



## Case Study: Onsite Inventory Audit

### The Client

An internationally recognized company in the food and beverages industry. Already a client for standard ITAD services, the company approached Ingram Micro for help with a special project.

### Business Challenge

As part of their ISO 27001 Certification, the client needed to capture all IT asset information across 270+ facilities nationwide. They wanted a single provider to service all locations who could:

- Capture information regardless of equipment brand
- Complete the audit for all locations within 90 days
- Report results for each facility within 72 hours of audit completion

### The Solution

Ingram Micro leveraged the combined network of experienced technicians across the USA and Canada to meet the project Service Level Agreement (SLA). The solution offered:

- A fixed cost per site, making it easy for the client to know precise project costs in advance
- The ability to handle up to 20 sites per day, which provided the client scheduling leeway while still easily meeting the 90-day SLA
- An assigned project management team
- Online access via a designated Client Portal to facilitate access to daily reports

### Key Solution Benefits

- An accelerated program capable of processing 20 sites per day
- Online portal with real-time updates to deliver daily reports to the client
- Fixed cost per site to enable the client to predict an accurate weekly run rate
- Add-on capability so client could expand the program as new sites were identified

### Why the Client Chose Ingram Micro

The client chose Ingram Micro based on the ability to provide a scalable, rapidly deployable solution for multiple locations as well as delivering timely, ongoing metrics they could use to validate ROI and overall roll-out success.