Pharma & Medtech | Global

A medical device maker put assets, purchasing and repairs in 3 countries on one platform

A medical device manufacturer replaced pen-and-paper processes with one platform for asset tracking, purchasing and repair requests across its facilities in three countries.



3
countries managed from one platform

AT A GLANCE

INDUSTRY
Medical device manufacturing

LOCATIONS
Facilities in three countries

PRODUCTS
Monitoring, imaging, wearable and therapeutic devices

PREVIOUSLY
Pen, paper and physical processes

FEATURES USED
Assets | Suppliers | Work | Platform

01 The client

The client is a medical equipment manufacturer with facilities in three countries and clients around the world. It makes vital-sign monitors, imaging systems, wearable devices and therapeutic devices, and runs extensive research and development.

Its laptops, computers, printers, drives and other valuable assets are spread across every facility.

02 The challenge

The company had no technology for managing assets. It ran on pen, paper and physical processes, so it never had a complete view of what it owned or where.

- No complete view of assets spread across locations.
- No central place to view and manage assets at all sites.
- Purchase requests and orders hard to track to fulfillment.
- No structured way to handle repair and assistance requests.
- Approvals for asset and maintenance requests handled informally.

03 What they set up in Asset Infinity

The manufacturer ran asset tracking, purchasing and repair requests for every facility in Asset Infinity, configured to its own processes.

Assets

One register with labels

Every asset is tagged and recorded with its location and custodian. Verification rounds confirm what is where, with enterprise-level visibility across all facilities.

Suppliers

Purchase requests to orders

Purchase requests and orders are tracked in one place, showing how many requests became orders and how many orders were fulfilled, so stock does not run low.

Work

Helpdesk and breakdowns

Repair and assistance requests are raised, assigned and tracked to completion, so issues are resolved quickly at any site.

Platform

Approval workflows

Approval steps are configured for asset and maintenance requests, so each one goes to the right person and is decided on record.

04 How it works day to day

Here is how assets, purchases and requests are handled across the company now.

ADMIN TEAM

Registers and labels assets

New laptops, computers and equipment are added to the register with a label, a location and a custodian.

AUDITOR

Verifies assets on site

Verification rounds in the mobile app mark each asset as verified, moved, not found or damaged.

EMPLOYEE

Raises a repair request

A request for repair or assistance is raised from the web or mobile app and assigned to the right person.

APPROVER

Approves on record

Asset and maintenance requests pass through configured approval steps, with reminders when a decision waits.

PURCHASING TEAM

Turns requests into orders

Approved purchase requests become purchase orders, and the team follows each order through to receipt.

MANAGEMENT

Sees every facility

Dashboards show assets, open requests and purchase status across all three countries in real time.

05 Before and after

	BEFORE	WITH ASSET INFINITY
Asset records	Pen, paper and physical processes	One labeled register for every facility
Visibility	No complete view across locations	Command-level view of all sites
Purchasing	Hard to track requests and orders	Requests, orders and fulfillment tracked
Repairs	No structured helpdesk	Requests tracked to completion
Approvals	Informal	Configured approval workflows

06 How it rolled out

1

Configured to their needs. Asset Infinity was configured to match the client's requirements for assets, purchasing and requests.

2

Assets tagged and loaded. Assets at each facility were tagged and brought into one register.

3

Verification rounds. Asset verification exercises confirmed the register against what was on site.

07 The results

- Cost savings through asset tagging, accountability and better use of assets
- Complete asset information with command-level visibility for data-based assignment
- Time saved by managing purchase requests and orders before inventory runs low
- Repair and assistance requests tracked and fulfilled conveniently
- Fewer errors through set approval workflows for asset and maintenance requests

08 Why it worked

One platform for three jobs

Assets, purchasing and repair requests share the same records, so nothing has to be reconciled between systems.

Fits their process

Configuration matched the platform to the company's own approvals and workflows.

Every site in one view

Facilities in three countries are managed from one place with real-time updates.

09 Looking ahead

By moving from pen and paper to one platform, the manufacturer now manages assets, purchasing and repairs across facilities in three countries with real-time updates and less confusion between sites.

With the asset register and request history in place, the company can extend into preventive maintenance and spare parts for its production and R&D equipment from the same records.

See it on your own assets

A 30-minute demo, set up for a manufacturer with sites in several countries.

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

Book a demo

Start a 14-day free trial