

## ***With MobileAsset, Excell make fast work of managing valuable IT assets***

### **EXCELL** Hand-counting assets with a spreadsheet

At Excell Data, great customer service is the key to success. The company provides consultants and project-based services to client companies throughout the United States. Excell issues employees and consultants the assets they need to perform their jobs, such as computers, monitors and printers.

At the outset, Excell's IT manager tracked a handful of IT assets, using a spreadsheet to record serial number, location, and the responsible party for each piece of equipment.

As the company grew, managing its expanding fleet of assets became much more time-consuming and difficult to accomplish manually. For example, when a batch of new laptops arrived, it took hours to input the relevant data. Worse, some of the hand-keyed data was entered incorrectly.

"Mistakes were made when data was manually entered into the spreadsheet," said Maurice Fuller, Executive Director of Operations for Excell. "Serial numbers can be difficult to read and record. Was it the number 0 or the letter O? Was it a lower-case l or a capital I? We were spending too much time on a spreadsheet that wasn't working for us."

Tracking ongoing asset data with the spreadsheet was also a challenge.

"Spreadsheets are not transactional, so we didn't have the ability to quickly look up when or with whom assets had been deployed," Fuller added. "This problem was compounded by the accelerating growth of our assets."

### **Getting the details right - automatically**

Excell sought out a software solution that would improve the asset tracking process. The company chose Wasp MobileAsset, which helps organizations save time and eliminate data-entry errors associated with manual processes. MobileAsset allows customers to track and manage valuable company assets, conduct audits, and instantly access managerial reports.

"Right away, MobileAsset simplified our asset lifecycle management," Fuller said. "We could track when assets were checked out, which assets were in for repair, and who had received assets in the past. MobileAsset gave us the tools to increase accountability and ensure compliance with our policies and procedures."

## **CASE STUDY AT A GLANCE...**

### ► **INDUSTRY**

IT services

### ► **ORGANIZATION PROFILE**

Excell Data provides contract project and consulting services for companies throughout the United States. The company is headquartered in Bellevue, Washington.

### ► **SITUATION**

Each year, Excell deployed hundreds of computing assets internally and with its off-site workforce, while retiring a number of aging IT assets. Initially, Excell was able to manage these assets manually with a simple spreadsheet. However, as the company and its asset count grew, detailed information was not recorded correctly, and it became difficult to track where and with whom each asset resided.

### ► **RESULTS**

With Wasp MobileAsset and a mobile computer, Excell now knows exactly where each and every computing asset is located. Excell dramatically reduced the amount of time required to deploy equipment and is now able to perform audits more frequently. Also, Excell now can make more informed decisions across the lifecycle of the assets.

### ► **SOLUTION USED**

- MobileAsset Pro software
- WPA1200 mobile computer

As the company's asset count continued to grow, Excell decided to enhance the solution by adding a Wasp mobile computer. With the mobile computer's barcode scanning capability, everything from deploying laptops to performing a system-wide audit can be accomplished more quickly and accurately.

"The mobile computer has unquestionably made our technicians more efficient and the process even more accurate, thereby lowering our risk through standardization and proper documentation," said Fuller.



### **Managing the big asset picture**

In the past, Excell's auditing process was inefficient and time-consuming. It required an IT technician to walk around with a printed report, comparing serial numbers on the report against actual assets.

With MobileAsset and the WPA1200 mobile computer, the audit process now can be completed quickly and painlessly. By scanning barcoded asset tags with the mobile computer, technicians can capture, access and verify each asset's information – without disturbing employees to move equipment or ask questions.

"A process that previously required five to 10 minutes per office now can be completed in less than two minutes," Fuller said. "Since it's fast and accurate, MobileAsset allows our technicians to get more work done, yielding several thousand dollars of annual labor savings."

Finally, with MobileAsset, Excell can make more informed decisions about when to buy and decommission IT equipment.

"MobileAsset gives us a dashboard view of our assets," Fuller said. "We have real-time visibility into the status and location of our assets. We know where assets have been deployed, as well as the rate at which they are being repaired, returned and redeployed.

"Plus, we have summary views that show how our various asset classes are aging and depreciating," Fuller added. "With MobileAsset reports, it's straightforward to make well-informed, strategic decisions to optimally manage our assets and maximize ROI."

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**Maurice Fuller,**  
Executive director of  
operations for Excell