throughout the year, and their laptops, monitors and headsets move with them. Servers sit across several locations. Every device holds company data, so a missing one is a security question as well as a cost.

02 The challenge

Devices were allocated by hand, so nobody could say for certain who held which laptop. Ownership, lifecycle and movement were not tracked centrally, and audits dragged on because records were incomplete.

- Allocation was manual, with no reliable owner on each device.
- Laptops and peripherals went missing as people changed teams or left.
- Lifecycle and status changes were not recorded centrally.
- Audits were slow because records were incomplete or inconsistent.

03 What they set up in Asset Infinity

The company put every laptop, server and peripheral in Asset Infinity's asset register, with an owner, a department and a lifecycle status on each, kept current from its internal IT systems.

Assets

Devices issued to a person

Laptops and peripherals are checked out to the employee, with the department recorded, and checked back in at a swap or exit.

Assets

Lifecycle status on each device

Changes such as in stock, issued, in repair and retired are recorded, so each device's whole life sits on its record.

Platform

Fed from internal IT systems

Asset Infinity was integrated with the company's internal IT systems through the API, so device data arrives without retyping.

Assets

Verification rounds

Auditors scan device labels in the mobile app and mark each one verified, moved, not found or damaged.

04 How it works day to day

A laptop's life at the company now runs through these steps.

IT ADMIN

Issues on day one

A new joiner's laptop and headset are checked out to them by scanning the asset labels.

SYSTEM

Records the owner

The device record shows the employee, the department and the date of issue.

EMPLOYEE

Reports a fault

A faulty device is reported by scanning its label, which opens a request linked to that asset.

IT ADMIN

Swaps the device

The faulty laptop is checked back in and marked in repair, and a replacement is checked out to the same person.

IT ADMIN

Collects at exit

When someone leaves, their devices are checked in against their name, so nothing leaves the company unnoticed.

AUDITOR

Runs a verification round

Devices on each floor are scanned and marked verified, moved, not found or damaged.

IT MANAGER

Follows up the gaps

Reports list devices not found in the latest round, with the last recorded owner, for follow-up.

05 Before and after

	BEFORE	WITH ASSET INFINITY
Allocation	Managed manually	Checked out to a named employee
Accountability	Unclear who held what	Owner and department on every device
Lifecycle and movement	Not tracked centrally	Status and history on each record
Audits	Time-consuming, inconsistent records	Verification rounds in the mobile app
Misplacement	Frequent	35% lower

06 How it rolled out

1

Allocation process reviewed. The existing allocation and tracking process was reviewed to find where devices slipped through.

2

One device register. All IT asset records were consolidated, allocation rules and lifecycle workflows configured, and internal systems connected.

3

IT and admin teams trained. IT and administrative teams were trained, with continued support and tuning after go-live.

07 The results

- Laptops, servers and peripherals visible across the organization
- A named owner and department on every device
- Lifecycle, status changes and history on each asset
- Less manual effort to update and verify records
- Audit-ready records for every IT asset

08 Why it worked

Every handover recorded
Joining, swaps and exits all pass through check-out and check-in, so a device is never without an owner.

Audits by scanning
Scanning labels floor by floor turns an audit into a round that shows exceptions straight away.

Data from existing systems
Integration with internal IT systems keeps the register current without retyping.

09 Looking ahead

By tying every device to a named owner and recording each handover from joining to exit, the company cut IT asset misplacement by 35% across its teams and locations.

Verification rounds and lifecycle history keep the records audit-ready, and IT knows which devices are in use, in repair or due for retirement.

See it on your own assets

A 30-minute demo, set up for an IT services company.

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

Book a demo

Start a 14-day free trial