



Cover all your IT bases  
with Firstbase

Your Hardware & Logistics solution

What's happening in the market?

# What's happening in the market

Manual IT asset management incurs massive costs



**60%** of workers are remote



**1.7 billion** devices deployed globally



**30%** of assets are lost, missing, or unaccounted for in large organizations

# What's happening in the market

Manual IT asset management incurs massive costs



It takes an average of **30 minutes to provision an employee laptop** manually



43% of employees spend **two to three hours a week fixing IT issues**



It represents **\$3,165 of wasted productivity** per employee per year

# Challenges companies face



## HIGH TOUCH & MANUAL PROCESSES

**Manual IT processes** for managing employee equipment **consume entire days of IT staff** time.



## IT STAFFING & BUDGET CONSTRAINTS

**IT teams are overwhelmed** trying to manually support growing employee populations, leading to delays and a poor employee experience.



## SECURITY & ASSET RECOVERY

**Poor** equipment retrieval **processes expose companies** to significant financial losses and security risks.



## PROVIDING LOCAL SERVICES

Distributed **companies struggle without local IT** presence, making expansion challenging.

The right tools enable you to **increase productivity** and **proactively identify and address potential issues** before they escalate into major problems.

This helps **minimize manual burden, productivity loss and data breaches** that can negatively impact business operations.

# 70%

of organizations will adopt a managed device life cycle service offering by 2028.

Firstbase can help



# How Firstbase helps



## AUTOMATE PROCESSES

Firstbase's platform **automates the entire equipment lifecycle** from procurement to disposal, eliminating manual IT tasks



## EXTEND YOUR TEAM

**Services and automation off-load IT**, allow support ratios to move from 1 IT person being able to support 300 to 2500.



## ASSET RECOVERY & RE-DEPLOYMENT

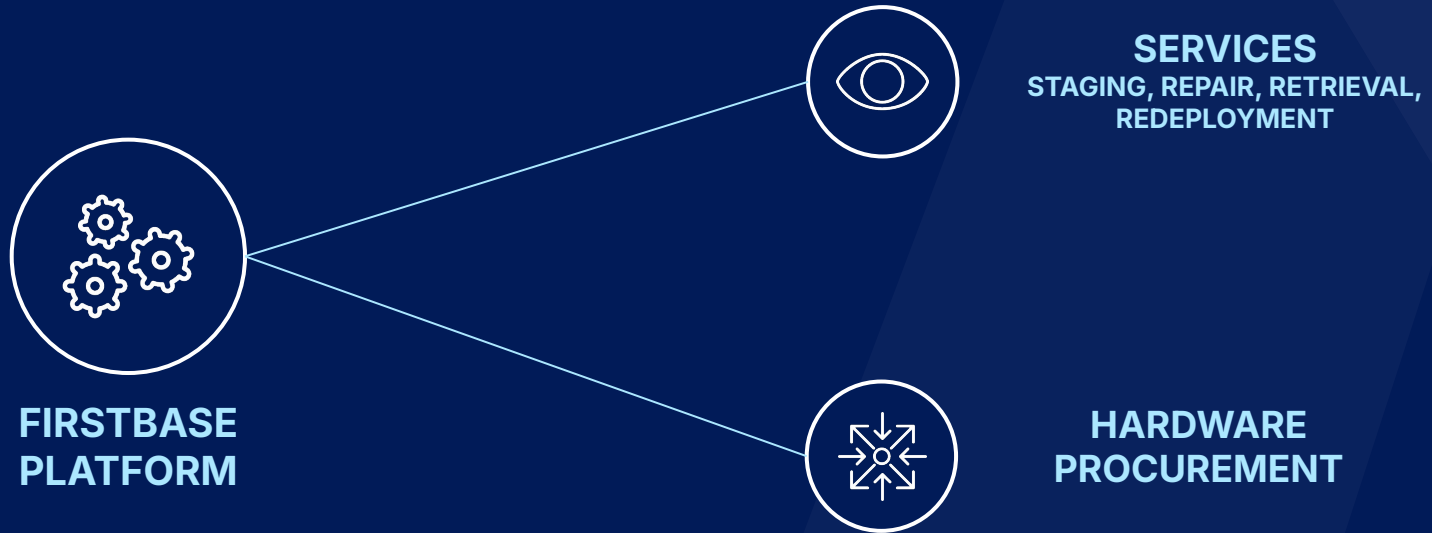
**Asset recovery processes** achieve 90%+ retrieval rates while ensuring secure data handling and device redeployment.



## GLOBAL NETWORK

A global infrastructure network **handles equipment deployment across 150+ countries through integrated logistics and compliance** systems

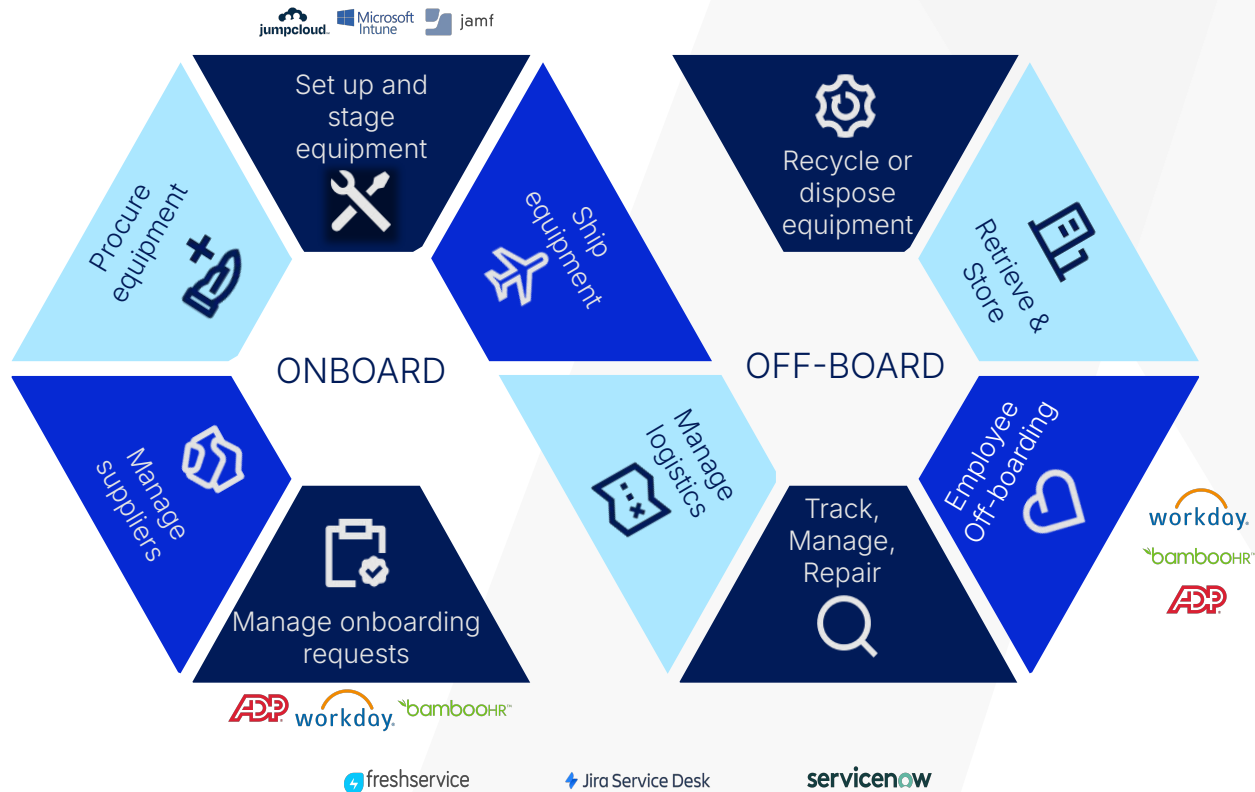
# A comprehensive solution for Hardware & Logistics Management





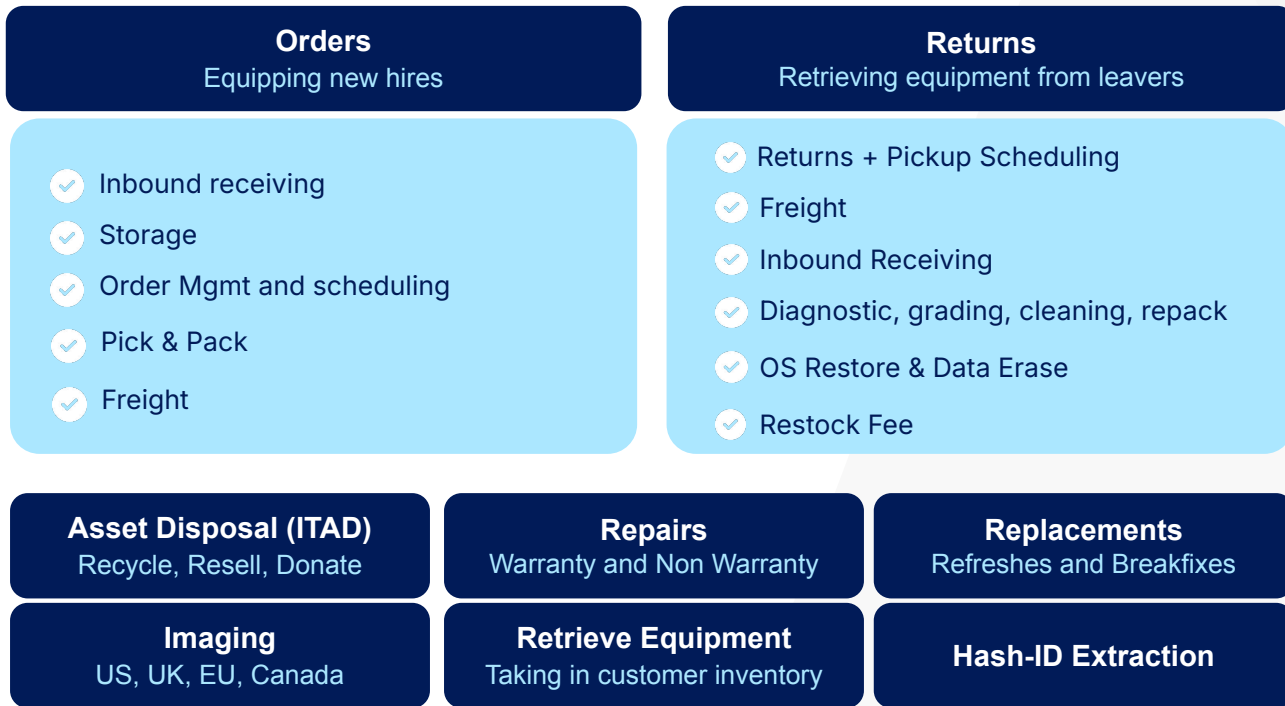
# A single platform to equip teams and manage assets

- Automate the lifecycle of every asset in your business.
- Ensure the right person has the right equipment at the right time.
- Get your equipment to and from employees wherever they are in the world.
- Get a full history of actions taken on every device.





# Complete Lifecycle Hardware Services





Procure hardware agnostically from Firstbase or continue with existing partners

### Firstbase supplied

Firstbase to procure devices on your behalf through Firstbase's Vendors

### Firstbase managed

Firstbase to procure devices on your behalf through your own Vendors

### Customer supplied

Customers can use their existing suppliers and ship equipment to Firstbase warehouse for management.



# How Firstbase helps companies

**>40%**

Reduction in IT tickets

**97%**

Asset retrieval rate

**200K**

Savings in devices

# Case studies

# Customer examples

## Save Money



**2 people supporting  
2,500 employees**

## Save Time



**>40% Reduction in IT  
Tickets**



**Reduced time spent  
on IT equipment  
management by 8x**

## Improve Security



**30% Increase in asset  
retrievals**



# New Relic Transforms IT Operations with Firstbase: From High-Touch Provisioning to Zero-Touch Efficiency

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## Challenges

- High-touch provisioning was time-consuming, often taking up an entire day each week
- Company restructuring left only one procurement specialist to manage all 4,000 laptops globally, increasing the IT team's burden
- Lack of IT presence in certain regions made deploying, managing, and recovering employee assets difficult

## Outcomes

- Firstbase automated the entire asset lifecycle, reducing manual tasks and allowing the IT team to focus on strategic initiatives
- Implemented a zero-touch provisioning model, enabling seamless device deployment and management
- Managed asset recovery efficiently, achieving a 90%+ retrieval rate and ensuring secure data wiping and asset redeployment
- Provided global support, handling logistics and procurement globally, including challenging areas like Israel and the UK

# Customer examples



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# Thank You

