

Pacific Dental Services Tracks Their Entire Technology Asset Lifecycle with Oomnitza

Introduction

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

“Oomnitza gave us a real time single source of truth for hardware and technology asset location tracking, monitoring and billing.”

Challenges

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

- Before using Oomnitza’s ETM Platform they had:
 - Lack of complete visibility/inventory into technology assets (endpoints, SaaS/on-premises applications, infrastructure, cloud)
 - Time-consuming, manual processes for managing technology assets across their entire lifecycle
 - Inefficient, manual and error-prone tasks to complete regulatory, industry and vendor audits
- Before they were using Oomnitza, they were using:
 - Homegrown application
 - Spreadsheets
- Before Oomnitza, they had trouble offboarding employees because of:
 - Timely and complete reclamation of all endpoints and accessories
 - Reassignment and reuse of software licenses and cloud resources
 - Document execution, attestation and audit proof for reclamation, legal hold, data retention, asset disposal, etc.
 - Security, data privacy, audit and compliance risks due to process blindspots and error-prone manual tasks

Environment

- The number of SaaS and on-premises applications in use in their organization is between 51-100.
- They have over 10,000 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 3 to 6 months
- The business process improvement they have seen since using Oomnitza are:
 - Unified and centralized technology inventory
 - Improved asset context and response time for service desk
 - Hardware reclamation, cost savings and refresh forecasting accuracy
 - Ability to identify and mitigate security and compliance gaps
- The number of audits that have been improved since using Oomnitza 2 or less
- They have achieved a cost savings of over 25% from managing their technology assets with Oomnitza.
- The time saved managing their technology assets with Oomnitza is over 160 hours per month (more than 1 FTE)

Company Profile

Company:
Pacific Dental Services

Company Size:
Medium Enterprise

Industry:
Healthcare

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:

[Oomnitza](#)