Workflow Automation and Asset Management Solutions

Simplify device management with trusted experts.
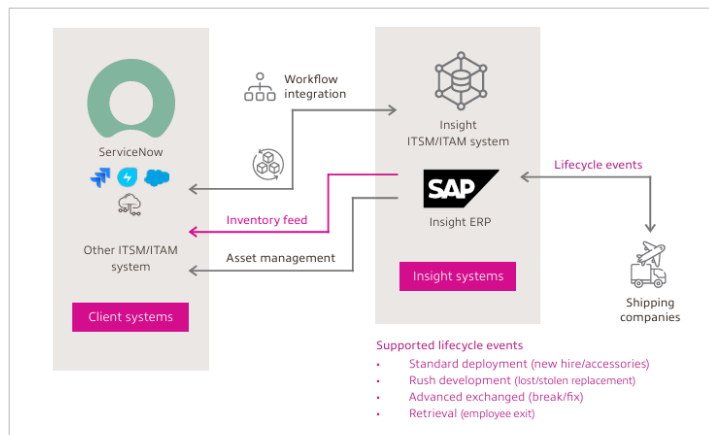
Business challenges

Managing end-user devices for ordering, repair, and shipping logistics can be costly and time consuming — from employee onboarding and exit to regular maintenance. With many devices in use across multiple locations, organizations often face complexity tracking the status of each device and ensuring proper maintenance, repair, and replacement as needed.

How we help

Streamline the entire process with Insight's Workflow Automation and Asset Management solution — giving you integration and automation across multiple platforms for simplified order/request and asset visibility. Clients receive daily feeds of ticket updates and asset states directly to their ITSM/ITAM systems. Both end-user and machine-friendly data reduces workloads for IT and procurement teams.

Supported lifecycle events
- Standard deployment (new hire/accessories)
- Rush development (lost/stolen replacement)
- Advanced exchanged (break/fix)
- Retrieval (employee exit)

Features & benefits

▶ **Asset visibility:**
Gain real-time visibility into your assets, enhancing tracking and management.

▶ **Process automation:**
Automate manual processes for improved efficiency and reduced workloads across systems.

▶ **Auditability:**
Enhance audit trails with traceable orders and requests, ensuring better compliance and transparency.

▶ **Security management:**
Alleviate security risks by tracking unknown device locations and managing lifecycle events.

▶ **System integration:**
Seamlessly integrate with ITSM/ITAM systems through an API-based solution for smoother operations.

Outcomes

By implementing Insight's Workflow Automation and Asset Management solution, you'll experience:

- **Increased efficiency:** Streamlined processes reduce manual effort, freeing up IT and procurement teams for higher-value work.
- **Improved traceability:** Real-time updates provide enhanced visibility, making asset management more transparent and compliant.
- **Enhanced security:** Better control over devices, locations, and lifecycle events ensures robust security and reduces risks.
- **Simplified integration:** Seamless integration with existing ITSM/ITAM systems enables a unified view of asset states, improving decision-making and resource management.

Optimize your technology investments with Insight

Use cases at a glance:
System connectivity for better outcomes

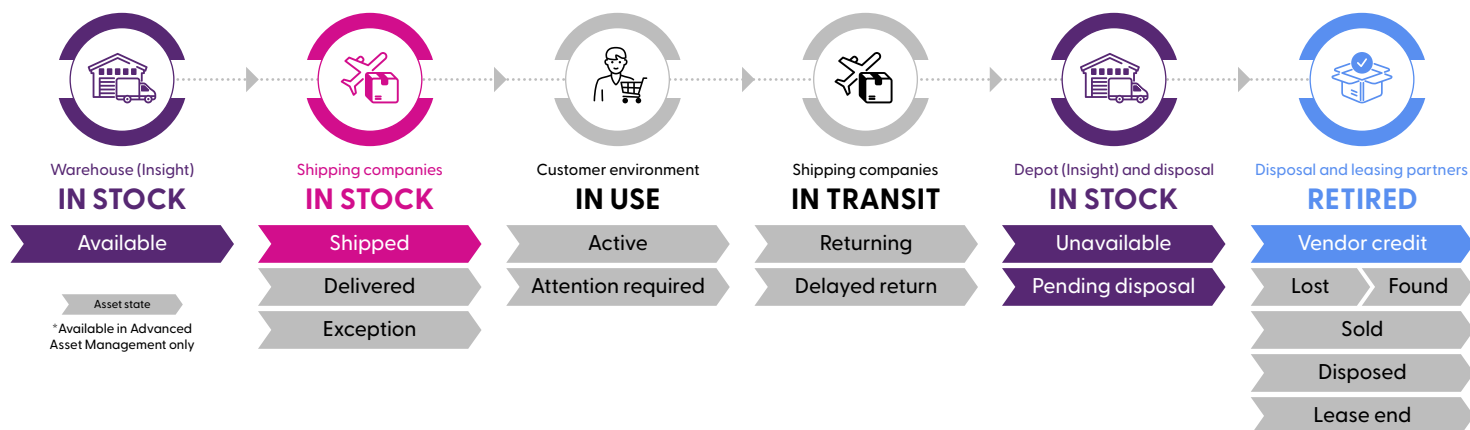| Service component	Outcome
Lifecycle workflow integration	• Greater efficiencies powered by seamless integration, and automation of order and request flow
Inventory/catalog feed	• Better, ongoing visibility with daily reporting of available client inventory, from quantities to pricing
Asset management	• Simplified management with dynamic updates of up to five key asset states (as outlined below) • Greater reliability and standardization with serial number and model normalization
Lifecycle services (Standard/ rush deployment, advanced exchange, and retrieval)	• Improved efficiencies and end-user experiences across the entire lifecycle — from onboarding to repairs and exchanges

Related services
- Provisioning and Deployment
- Sustainability Services
- Supply Chain Services
- Flex for Devices
- Managed Endpoint

Optimize asset management at every stage.

Go further with Advanced Asset management. Receive all the data needed to efficiently drive sustainability and ROI across 16 asset states, for all devices.

Supported asset states[*]

Warehouse (Insight) **IN STOCK**	Shipping companies **IN STOCK**	Customer environment **IN USE**	Shipping companies **IN TRANSIT**	Depot (Insight) and disposal **IN STOCK**	Disposal and leasing partners **RETIRED**
Available	Shipped	Active	Returning	Unavailable	Vendor credit
	Delivered	Attention required	Delayed return	Pending disposal	Lost / Found
	Exception				Sold
					Disposed
					Lease end

Asset state
*Available in Advanced Asset Management only

Why Insight?

Insight Enterprises is a leading Solutions Integrator that helps clients solve technology challenges by combining the right hardware, software, and services. As a Fortune 500 technology company, backed by 35+ years of expertise and a deep network of 6,000+ partners, we deliver secure, end-to-end IT solutions for organizations around the world.

Insight.

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