

Telecom

United Kingdom

A UK telecom company recorded field stock movements on mobile as they happened

A telecommunications company moved receiving, issuing, transfers and counts for spare parts and network components to the mobile app with barcode scanning, across warehouses, service centers and field teams.



AT A GLANCE

INDUSTRY

Telecommunications

REGION

London, with operations across Europe

SIZE

Warehouses and distributed field teams

PREVIOUSLY

Paperwork and delayed manual entry

FEATURES USED

Stores

Assets

Insight

01 The client

The client is a large telecommunications company headquartered in London, with warehouses, service centers and field teams across Europe.

Spare parts, network components and consumables move constantly between warehouses, service centers and field locations. Field engineers need the right part on site, and the business needs to know where its stock is.

02 The challenge

Stock transactions were recorded eventually, but field work still ran on paperwork, with entries typed in after the stock had moved. Records lagged behind reality.

- Field movements were written on paper and entered later.
- Delayed updates meant central teams saw out-of-date stock levels.
- Reconciling paper records with the system took time.
- Control over stock at field locations was weak.
- Identifying items by hand slowed receiving and issuing.

03 What they set up in Asset Infinity

The company put its spare parts and network components in Asset Infinity's Stores feature and moved stock transactions to the mobile app, scanned at the point of movement.

Stores

Every stock location in one system

Warehouses, service centers and field stock locations are set up as storerooms, holding spare parts, network components and consumables.

Stores

Transactions from the mobile app

Receiving, issuing, transfers and counts are recorded on the phone where the stock moves, instead of on paper for later entry.

Assets

Barcode scanning

Items carry barcode labels, so staff scan to identify a part instead of searching for it by hand.

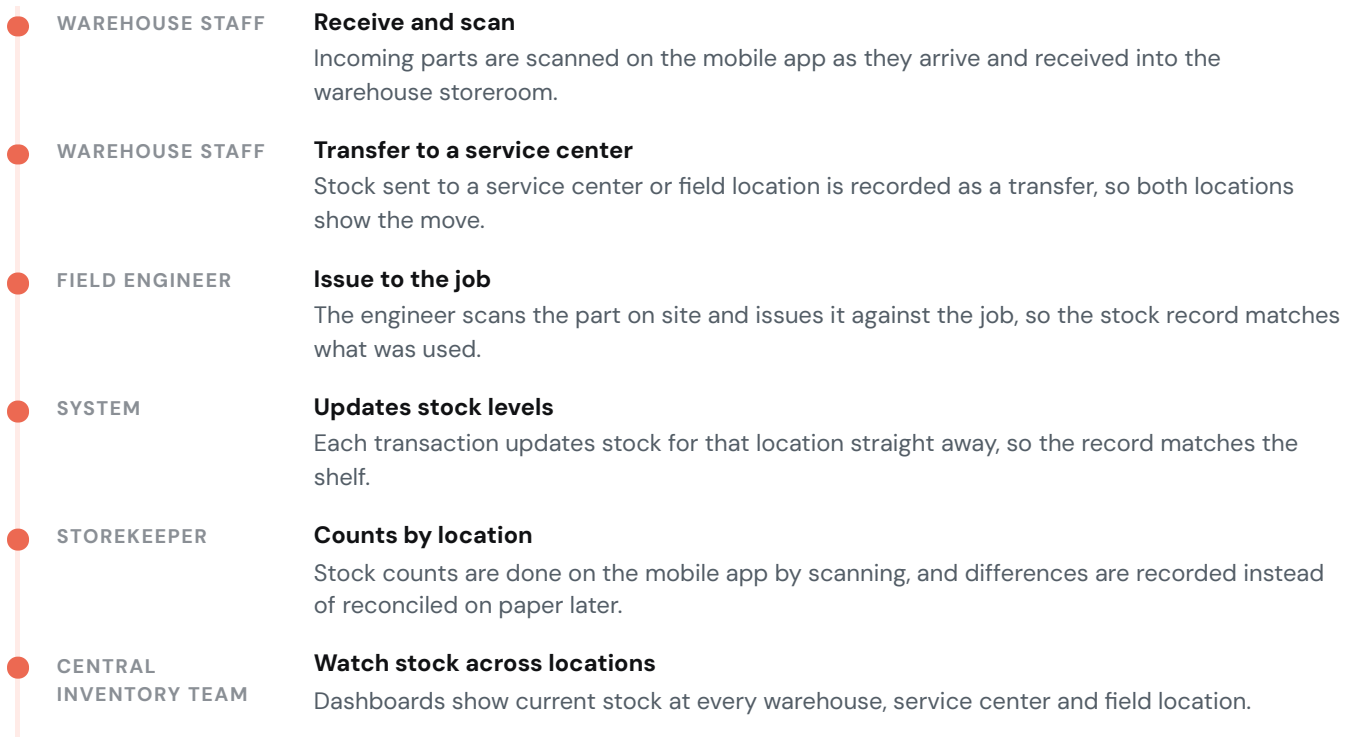
Insight

Current stock for central teams

Dashboards and reports show stock by location as transactions come in from the field.

04 How it works day to day

Here is how a part moves from warehouse to field now.



05 Before and after

	BEFORE	WITH ASSET INFINITY
Recording movements	Paper, entered later	On the mobile app, as they happen
Identifying items	By hand	Barcode scanning
Central visibility	Delayed	Current stock by location
Field control	Weak	Structured receiving, issuing, transfers and counts
Reconciliation	Manual effort after each movement	Little left to reconcile

06 How it rolled out

1

Practices reviewed, locations mapped. Warehouse, service center and field practices were reviewed, and every stock location was configured.

2

Mobile and scanning set up. Mobile stock workflows and barcode scanning were enabled for warehouse and field users.

3

Teams trained and supported. Teams were trained on mobile receiving, issuing, transfers and counts, and usage was monitored to refine the setup.

07 The results

- Less delayed manual entry of field stock movements
- More current field-level stock information for central teams
- Faster identification and transactions through barcode scanning
- Structured receiving, issuing, transfers and counts in the field
- Less paperwork and manual reconciliation

08 Why it worked

Recorded at the source

The person moving the stock records it, on the spot, so there is no paper to copy up later.

Scanning cuts errors

Scanning a barcode identifies the item faster and more reliably than looking it up by hand.

Every location included

Warehouses, service centers and field stock are in one system, so a transfer is visible at both ends.

09 Looking ahead

The company moved from recording stock after the fact to recording it where and when it moves. Warehouses, service centers and field teams now work from the same stock records.

With movements scanned at the source, central teams see current stock by location, and the paperwork and reconciliation that used to follow each transaction are gone.

See it on your own assets

A 30-minute demo, set up for a telecom operator or field service team.

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

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