XOPS

Agriscience Leader Controls Runaway Costs for 57,000 Devices

A Fortune 500 agricultural science company gained the visibility they needed into IT end user devices to discover 3,000 missing devices, switch to a new Device as a Service (DaaS) vendor, and cut response times to security queries from weeks to seconds.

CHALLENGE

Outsourced Device Management Without Visibility or Control

This global agriscience leader leased most of their 57,000 laptops and desktops from a Device as a Service partner, and it wasn't going well. Without a reliable view of IT end user devices, including who had what, where, and which devices were past their lease end date, the company was unable to effectively control costs.

Device inventory tracking was limited to the vendor's Excel spreadsheet, and they lacked formal procedures for onboarding, offboarding, or device refresh. The enterprise routinely missed device refresh dates, so they were paying premium monthly fees for outdated devices.

When the Chief Security Officer asked for an audit of who had specific devices, the IT team spent weeks manually pulling data from multiple systems to find answers. About 3,000 devices were unaccounted for.

SOLUTION

XOPS Living Knowledge Graph + Device Lifecycle Management

XOPS' Living Knowledge Graph gives the company an active System of Intelligence, providing a unified view of their device ecosystem for the first time. The platform unifies data from their existing critical internal Systems of Record and partners, including:

- ServiceNow
- Microsoft Intune
- Microsoft Teams
- JAMF
- Tanium
- Databricks
- FedEx shipping and tracking

The end user computing team now has full context for every device at their fingertips, and XOPS provides the intelligence layer for fully autonomous device lifecycle management including proactive device refresh.

Unified Intelligence Unlocks Autonomous Lifecycle Management

With complete at-a-glance visibility into device location, assignment, warranty status, and usage, the company achieved an accurate inventory for the first time. In fact, the IT team identified enough forgotten warehouse inventory to sustain operations during transition to a new DaaS vendor.

The new DaaS vendor bid on the contract with the understanding that device lifecycle management would be managed autonomously by XOPS.

Recognizing that similar visibility gaps likely exist in their software licensing and usage, the company's IT leadership is already looking to implement XOPS' Software Lifecycle Management as the next target for transformation.

57,000
DEVICES MANAGED WORLDWIDE

~3,000
MISSING DEVICES DISCOVERED

From weeks to seconds
SECURITY QUERY RESPONSE TIME

The Future is Autonomous

XOPS empowers leading companies to redefine and reimagine their process and infrastructure.
By eliminating the need for human middleware and enabling autonomous operations, organizations achieve significant cost reductions and service improvements.

Learn more at xops.io or speak to our team to map your path to autonomous IT.