How a Leading Broadband Comms Provider Saved $712,500 by Reclaiming Offboarded Employee Devices

About the Company

This broadband communications provider is part of a larger family of brands, serving over 1 million residential and business customers across 24 states. They offer everything from high-speed internet and advanced Wi-Fi to television and phone services. On the business side, they deliver scalable, cost-effective connectivity solutions to clients of all sizes—from startups to large enterprises and wholesale partners.

Business Profile

- **Industry**
  Telecommunications

- **Annual Revenue**
  $1.58 billion (2024)

- **Employees**
  2,800

- **Endpoints**
  6,900

"Finding" Half a Million Dollars in Lost Devices

Struggling to reclaim devices from offboarded employees and relying on an unreliable inventory management system, this leading broadband communications provider could not accurately forecast device needs or recover assets. This forced them to over-purchase laptops, monitors, and keyboards to avoid stockouts, tying up valuable capital that could have been used for innovation.

Leadership grew increasingly skeptical about the extent of financial losses from unrecovered devices, with estimates suggesting a seven-figure impact–but without trustworthy data, they couldn't even prove how much they were losing. Frustrated with inefficiencies and lost opportunities, the company's IT leadership took action.

Enter Oomnitza. With a compelling business case and a drive to modernize, the communications company adopted the modern IT Asset Management (ITAM) platform. The result? A more accurate inventory, hundreds of devices reclaimed, and over $700,000 in savings. Now, with a surplus of devices and no new laptop purchases planned, they're channeling their savings into AI innovation.

> "
>
> **Thanks to Oomnitza, we've reclaimed hundreds of devices and eliminated unnecessary spending in our device refresh planning. With over 700 devices in inventory and plans to refresh 475 of them, we won't need to purchase any laptops next year—saving $712,500.**
>
> - Supervisor, Infrastructure Operations

Dealing with a Tangled IT Landscape

Inaccurate Inventory Data

The company's legacy inventory system couldn't provide real-time, trustworthy data. This made it nearly impossible to assess actual device counts or track usage—crucial information for budgeting and planning.

Offboarding Without Reclaiming

When employees left the company, their devices often didn't come back. The reclaiming process lacked rigor and visibility, and the true scale of the problem remained hidden due to poor data quality.

Over-Purchasing as a Safety Net

To avoid stockouts, the IT team ordered extra laptops, monitors, and accessories–but this overstock strategy came at a high cost, tying up capital that could've been better spent on strategic initiatives.

Skepticism Without Evidence

Leadership suspected that unrecovered assets were causing significant financial loss— but without hard numbers to prove it, that remained only a hunch. Budget constraints and inefficiencies grew, increasing the urgency for a smarter approach.

!

Challenges

This leading broadband communications provider was struggling to manage IT assets and budgets effectively due to unreliable inventory data and challenges in reclaiming devices from offboarded employees.

- The firm was forced to over-purchase laptops, monitors, and keyboards

- Capital was tied up in excess inventory instead of innovation

- Leadership lacked clear data to prove suspected seven-figure losses

The resulting budget constraints drove urgency for change and highlighted the need for a modern asset management solution.

Creating Impact with Insight

Upon implementing Oomnitza's modern ITAM, the communications company accessed the visibility they needed to make major changes–and they saw the results right away.

Reclaiming What Was Theirs

The IT team used their new visibility to identify and recover hundreds of laptops and other devices from offboarded employees—turning previously lost assets into a powerful inventory surplus.

Massive Cost Avoidance

With over 700 reclaimed devices on hand and 475 slated for refresh, the company didn't need to buy a single new laptop the following year. That meant $712,500 in direct savings—money that's now available for strategic tech investments.
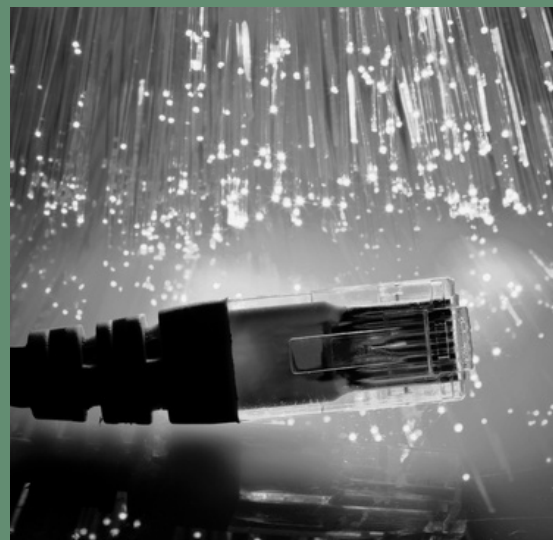
A Future Fueled by Innovation

Freed from inefficient spending, the company has redirected its budget to AI-driven projects, transforming operations and gaining a competitive edge in the broadband market.

The Outcomes

Implementing Oomnitza paid off for the communications provider–literally. They were able to:

- Successfully reclaimed hundreds of offboarded employee devices

- Built a surplus of over 700 laptops for future use and eliminated the need to purchase laptops for the upcoming fiscal year

- Realized savings of $712,500

- Reallocated budget toward AI-driven innovation projects

Learn more at oomnitza.com