

# Intercom Gains a Single Source of Truth for All Technology Assets with Oomnitza

## Introduction

This case study of Intercom is based on a September 2022 survey of Oomnitza customers by TechValidate, a 3rd-party research service.



“Oomnitza has given us way more value in how we track our technology assets and gives us a good idea of how many assets we have and who has what. This tool is our source of truth for all things assets and has made our lives so much easier since we brought Oomnitza onboard.”

## Challenges

The business challenges that led the profiled company to evaluate and ultimately select Oomnitza:

- Before using Oomnitza’s ETM Platform they had:
  - Inability to effectively manage employee onboarding and offboarding in an automated, secure and compliant manner
- Before they were using Oomnitza, they were using no tool at all
- Before Oomnitza, they had trouble offboarding employees because of:
  - Asset Tracking

## Environment

- The number of SaaS and on-premises applications in use in their organization is between 26-50.
- They have between 2,001 and 5,000 technology assets including endpoints (laptops, mobile devices, IoT), infrastructure (servers, storage, cloud instances), network devices, SaaS/on-premises software licenses, and accessories managed with Oomnitza.

## Results

The surveyed company achieved the following results with Oomnitza:

- To deploy and start benefiting from Oomnitza it took less than 3 months
- The business process improvement they have seen since using Oomnitza are:
  - Improved asset context and response time for service desk
  - Employee offboarding automation, accuracy and completeness
- The number of audits that have been improved since using Oomnitza 3 to 5
- They have achieved a cost savings of up to 10% from managing their technology assets with Oomnitza

### Company Profile

Company:  
**Intercom**

Company Size:  
**Small Business**

Industry:  
**Computer Software**

### About Oomnitza

Oomnitza offers the industry’s most versatile Enterprise Technology Management platform that delivers critical business process automation for IT. Our SaaS solution, featuring agentless integrations, best practices, and low-code workflows, enables enterprises to quickly achieve operational, security, and financial efficiency by leveraging their existing endpoint, application, network infrastructure, and cloud infrastructure systems. We help some of the most well-known and innovative companies to optimize resources, mitigate cyber risk, expedite audits and fortify digital experience.

Learn More:

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