



How Asset Infinity enabled a medical equipment manufacturing client to enhance productivity and improve operational visibility



CLIENT PROFILE

Our Client is a leading medical equipment manufacturing company. The company has facilities in India, Serbia and the US. The company has various high profile clients across the world. The company manufactures various medical devices such as vital monitoring devices, imaging systems such as Ophthalmology, Haematology, Endoscopy etc., wearable medical devices, therapeutic devices such as electrotherapy, Neurostimulation etc. The company also engages in extensive medical research and development.



PROBLEM ASSESSMENT

- As the Client conducts business in multiple locations, they have understandably a varied lot of valuable assets - and spread across locations. However, they were not able to effectively track their assets. This led to a situation where they did not have complete asset visibility of their widespread assets at any point of time.
- The client did not have any kind of technology enabled asset management system and was using pen-paper and other physical processes to manage their operations.
- the client was looking for a single platform where they could perform various functions such as asset tracking, purchase management, helpdesk/breakdown management etc.
- The Client wanted a centralised command view and complete tracking of their assets ,inventory and other parameters in a dynamic business environment.

SUMMARY OF MEASURABLE BENEFITS

Cost Saving

Asset Tagging & Tracking - Asset Identification - Asset accountability and monetization

Increase In Earnings

Complete Asset Information, with Command-level Visibility. Data-based decisions - optimum asset assignment

Time Saving

Purchase requisitions and orders - effective management and placement of Purchase requests and orders to prevent low inventory

Convenience

Helpdesk and breakdown management - tracking and fulfilment of repair and assistance requests

Error Reduction

Workflow management - setting workflows for effective approval and management of asset or maintenance related requests



HOW ASSET INFINITY RESOLVED THE CLIENT'S PROBLEMS



LEGACY STATUS

The client had various IT assets such as laptops, computers, printers, hard drives etc. across multiple locations. However, since the client did not have an integrated asset management system, they faced difficulty in tracking all of their assets across all of their locations. In particular, the client did not have a centralised location to view and manage assets across all of its locations at one time.

ASSET INFINITY SOLUTION

- Asset infinity is a cloud based software that can be used as a central hub for managing assets across multiple locations.
- With asset infinity, the client was able to monitor and manage laptops, computers and other assets across multiple facilities and locations with real-time updates.
- This reduced confusion and lead to efficient collaboration and management of assets across multiple locations.
- Importantly, the client was able to do this from a single, centralised platform with real-time monitoring and updates. This improved efficiency across all of the clients' facilities and led to significant cost and time saving.





LEGACY STATUS

The client needed an effective purchase management system to effectively track and manage purchase requests and orders. The client wanted to utilise functions such as tracking how many purchase requests have been converted into purchase orders and how many purchase orders have been fulfilled. Further, the client needed an effective helpdesk/breakdown management system for quick and effective resolution of any queries or issues.

ASSET INFINITY SOLUTION

- With Asset infinity, the issue of purchase and helpdesk/breakdown management was comprehensively solved for the client.
- Asset infinity provided the client with a comprehensive purchase management system where purchase requests and orders could be effectively tracked and managed. The system also allowed the client to keep a track of the number of purchase requests converted into purchase orders and the number of purchase orders fulfilled.
- The client was also provided with an efficient helpdesk and breakdown management system where requests for repair or assistance were quickly and effectively fulfilled.
- Crucially, the client was able to do all this in real time from a centralised platform thereby avoiding confusion and leading to smooth operations between different facilities in different locations.

CONCLUSION

- Asset Infinity asset management software was provided to the client for asset, purchase and helpdesk/breakdown management.
- The client had enterprise- level control with complete asset visibility, comprehensive asset database and asset verification exercises.
- The client also had a comprehensive purchase management system enabling the client to effectively track and manage purchase activities.
- With Asset Infinity, the client was able to manage purchase activities at multiple facilities and locations from a centralised platform with real-time updates.
- Further, the client was able to make use of features such as keeping a track of the number of purchase requests converted into purchase orders and the number of purchase orders fulfilled.
- the client also had a comprehensive helpdesk/maintenance management system enabling the client to quickly and effectively resolve any requests for repair or assistance
- To make the solution cater to the client's requirements, necessary customisation was done in the Asset Infinity software.