OOMNITZA CASE STUDY

Oomnitza Helps Medium Enterprise Consumer Services Company Automate Key Business Processes to Improve Efficiency and Audit Compliance

Introduction

This case study of a medium enterprise consumer services company is based on a September 2022 survey of Oomnitza customers by TechValidate, a 3rd-party research service. The profiled company asked to have their name blinded to protect their confidentiality.

> "Oomnitza ETM allows me to free up my team from manual low-wage duties and have them concentrate on their service management expertise. It reduces the amount of friction created during audits and forecasting, allowing for us to perform at a more efficient level."

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
  - Inability to accurately budget and forecast technology expenditure for endpoints, SaaS/on-prem applications and cloud resources
- Before adopting Oomnitza, they were using Asset Panda
- Before Oomnitza, they had trouble offboarding employees because of:
  - Timely and complete reclamation of all endpoints and accessories
  - Revocation of access to systems, SaaS and cloud resources (SSO and non-SSO managed)
  - 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 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 3 to 6 months
- The business process improvement they have seen since using Oomnitza are:
  - Unified and centralized technology inventory
  - Audit accuracy, time and cost savings
  - Hardware reclamation, cost savings and refresh forecasting accuracy
  - Software/SaaS license optimization, reclamation and renewals
- The number of audits that have been improved since using Oomnitza 3 to 5
- The time saved managing their technology assets with Oomnitza is 41 to 80 hours per month (1/4 – 1/2 FTE)

Company Profile

The company featured in this case study asked to have its name publicly blinded because publicly endorsing vendors is against their policies.

TechValidate stands behind the authenticity of this data.

Company Size:
Medium Enterprise

Industry:
Consumer Services

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