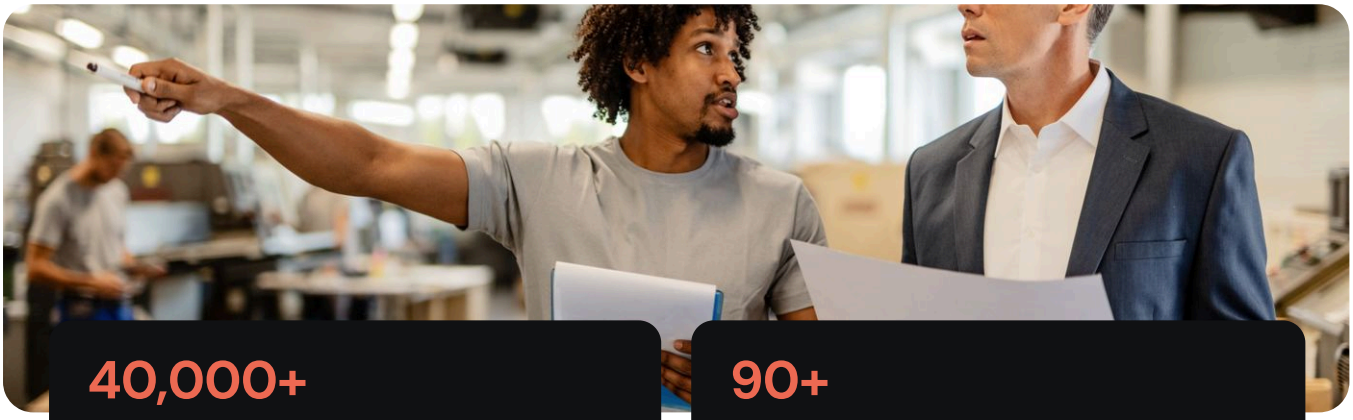
Facility Management · India

A facilities and benefits company tracked IT assets, licenses and audits across India

The India operation of a global facilities management and employee benefits company replaced glitchy legacy software with one IT asset register, RFID and barcode tracking, scheduled audits and license renewals.



40,000+
employees in India served by one asset register

90+
service offerings supported

AT A GLANCE

INDUSTRY
Facility management and employee benefits

REGION
India, part of a group in 55+ countries

SIZE
40,000+ employees in India

PREVIOUSLY
Legacy software, manual tracking

FEATURES USED
Assets · Connected · IT asset management

01 The client

The client provides facilities management, rewards and benefits and other services to companies in many sectors. In India it has more than 40,000 employees and offers more than 90 services.

Its head and regional offices buy IT assets and send them across the country. Keeping those assets, and the licenses its services depend on, up to date was critical to service delivery.

02 The challenge

The legacy software was full of glitches, could not be updated in real time and could not be customized. It cost a lot and did little.

- Assets were tracked manually between offices, delaying allocation and disrupting service.
- Licenses were managed by hand, so critical ones were not renewed on time.
- Irregular inspections and counts let assets go missing; audits took long.
- No custom fields, so asset information was incomplete.
- No region-wise workflow controls over data.

03 What they set up in Asset Infinity

The company moved its IT assets into Asset Infinity, configured to its own fields, forms and regional workflows.

Assets

One register, loaded in bulk

Existing IT asset data was imported from the company's own spreadsheets, with custom fields per asset type. Every asset can be searched, filtered and updated in one list.

Connected

RFID and barcode tags

Custom-designed tags with RFID and barcodes identify each asset, and every transfer and allocation is recorded, building a movement history.

Assets

Scheduled audits

Verification rounds cover one asset category or the whole register on a schedule, assigned to a user role and done by scanning tags in the mobile app.

IT asset management

License renewals

Software licenses are recorded against the company's IT assets, and renewal tasks are scheduled by date and sent to the user group responsible, before a license lapses.

04 How it works day to day

Here is how an IT asset is handled now, from purchase to audit.

REGIONAL IT TEAM

Registers the asset

A new asset is added to the register with the custom fields for its type, and a custom RFID and barcode tag is attached.

REGIONAL ADMIN

Approves data changes

Region-wise approval steps control who may add or change asset data, keeping records accurate and accountable.

IT TEAM

Transfers and allocates

Moving an asset to another office or allocating it to an employee is recorded against the asset, with a printed record for each transfer.

AUDITOR

Runs the scheduled audit

On schedule, the assigned auditor scans tags in the mobile app and marks each asset verified, moved, not found or damaged.

SYSTEM

Schedules license renewals

A renewal task is raised by date for each critical license and assigned to the responsible user group, with reminders if it waits.

IT MANAGER

Reviews the estate

Movement history and summary reports show where assets are, how they moved and what the last audit found.

05 Before and after

	BEFORE	WITH ASSET INFINITY
Software	Glitchy legacy system, no real-time updates	One register updated as work happens
Asset data	No custom fields, incomplete records	Custom fields per asset type, bulk-loaded
Transfers	Tracked manually origin to destination	Recorded with a movement history
Audits	Irregular and slow	Scheduled rounds by scanning tags
Licenses	Managed manually, renewals missed	Renewal tasks sent to the responsible group
Data control	No regional workflows	Region-wise approval steps

06 How it rolled out

1

Data loaded. Existing IT asset records were bulk-uploaded from the company's spreadsheets.

2

Configured by region. Custom fields, forms and region-wise workflow controls were set up to the company's requirements.

3

Assets tagged. Custom RFID and barcode tags were designed and attached so assets could be scanned and audited.

07 The results

- A complete view of every asset, where it is and its movement status
- Better IT asset allocation and fewer service disruptions
- Licenses renewed on time, with the right group notified
- Audits completed quickly, with fewer misplaced assets
- Reliable, accurate data in place of manual processes

08 Why it worked

Fitted to the company
Custom fields, forms and regional workflows matched how the company already worked across India.

Quick start from spreadsheets
Bulk upload from existing files put every asset in the register without retyping.

Audits anyone can run
Scanning tags in the mobile app made audits easy to assign and quick to complete.

09 Looking ahead

By replacing legacy software with one configurable register, the company can see which IT asset is where, who has it and how it has moved, and keeps its critical licenses current.

Region-wise controls and scheduled audits keep that data accurate as assets keep moving between offices across the country.

See it on your own assets

A 30-minute demo, set up for a multi-region 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