IT & ITES | UAE

An IT system integrator tracks 20,000+ assets across countries with RFID and barcodes

A UAE-based system integrator replaced a tracking service that gave no current picture with one asset register fed by RFID and barcode scans, covering warehouses, branches and 2,500 users.



20,000+
IT assets tracked in one register

2,500
users with assets allotted to them

AT A GLANCE

INDUSTRY
IT system integration

REGION
UAE, with operations in Asia and Europe

ASSETS
20,000+ IT assets

PREVIOUSLY
Outsourced RFID tracking, manual warehouse records

FEATURES USED
Assets | Connected | Platform

01 The client

The client is a system integration provider based in the UAE, delivering data center and other solutions to its own customers in several countries across Asia and Europe.

It manages a large pool of IT assets such as computers, mobiles and printers, for itself and its customers. Most are easy to move, and around 2,500 users hold assets allotted to them.

02 The challenge

Assets moved constantly between branches, sites and the warehouse. The outsourced tracking service gave no current view, so the client never knew where all its assets were at once.

- More than 20,000 assets had no complete, current record of location.
- Allotments, and assets leaving and returning to the warehouse, were tracked by hand.
- Legacy RFID hardware and software did not work well together.
- RFID tags and scanners were poorly maintained, so tagging was unreliable.
- Sites without network connectivity had to be managed manually.

03 What they set up in Asset Infinity

The client moved asset tracking into Asset Infinity, with one register for all IT assets fed by RFID and barcode scans, installed on its own private cloud.

Assets

One asset register

Every IT asset is recorded with its category, location, status and the person it is allotted to, giving the client a complete fixed asset register.

Connected

RFID readers and tags

RFID readers record asset moves, with metallic or non-metallic tags chosen to suit each asset. The client's existing RFID devices were brought into the same setup.

Assets

Barcode check-out and return

Assets leaving or returning to the warehouse are scanned by barcode, so the record shows what is in stock, what is in use and who has it.

Platform

API and private cloud

Asset Infinity was connected to the client's existing asset management system through the API and installed on its private cloud to meet its data security requirements.

04 How it works day to day

Here is how an IT asset is tracked from the warehouse to a user and back.

ASSET ADMINISTRATOR	**Registers and tags the asset** A new laptop, phone or printer gets a record with its category, location and status, and an RFID tag and barcode label.
WAREHOUSE STAFF	**Checks it out to a user** Scanning the barcode at the warehouse checks the asset out to the user it is allotted to, so the register shows who has it.
SYSTEM	**Records moves by RFID** As tagged assets pass RFID readers at branches and sites, each move is recorded in the asset's movement log.
WAREHOUSE STAFF	**Checks it back in** When the asset returns, a scan checks it back into the warehouse, so stock on hand and assets in use stay accurate.
AUDITOR	**Runs a verification round** Handheld scans confirm assets are where the register says and mark any moved, not found or damaged.
SYSTEM	**Shares data through the API** Asset data flows to the client's existing asset management system for its own processes and reporting.
MANAGEMENT	**Reviews the estate** Reports show assets by country, location, status and user, and which assets are in the warehouse or in use.

05 Before and after

	BEFORE	WITH ASSET INFINITY
Tracking service	Outsourced, no current picture	One register fed by RFID and barcode scans
Warehouse	Managed by hand	Assets checked out and in by barcode
Allotments	Tracked manually	Each asset linked to the user who holds it
RFID hardware	Legacy devices and software did not work together	Existing devices brought into one setup
Tags and scanners	Poorly maintained	Suitable tags chosen and kept in working order
Losses	Thefts and missed allocations	Movement log for every asset

06 How it rolled out

1

Hardware and software aligned. Asset Infinity's team made the client's existing RFID devices work with the new system, alongside its own readers.

2

Assets tagged. The team helped from obtaining suitable tags through to tagging the assets, and kept tags and scanners in working order.

3

Configured to requirements. Configuration followed the client's processes, and its data security requirements were reviewed directly with the team.

07 The results

- Enterprise-level visibility of assets at every location
- A complete fixed asset register for the whole organization
- Asset thefts and losses significantly reduced
- A movement log showing where each asset went and who has it
- Better use of existing resources through clear allotment records
- Existing asset management system kept, with Asset Infinity feeding it

08 Why it worked

Existing investment kept

The client's RFID devices and asset management system stayed in use, connected to Asset Infinity instead of replaced.

Hosted on its own terms

Installing on the client's private cloud met its data security requirements without changing the product.

Hands-on help with tagging

Support from choosing tags to tagging assets and maintaining scanners made the RFID data reliable from the start.

09 Looking ahead

With every IT asset in one register and RFID and barcode scans keeping it current, the client sees where its assets are across countries and who holds each one.

Asset Infinity works alongside the client's existing systems instead of replacing them: the API feeds its own asset management and reporting, and the private cloud keeps data where its security policy requires.

See it on your own assets

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

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

Book a demo

Start a 14-day free trial