



Farm and Outdoor Supply Retailer Partners with Telaid to Plow Through Challenge of Workforce Device Management

A specialty retailer of farm supplies, lawn and garden tools, animal feed and outdoor equipment turned to Telaid to streamline their workforce device management. After an initial trial handling the customer's employee onboarding process, Telaid now manages onboarding, offboarding and repair/replacement. The customer has reaped significant cost savings, efficiency and an enhanced employee experience.

THE CHALLENGE

A thriving specialty retailer who had worked with Telaid on store upgrades, experienced an onslaught of new employee hardware provisioning requests. With remote work options and a growing number of roles across the organization, the complexity of provisioning new desktops and other hardware, properly configured for the particular user, and delivered to the right individual at the right address became a growing burden on already strained IT resources. In addition, the physical space required to house large volumes of hardware was using valuable office real estate. A team member mentioned these challenges in a conversation and Telaid began to formulate a solution.

THE SOLUTION

Skilled in asset management and lifecycle support, Telaid knew they had the capability to handle the customer's workforce device management. Telaid account and project managers worked with the retailer's human resources (HR) and IT teams to understand the current process, the types and volume of hardware on hand, and the different software configurations and permissions depending on the role of the employee. Telaid worked within the framework of the customer's existing onboarding process and simply optimized it to include Telaid in the hardware provisioning task.

Initiated by HR, new hire hardware requests are received by IT via ServiceNow. Using Telaid's ServiceNow instance, we integrated with the retailer's ServiceNow instance to create a seamless flow of information and requests as well as reporting. This means requests are automatically transferred to Telaid without additional emails or duplicate requests. Telaid maintains a core stock of typical hardware items such as laptops, docking stations, monitors and headsets in our Technology Solution Center (TSC) warehouse on behalf of the retailer. When a request is received in ServiceNow, our team members pull the proper hardware from the customer's stock, stage and configure the laptop to spec, package it along with the retailer's swag and a personalized welcome letter generated by Telaid, then ship it to the requested address for arrival on the new employee's start date. The entire process is tracked

in real-time through ServiceNow and all parties are notified of tasks in progress and completed. New employees have a great initial experience with their new employer, receiving properly configured equipment and branded swag to welcome them on their first day.

A few months after initiation, the company turned over repair and replacement requests to Telaid. Our TSC receives damaged equipment and ships out replacements for next-day delivery to ensure minimal disruption to employee productivity. As a part of warehousing the customer's hardware, Telaid inventories and manages equipment, ensuring warranties are exercised and that operating systems are updated and properly maintained.

THE RESULTS

In the first 12 months after program initiation, Telaid handled approximately 5,000 hardware devices for the customer. The program has left their IT team more time to focus on critical tasks and has also freed up space in their office that was previously used for storage. The program, initially including only new employee provisioning, has now been expanded to include employee offboarding, reclaiming hardware upon an employee's departure from the company, as well as break/fix.

The company continues to expand its partnership with Telaid based on our dependability and scalability. From the beginning, Telaid has exhibited the ability to plow through the challenges and harvest great business results and cost savings for our customers.

ABOUT TELAID

A trusted, full-service technology partner for more than 40 years, Telaid reduces time, task, cost and risk associated with complex deployments and ongoing technology management. Telaid makes IT simple with rapid rollouts, product lifecycle management and managed IT services so you can make the most of your technology assets from deployment through end of usefulness. Telaid deals with all the technologies in your business, from wireless to physical security solutions, infrastructure and cabling to automation, emerging IoT and analytics. Supplement your IT team with an experienced, capable resource that helps you advance your business objectives.

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