



Driving Efficiency and Wrangling Costs: CHG Healthcare's Journey to Modern ITAM



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

About CHG Healthcare

CHG Healthcare is a leader in healthcare staffing and the nation's largest provider of locum tenens services, comprising five respected healthcare staffing brands: CompHealth, Weatherby Healthcare, RNnetwork and Global Medical Staffing, and two technology companies: Modio Health and LocumsMart.

Business Profile

- **Annual Revenue**
\$1.1 billion
- **Technology Assets**
6,000 hardware, software, and cloud assets
- **Locations**
Midvale, Utah, and in 48 states
- **Fortune Magazine's**
"100 Best Companies to Work For"
- **Industry**
Healthcare

About (continued)

They have been included on Fortune magazine's list of the "100 Best Companies to Work For" each year for more than a decade. With a commitment to Putting People First, they have created strong ties with local communities. In a single year, CHG employees volunteered more than 10,000 hours of company-paid time to serve causes they're passionate about. CHG is headquartered in Midvale, Utah, and employs more than 3,800 people in 48 states.

A Trustworthy View of Assets for Transparency and Security

CHG Healthcare faced the challenge of managing its vast array of technology assets using outdated, manual methods. This left them with inefficiencies in asset management, challenges in meeting compliance requirements, and difficulties in reclaiming and redeploying assets effectively.

By implementing Oomnitza's modern IT Asset Management (ITAM) solution, CHG Healthcare was able to transform their approach to technology asset management. Oomnitza's asset-centric approach offered a single source of truth system for technology assets, along with real-time visibility and improved data accuracy.

As a result, CHG could more effectively plan and forecast IT asset needs, strengthen their security posture, and simplify their IT processes, leading to a substantial return on investment and enhanced operational efficiency. The success of the Oomnitza implementation is evident in the significantly improved management of CHG's technology assets, making their IT operations more agile and responsive to the needs of the business.



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.

Chris Snyder

Desktop Engineer I
Information Technology
CHG Healthcare



The Burden of Manual Processes

Renowned as the nation's largest physician staffing company and celebrated as one of Computerworld's Best Places to Work in IT for 2024, CHG encountered a number of compliance and asset management 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. The team was grappling with data fragmentation and struggling to piece everything together. Consequently, CHG Healthcare implemented a significant change by adopting Oomnitza's modern IT Asset Management solution.

Before implementing Oomnitza's ITAM solution, CHG managed their technology assets through manual processes that required significant time and coordination. Tasks like updating inventory or preparing for audits involved gathering data from multiple systems and compiling reports manually.

Compliance Challenges and Inventory Control

Locating specific assets often meant checking tools like Intune, referencing Jira tickets, and verifying details with team members—a particularly challenging task when tracking and repurposing equipment from former employees. The procedure was even more detailed when it came to ensuring the proper management of equipment from departing employees, which required a precise verification of the asset's status, its location, and its strategic reallocation.



Challenges

CHG Healthcare recognized an opportunity to improve efficiency and accuracy by moving beyond manual processes and spreadsheets for managing enterprise technology assets. In doing so, they could overcome existing challenges:

- Inaccurate inventory made it hard to prepare for audits or prove compliance with NIST, SOC-2, and HIPAA.
- Limited asset visibility led to wasted spend on unused software licenses and an inability to effectively reclaim, repurpose, and redeploy assets.
- Outdated asset data hindered effective management and increased risk of waste and loss.



Cost Management Hurdles

Inefficient asset management also inhibited CHG's ability to forecast and optimize IT budget spending. Relying on spreadsheets, the IT team struggled to effectively reclaim, repurpose, and redeploy laptops, so they couldn't fully utilize their lifecycle.

CHG saw an opportunity to reduce costs by improving the process for retrieving equipment from departing employees—an area that had previously led to tens of thousands in avoidable expenses each year. Additionally, gaining easier access to purchase and warranty information would streamline communications around laptop replacements, making the process smoother for both IT and employees.

Overspending on Software Licenses

That lack of visibility caused budget waste to extend to software licenses. CHG often issued more licenses than necessary or paid for unused licenses across various SaaS tools.

This issue also affected security tools. IT and security teams found it challenging to conduct independent audits to identify unused security licenses, partly due to conflicting asset data from different sources. If CHG was going to protect sensitive information, they had to address the discrepancies between security tools and ensuring a cohesive security strategy.

Monitoring Key Performance Indicators

The lack of accurate technology asset data presented a significant challenge for CHG leadership. They were not receiving up-to-date information on the status of their technology asset investments—for example, a single view dashboard of record.

For CHG, demonstrating return on investment required maximizing asset utilization through the full lifecycle while simultaneously minimizing waste, loss, and theft.



Transformation Through Asset Visibility

To address these challenges, CHG Healthcare implemented Oomnitza's modern ITAM solution to enrich IT asset data, protect data and devices, and support more efficient IT processes. Leveraging various Oomnitza connector integrations—including those with Jamf, Jira, Intune, Okta, SentinelOne, and Microsoft Azure—the CHG IT staff significantly improved the visibility and accuracy of inventory controls across their entire technology landscape.

Plus, they were able to do so easily, without needing anyone to become an expert in creating complex searches or writing intricate selection code to run the platform. After just a few minutes of instruction, their IT team was able to quickly learn how to integrate existing tools and pull the data they need by simply knowing the fields they wanted to pull in.

A Single Pane of Glass Visibility

With Oomnitza, CHG now has 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 their IT staff to quickly access precisely what they need and proceed with their tasks seamlessly.

Heightened Planning and Forecasting

This consolidated view also enhanced CHG's planning and forecasting capabilities. They've been able to streamline 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.



The Outcomes

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

- **A 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 ITAM solution.



Driver for Enhanced Security

Using Oomnitza, they've been able to identify discrepancies between tools like Sentinel One and Intune, with Oomnitza serving as the bridge between these tools. This allows IT to gain a clearer and more comprehensive understanding of CHG's security landscape.

Increased Service Desk Transparency

CHG has used Oomnitza's ITAM solution to enhance 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, with Oomnitza's ITAM, CHG has unveiled trends into user issues that might have previously gone unnoticed, aiding IT in delivering improved employee experiences.

They were also thrilled at the ease with which the IT team could add additional tracking fields within Oomnitza. These proved to be 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 Investment

From a leadership perspective, the ability to catalog the entire fleet and maintain a centralized repository for all technology assets has been invaluable. CHG can rely on Oomnitza ITAM as a dependable source for resolving queries related to technology assets.

It also demonstrates to senior leadership that IT is actively stewarding both the asset management investment and the technology asset budget. This has been crucial for demonstrating a proper return on investment by ensuring optimal usage throughout all technology asset lifecycles, as well as reducing waste, losses, and theft.



Integrations

- Microsoft Azure
- Jamf
- Slack
- SentinelOne
- Salesforce
- Jira
- Okta
- Miro
- Intune
- Smartsheet



The implementation of Oomnitza marked a turning point in our approach to endpoint security and compliance. With Oomnitza's ITAM solution, we gained a much better understanding of our security status and were able to expedite our compliance initiatives effectively. This strategic enhancement has been pivotal in strengthening our overall compliance framework.

Nate Smith, Senior Manager, CHG Healthcare

Traveling Along the Modern ITAM Customer Journey

CHG Healthcare began implementing Oomnitza's ITAM solution by initially concentrating on the hardware aspect of its technology assets. After defining specific procedures and determining which KPIs to monitor using Oomnitza, CHG adopted a similar strategy for incorporating software assets.

This is just the beginning for CHG leveraging Oomnitza's ITAM application to tune and automate their IT processes and workflows. Moving forward, CHG Healthcare intends to deploy additional pre-packaged Oomnitza ITAM Workflow Applications to help further eliminate manual processes and streamline its automation initiatives.

CHG also recognizes that the successful integration of Oomnitza has been partly due to a cultural shift. Introducing any new application requires adaptation, and Mike Sizemore, Director of IT, has been instrumental in integrating Oomnitza into his staff's daily routines. This transition marked a significant change for his team, evolving from a lack of structured processes to employing a comprehensive inventory and asset management system.

In return, this experience has proven invaluable to CHG's IT team. ITAM from Oomnitza offers them opportunities to learn new technologies and grow, enhancing their overall experience and fostering both personal and team growth.

Learn more at oomnitza.com