

# Asset Management Service



## Services provided

- *Ownership of end – to end asset management service*
- *Goods in/goods out for all IT equipment*
- *Maintenance of asset register*
- *Management of deliveries across campus*
- *Stock control*
- *Liaising with IT and Procurement departments*

## Key highlights

- *79% increase in equipment transferred under new arrangement*
- *Introduction of disposal service*
- *15% increase in amount of equipment that was recycled*

## The client

Leading financial institution with fifteen sites across London

## The challenge

Prior to July 2008 the Asset Logistics team consisted of Excel I.T. doing the admin and goods in role while a separate courier company delivered IT equipment between sites. This affected efficiency as the courier company were quite regimented in the number of deliveries they performed each day and to which buildings.

Quite often the business required last minute deliveries and the courier company were unable to meet these requirements which meant the business had to wait until the next day at the earliest before they received items resulting in their business needs not being met.

## The solution

Having taken on the entire asset logistics service Excel I.T. now manages the process from an end to end basis including delivery of equipment in Excel I.T.'s vans.

The service window has been increased from 7am to 7pm (previously was 8am – 4pm) and the number of runs per day has also been increased.

As Excel I.T. now manages the entire process there is one point of ownership and one point of contact for the client which results in improved asset control, better service and clear communication channels.