

IT ASSET MANAGEMENT

Transforming IT Asset Management for Enhanced Efficiency



In a world where technology evolves at a breakneck pace, effective IT Asset Management (ITAM) has become a cornerstone for operational excellence.

Astreya, a frontrunner in global IT services, collaborated with a high-profile client to tackle formidable challenges in IT asset management.

The client is a leading entity in the high-tech industry, renowned for its pioneering advancements and significant influence across global technology markets. With its vast scale and presence in various tech segments, the company plays a critical role in shaping innovation and setting standards in the digital era, underscoring its paramount importance in the tech landscape.

This case study illuminates how Astreya's state-of-the-art ITAM solutions not only overcame the client's obstacles but also redefined benchmarks for efficiency and effectiveness in the field.



Here's the story.

In the dynamic realm of technology and business, our client, a titan in its industry, found themselves navigating a landscape where precision in ITAM was not just a necessity but a critical factor for their success and growth. Since the inception of our partnership, Astreya has been at the forefront of this journey, especially significant in a post-digital transformation era, where the rapid evolution of technology and business needs are constant.

This case study illustrates our shared path, highlighting how Astreya's innovative ITAM solutions and unwavering commitment to excellence have been pivotal in not just addressing but proactively adapting to the client's ever-evolving requirements. It's a narrative of strategic partnership, technological foresight, and mutual achievement in an industry where staying ahead of the curve isn't just an advantage, it's imperative.

Our collaboration with this industry leader began at a time of critical transformation. The client was grappling with the complexities of modern IT asset management, where traditional methods were no longer sufficient. Astreya stepped in, bringing to the table a wealth of expertise and innovative strategies tailored to meet these challenges head-on and drive efficiency, reduce costs, and enhance operational agility in a fast-paced, ever-changing business environment.



BUSINESS PROBLEMS

Our client faced a series of complex ITAM challenges that significantly impacted operational efficiency and financial stability. Overstocked inventory, complicated supply chain, and systemic operational inefficiencies hampered workforce productivity. Recognizing the need for a transformative solution, the client turned to Astreya's expertise to navigate this critical phase in their business operations.

- 1. High Inventory Levels and Capital Lock-Up:** At the start of 2023, the client's inventory was valued at a staggering \$250 million, with 45% nearing obsolescence. This indicated opportunities for significant working capital and warehouse space improvement globally.
- 2. Complex Supply Chain Issues:** The client faced difficulties in tracking and managing the performance of various supply chain entities (VARs, OEMs, 3PLs, Order Management, Recycling). Inefficient supplier management and system challenges led to consistent supply chain disruptions, affecting workforce productivity and the quality of the employee onboarding experience.
- 3. Operational Inefficiencies:** Issues such as the absence of contracted VMI stock at VARs and problems in moving stocks close to demand points caused operational inefficiencies. These were compounded by team and stakeholder management inadequacies, leading to frequent escalations and internal frustration. Inefficiencies in utilizing key systems like SAP and IBP Planning, coupled with suboptimal supplier relationships, compounded these issues, leading to further operational bottlenecks. These factors collectively undermined the client's capacity to effectively manage inventory, meet user demands, and maintain a competitive edge in the market.
- 4. New Employee Productivity:** New joiners and employees were particularly impacted by hardware delays, leading to a major loss in productivity and end-user satisfaction.
- 5. Previous Ineffective Attempts:** Prior attempts to resolve these issues included sporadic inventory management efforts and reliance on large 3PL companies. Due to the complexity of managing IT assets and unique requirements of end users, these attempts largely backfired. The client's earlier attempts included partial solutions with dashboards and metrics that lacked usage and development, and efforts to utilize SAP and IBP Planning were hindered by incomplete integration and training. Efforts to streamline supplier relations and internal processes were also impeded by inconsistent execution and a lack of broader strategic alignment.

HOW ASTREYA SOLVED THE CHALLENGES



Astreya's ITAM strategy was multifaceted:

Strategic Inventory Management:

- Advanced metrics like Inventory Days of Supply (DOS) and Gross Inventory Value were employed, shifting the focus from unit-based to value-based inventory management. This approach unveiled the hidden financial impacts of inefficient inventory processes and enabled more strategic decision-making.
- Enhanced system utilization and training, particularly in SAP and IBP Planning, to maximize the inventory team's expertise and ensure precise, data-driven order management.

Regional-Specific Strategies:

- Developed region-specific strategies to cater to varying operational needs, including adjustments for areas without 3PL services. This entailed the introduction of regional PO trackers and Vendor Performance Assessments for better supplier collaboration and order management, along with SOP Playbooks for streamlined workflows.
- Enhancements in client-centric dashboards for real-time insights and the development of inventory management tools like a cycle count app and loc audit tool emphasized compliance and operational efficiency. These efforts were complemented by proactive escalation management and innovative solutions for obsolescence and waste management.

Innovative Technological Solutions:

- Utilized advanced systems like SAP and IBP Planning for improved inventory control and obsolescence reduction.
- Customized region-specific trackers using Smartsheets improved vendor collaboration.
- Deployed SCRUM methodology organization-wide, supported by Atlassian tools (Jira & Confluence) for solution development. Provided customized solutions on an in-house platform (AES), including the Cycle Count App and Loc audit tool, ensuring compliance and operational effectiveness and addressing the client's need for stringent health & safety standards and accurate inventory tracking.
- Initiated Proof of Concepts in E2E Supply Chain and Loc Management for advanced efficiency improvements, showcasing a tailored, impactful approach.

Collaborative Project Management:

- Maintained a dynamic partnership with the client during implementation, characterized by constant dialogue, regular updates, and responsive project management. This approach, supported by comprehensive operational summaries in regular business reviews, ensured that solutions were aligned with the client's goals and expectations.
- Led cross-functional collaboration and set up seamless communication flows across internal teams, including multiple client teams and key stakeholders. By integrating their feedback into the development process, Astreya aligned the solutions with the client's operational needs and compliance standards, reinforcing a commitment to a client-centered partnership.

THE BENEFITS DELIVERED



Astreya's ITAM strategy was multifaceted:

The ITAM solutions from Astreya brought forth impactful and measurable results, exceeding the expectations set by the client.

- **Inventory Efficiency:** Reduced stock levels from \$250 million to \$175 million (-30%) within 12 months, decreasing inventory days by 1 month and enhancing operational efficiency.
- **Back Order Reduction:** Drastically cut back orders for hardware by nearly 70%, dropping from over 2,000 to below 600 by the end of the year and reducing average backorder duration from 4 months to less than 3 weeks, resulting in improved service levels and end-user experience.
- **Accuracy and Compliance:** The introduction of the Cycle Count App and loc audit tool ensured over 99% accuracy in inventory records and compliance with safety standards.
- **Streamlined Operations:** System enhancements and team restructuring led to smoother, streamlined workflows. The introduction of advanced tools and methodologies resulted in greater visibility, control, and management of inventory and logistics, delivering significant, quantifiable improvements in both operational processes and customer satisfaction.
- **Reallocation of Resources:** Astreya effectively orchestrated the client's vendor ecosystem with VARs, 3PLs & OEMs, allowing the client to allocate internal resources to focus on long-term, strategic activities.

WHY THEY CHOSE ASTREYA FOR ITAM EXCELLENCE



The combination of strategic, system-focused solutions and a strong ethos of collaboration and customization made Astreya the preferred choice for the client. Key factors include:

- **Custom-Tailored Approach:** Astreya's bespoke solutions, tailored to the client's unique organizational structure, offered a more agile and effective alternative to one-size-fits-all strategies.
- **Strategic Inventory Management:** Focusing on long-term optimization instead of mere reduction, Astreya's approach aligned with the client's need for sustainable inventory management solutions.
- **Expertise in System Integration:** Astreya's ability to effectively utilize and integrate complex systems like SAP and IBP Planning was crucial, maximizing the potential of these tools for the client.
- **Proven Track Record and Collaborative Approach:** Astreya's history of delivering results in challenging operational environments, coupled with a commitment to collaborative partnerships, assured the client of a reliable and adaptable service.
- **Customized Regional Solutions:** Astreya's provision of solutions tailored to regional nuances demonstrated an ability to meet the client's diverse and global needs, emphasizing strategic, system-focused solutions and a strong ethos of collaboration and customization.

THE TAKEAWAY

The result of Astreya's ITAM solutions drastically improved the client's operational efficiency and competitive positioning in the industry. By significantly reducing inventory levels, the client achieved a leaner, more agile supply chain and optimized resource allocation with diminished holding costs, freeing up capital for other strategic investments. The operational agility gained and improved customer service experience provided the client with a significant edge in a competitive market.

A word about our valued clients and the markets they serve.

We are honored to support some of the world's most recognizable and innovative organizations.* Astreya partners with the world's most innovative and influential organizations, serving a diverse array of challenging vertical market segments and spanning numerous geographies. Our clients, leaders in their respective fields, rely on Astreya's expertise in navigating complex, ever-evolving technological landscapes, ensuring they remain at the forefront of their industries. Our collaboration with these esteemed organizations underscores our commitment to delivering exceptional IT and digital engineering solutions tailored to the unique demands of global market leaders.

*Fortune 10 company names available upon request.

About Astreya

Astreya, a leader in managed services for two decades, offers innovative and reliable IT solutions to the world's most recognizable companies. Our expert team of engineers craft tailored service plans that drive operational efficiency while transforming technology into an engine for growth and innovation within your organization - because excellence is always our promise. For more information, please visit us at www.astreya.com.

