

## CHG Healthcare's Journey to Enterprise Technology Management with Oomnitza



Implementing Oomnitza has been transformational. With Oomnitza in place, our team feels more organized and capable of promptly addressing questions. It has truly been a game changer for us.

**Mike Sizemore**  
**Director of IT, CHG Healthcare**

CHG Healthcare, a leader in healthcare staffing, faced the challenge of managing its vast array of technology assets using outdated, manual methods. This led to inefficiencies in asset management, challenges in meeting compliance requirements, and difficulties in reclaiming and redeploying assets effectively. By implementing Oomnitza's Enterprise Technology Management (ETM) solution, CHG Healthcare was able to transform its approach to technology asset management. Oomnitza's ETM solution offered a single source of truth system for technology assets, along with real-time visibility and improved data accuracy. This allowed for advanced planning and forecasting, a strengthened security posture, and simplified IT processes, leading to a substantial return on investment and enhanced operational efficiency. The success of the Oomnitza ETM implementation is evident in the significantly improved management of CHG's technology assets, making IT operations more agile and responsive to the needs of the business.



### CHG Healthcare Business Profile

- **Employees:**  
3900
- **Annual Revenue:**  
1.1 Billion
- **Technology Assets:**  
6000 hardware, software and cloud
- **Locations:**  
Midvale, Utah and in 48 states
- **Fortune magazine's**  
"100 Best Companies to Work For"
- **Industry:**  
Healthcare

## The Burden of Manual Processes

CHG Healthcare, renowned as the nation's largest physician staffing company and celebrated as one of FORTUNE magazine's Best Companies to Work For, encountered various asset management and compliance challenges. Amidst nearly 20% yearly growth and transitioning to a mobile workforce during the pandemic, Mike Sizemore, the Director of IT, and his team managed about 6,000 hardware, software, and cloud assets, mainly using spreadsheets. This method led to inefficient data management and difficulties in consolidating information, grappling with data fragmentation and struggling to piece everything together. Consequently, CHG Healthcare implemented a significant change by adopting the Enterprise Technology Management (ETM) solution, including asset management, from Oomnitza.

Prior to Oomnitza ETM, CHG heavily relied on manual, labor-intensive methods for managing their enterprise technology assets. These processes, ranging from updating inventory to conducting audits for specific items, were time-consuming and involved pulling data from various isolated tools and creating reports.

For instance, locating an item often meant searching through Intune, checking Jira tickets, and verifying serial numbers with individuals. This proved especially difficult when tracking down equipment from former employees, requiring confirmation of asset possession, location, and correct repurposing.

## Compliance Challenges and Inventory Control

Meeting compliance standards such as NIST, SOC-2, and HIPAA became increasingly challenging with manual processes. Accurate inventory control, crucial under these stringent regulations, demanded a more efficient approach.

## Cost Management Hurdles

Inefficient asset management also challenged CHG's ability to forecast and optimize IT budget spending. Relying on spreadsheets, the IT team struggled to effectively reclaim, repurpose, and redeploy laptops, failing to fully utilize their lifecycle. For instance, difficulties retrieving equipment from departing employees was costing CHG tens of thousands of dollars annually. Additionally, without ready access to purchase and warranty information, communicating laptop replacement needs to employees was burdensome.

## Overspending on Software Licenses

Budget wastage extended to software licenses due to a lack of visibility. CHG often issued more licenses than necessary or paid for unused licenses across various SaaS tools.

## Challenges:

The reliance on manual processes and spreadsheets for managing enterprise technology assets led to several challenges:

- Difficulty in preparing for IT audits and validating compliance with NIST, SOC-2, and HIPAA due to inaccurate inventory controls.
- Inefficient use of a limited IT budget, characterized by struggles in reclaiming, repurposing, and redeploying assets, such as paying for unused software licenses and poorly recovering laptops from former employees.
- Challenges in providing accurate and up-to-date asset data, essential for effective management and optimal usage of technology assets, with the added objective to reduce waste, losses, and theft.

This issue also affected security tools, with IT and security teams finding it challenging to conduct independent audits to identify unused security licenses, partly due to conflicting asset data from different sources. Addressing discrepancies between security tools and ensuring a cohesive security strategy is crucial in protecting sensitive information.

## Monitoring Key Performance Indicators

The lack of accurate technology asset data presented a significant challenge for CHG leadership, as they were not receiving up-to-date information on the status of their technology asset investments – for instance through a single view dashboard of record. For CHG IT, it's essential to demonstrate a proper return on investment by ensuring optimized usage of assets throughout their full lifecycle, while simultaneously reducing waste, losses, and theft.

## Game-Changing Outcomes

To address these challenges, CHG Healthcare implemented Oomnitza's Enterprise Technology Management (ETM) solution for advanced technology asset management. Leveraging various Oomnitza connector integrations – including those with JAMF, JIRA, InTune, OKTA, SentinelOne, and Microsoft Azure – the CHG IT staff significantly improved visibility and accuracy in inventory controls across their entire technology landscape.

### Single pane of glass visibility

CHG now benefits from a unified source for their technology assets, as opposed to accessing data scattered across multiple locations, including spreadsheets. That single pane of glass view, which includes IT workload automation capabilities, enables CHG's IT staff to quickly access precisely what they need and proceed with their tasks seamlessly.

### Planning and forecasting

This consolidated view also enhances CHG's planning and forecasting capabilities. It has streamlined their annual laptop replacement project, where approximately 25% of their fleet reaches its lifecycle end each year. With Oomnitza, the process is significantly simpler, enabling the creation of user-friendly dashboards for monitoring progress and providing real-time updates to senior leadership – a marked improvement over previous years without Oomnitza

### Ease of use

Speaking of which, this enhanced visibility is also very easy to use. No one needs to become an expert in creating complex searches or writing intricate selection code to gather the data they need. After just a few minutes of instruction, anyone can quickly learn how to find everything they need by simply knowing the fields they want to pull in.

## Results:

Oomnitza's ETM solution has markedly enhanced the visibility and control of technology assets, offering:

- **Unified, single pane of glass visibility**, replacing the need to gather data from various scattered sources, including spreadsheets and numerous IT systems.
- **Advanced planning and forecasting capabilities**, enabled by readily accessible, up-to-date technology asset data with just a few clicks.
- **Strengthened security posture**, acting as a bridge between various security tools, while delivering a more comprehensive view of the security landscape and compliance adherence.
- **User-friendly operation**, with only minimal instruction needed to proficiently navigate and use Oomnitza's ETM solution.

## Driver for enhanced security

Oomnitza ETM has also helped evolve CHG's security posture. For instance, it has helped identify discrepancies between tools like SentinelOne and InTune. Oomnitza ETM serves as a bridge between these tools, allowing IT gain a clearer and more comprehensive understanding of CHG's security landscape.

## Increased Service Desk transparency

Oomnitza's ETM solution has enhanced the transparency of the Service Desk function, the primary point of entry for all IT service requests and incidents. By integrating a plugin in JIRA that collaborates seamlessly with Oomnitza, the Service Desk team gains access to crucial information, such as computer make and model, manager details, and warranty dates, which are automatically identified and populated. This integration has introduced new efficiencies in the ticketing process, enabling quicker access to necessary device and user information.

## Improved Employee Experience

Furthermore, Oomnitza ETM has unveiled trends into user issues that might have previously gone unnoticed, aiding IT in delivering improved employee experiences. CHG IT has also highlighted the ease with which additional tracking fields can be added within Oomnitza by the IT team as very beneficial and immediately impactful, contrasting with the extended turnaround times often required for vendors to incorporate custom fields into their products.

## Improved stewards of technology asset investments

Also from a leadership perspective, the ability to catalog the entire fleet and maintain a centralized repository for all technology assets has been invaluable. Oomnitza ETM serves as a dependable source for resolving queries related to technology assets.

It also helps communicate to senior leadership that the IT team is a responsible steward of both the investment in the asset management system and the budget allocated for managing the technology asset fleet. This is crucial for demonstrating a proper return on investment by ensuring optimal usages throughout all technology asset full lifecycles, as well as reducing waste, losses, and theft.



Personally, this is precisely the solution I envisioned bringing to CHG from my first day. Additionally, Oomnitza has enabled our team to track assets and software, while also providing the crucial link to our ticketing system that was missing. We are delighted with our choice of Oomnitza and consider them part of our family.

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