

FactSet Accelerates Productivity and Cost Efficiency Across the Globe with Omnitza

3

seconds to find software installed on a device down from 20 minutes

One

FTE savings in time and effort

\$150k

license cost savings for underutilized software

Background and Challenges

Headquartered in Norwalk, CT, FactSet is a global provider of integrated financial information, analytical applications, and industry-leading services to investment professionals. To support its more than 11,000 employees in 37 offices across 20 countries, the company needs tens of thousands of IT assets—everything from laptops and desktops to docking stations and keyboards, and much more.

Keeping track of all those assets — 30,000+ of them — is a massive job. For years, managers struggled with highly manual processes supported by numerous, complex spreadsheets. As expected, finding timely information about any given asset was a painful process. Simply locating an asset's warranty information, for instance, could take weeks of communications with hardware vendors, followed by days of spreadsheet analysis.

Similarly, managing software licenses was a huge and time-consuming task, and license non-compliance could carry expensive fines and other hidden costs. "On average, a software audit in a company of our size could take three months, spanning many hours of work for both IT and Legal," said Alastair Bowen-Jones, Director, Corporate Support Services at FactSet. With software audits on the rise, FactSet sought to increase its audit preparedness.

To boost operational efficiency and control costs, FactSet wanted to automate their entire IT asset management (ITAM) process and create a single pane of glass view into their IT estate. The time was right for the company to implement a comprehensive modern IT asset management solution.

FACTSET

FactSet has a diverse environment of technology management systems that integrate with Omnitza:

- Microsoft Intune
- Azure Active Directory
- VMware Workspace One
- easyBI
- Workday

But FactSet needed to move fast. The company benefits from purchasing assets duty-free through its offices in special economic zones in India and the Philippines. With tight regulations in these zones, FactSet wanted to stay ahead of the regulatory requirements. Accurate and detailed IT asset reporting was critical to its future success in these regions.

Solution

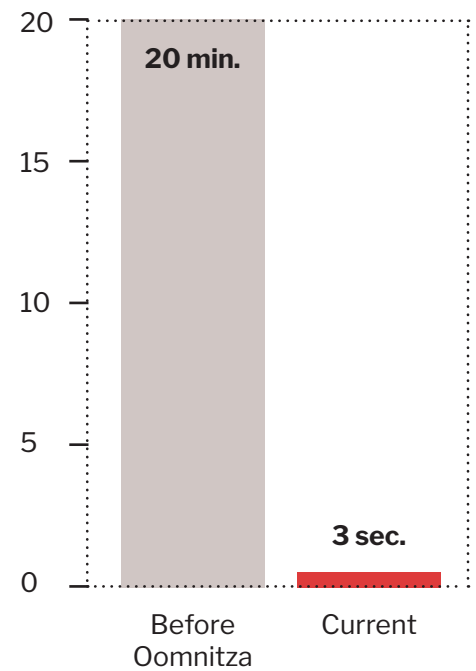
FactSet chose Oomnitza's cloud-based Enterprise Technology Management solution to manage IT hardware assets, software licenses, and accessories throughout their lifecycle—from purchase to end of life. Compared to other ITAM solutions that can take as much as 18 months to implement, the Oomnitza solution went live in only one month. And within just a few weeks, FactSet pulled in thousands of IT asset data points from its many device management tools.

Doing more work, faster, and with fewer resources

FactSet has now deployed Oomnitza to offices around the world and runs the entire system with a small team of four dedicated ITAM resources. More importantly, this new dedicated team is taking over this role from the 55-person corporate IT team, freeing them up to focus on more strategic business priorities. The company also estimates that it is saving at least one FTE in time and effort by centralizing and automating its ITAM processes.

With Oomnitza, FactSet tracks the full asset lifecycle and remains compliant with up-to-date reporting. The company always knows where its equipment is located, and prompt, accurate reporting means that FactSet can continue to make more informed decisions on when to buy equipment.

FactSet has also seen massive time savings with Oomnitza. Before, figuring out what software was installed on a device could take 20 minutes. With Oomnitza, the same task can be completed in seconds with just one click, adding to FactSet's defense against any future audits and potentially saving tens of thousands of dollars in fines.



Today, FactSet can more accurately prepare budgets by creating near real-time asset purchase forecasts, taking just ten minutes with Oomnitza. Also, with an up-to-date view of asset purchase dates, FactSet can more accurately track the age of devices, optimizing the use of its existing IT fleet and minimizing costs by more effectively managing warranties.

More accurate data also helps with the bottom line. Knowing the exact age of assets allows FactSet to hold off on new purchases, if needed. Though the company shrank its asset refresh cycle from four years to three, Oomnitza helps FactSet make more informed decisions about asset purchases and push nonessential ones to the next fiscal year.

At its corporate offices, FactSet now uses Oomnitza to track devices on every employee's desk. As employees transitioned to working from home during the pandemic, FactSet could track all the assets employees purchased to set up their home offices, as well as equipment purchased for new hires so they could complete virtual training.

FactSet's implementation of Oomnitza's SaaS software management module proved illuminating; with almost \$700k of software spend under control in Oomnitza in just a few months, the company discovered that a number of licenses were assigned to people no longer employed by the company. It also found out how often employees signed into various applications, allowing the company to eliminate licenses that were no longer being used or transfer them to other employees. This capability helped FactSet save \$150 thousand dollars on licenses for an underutilized software development tool.

"Looking at assigned licenses and active logins in one simple chart is really powerful in helping us save money and time," said Bowen-Jones. FactSet also integrated Oomnitza with its Cloud-based telecom-expense and mobile device management systems, helping the company keep better track of its mobile assets.



"Oomnitza's solution delivered a massive win for our company, allowing us to track our global asset fleet, meet our compliance goals, and increase our bottom line." says Bowen-Jones."

Alastair Bowen-Jones,
Director, Corporate
Support Service
FactSet

Additional Use Cases and Future Plans

FactSet integrated Oomnitza with Workday, their HR platform, giving managers better visibility into what assets employees currently have and what they need to return when they leave the company. On the roadmap is automation of their onboarding and offboarding processes. One goal is to both speed up onboarding and improve employee satisfaction by having vendors ship hardware directly to an employee's home, and ensure recovery of company issued assets.

Recently, FactSet extended Oomnitza to manage thousands of computer accessories, including headsets, webcams, and docking stations. This better enabled them to support a diverse workforce with the tools they need to stay productive and engaged. It also helped improve budgeting and produce more accurate inventory control to help procurement teams make better purchasing decisions.

FactSet is exploring more opportunities for leveraging technology with Oomnitza. For example, the company is looking at integrating the solution with its helpdesk system to manage tickets more efficiently through a single pane of glass. They plan on leveraging Oomnitza's 1500 integration points from over 160 vendors, including most of the leading ITSM / Service Desk tools.

About Oomnitza

Oomnitza offers the industry's most versatile Enterprise Technology Management platform that delivers key business process automation for IT. Our SaaS solution, featuring agentless integrations, best practices and low-code workflows, enables enterprises to quickly achieve operational, security and financial efficiency leveraging their existing endpoint, application, network infrastructure and cloud infrastructure systems. We help some of the most well-known and innovative companies to optimize resources, mitigate cyber risk, expedite audits and fortify digital experience.

The Oomnitza logo features the word "oomnitza" in a bold, lowercase, sans-serif font. The letter "o" is stylized with a circular cutout in the center.

Learn more at
www.oomnitza.com