



Gateway
CHURCH



Gateway Church Transforms IT Asset Management Across Multiple Campuses

90%

asset data accuracy,
up from 50%

10 min

down from one week, to
support leadership questions
and audit prep

10+

campuses supported



To have the information at the touch of our fingers, it's given us the wins that we needed during the times of our audits.

Franky Rosario

IT Support Manager, Gateway Church

About Gateway Church

Gateway Church is a full-service, multi-campus church operating across Texas and Wyoming. Its ministry impact also extends through prison ministry and relationships with churches and ministries around the world, encouraging communities to love God, love people, choose joy, and lead a generous life.

Business Profile

- **Industry**
Religious Org.
- **Work Model**
Hybrid
- **Operations**
Multi-Campus
- **Assets**
2,500

About *(continued)*

They make it their mission to ensure people can encounter Christ, transform their lives afterward, and serve their communities as best as possible.

Rapid Growth Exposed the Limits of a Manual Inventory System

Operating across nearly a dozen campuses meant Gateway Church had hundreds of devices living at different locations, each with their own owner, security programs, and depreciation schedules.

As they continued to expand, they knew they had to change the way they managed it all.

Fragmented, Manual Asset Tracking

Gateway's previous asset-tracking process relied heavily on manual entry and tools that were not specifically designed for enterprise IT asset management.

As the organization grew, the team recognized the need for a more integrated and scalable solution.

Manual Data Entry Consumed the Team's Time

Tracking every monitor, desktop, and laptop meant assigning an asset tag and logging location and users for each one by hand. The only way they managed to make that possible was to devote significant hands-on time to those tasks.

More than anything, the IT team noticed how much time this ate up, both for the team managing it and for every technician who had to hand that information over.

They found themselves doing manual processes more than actually solving real end-user issues.

Gateway Church is a fast-growing, multi-campus ministry with a connected IT ecosystem:

- Jamf for Apple device management across campuses
- Microsoft Intune for Windows device management
- Azure AD for identity and access management
- Zendesk for IT ticketing and support workflows
- Devices across 10+ campuses in Texas and Wyoming
- Near-real-time device check-in, replacing manual physical counts



Time-Intensive Audit Preparation

Preparing information for routine audits required significant manual reconciliation and staff time. Gateway wanted a more centralized way to access accurate asset information and respond efficiently to reporting requests.

Limited Lifecycle Visibility

As Gateway expanded across multiple locations, its existing processes made it increasingly difficult to maintain timely, centralized visibility into device inventory, lifecycle status, and refresh planning.

Although the Gateway IT team took pride in staying effective, they knew it wouldn't be sustainable to keep pace with this growth using the same manual processes.

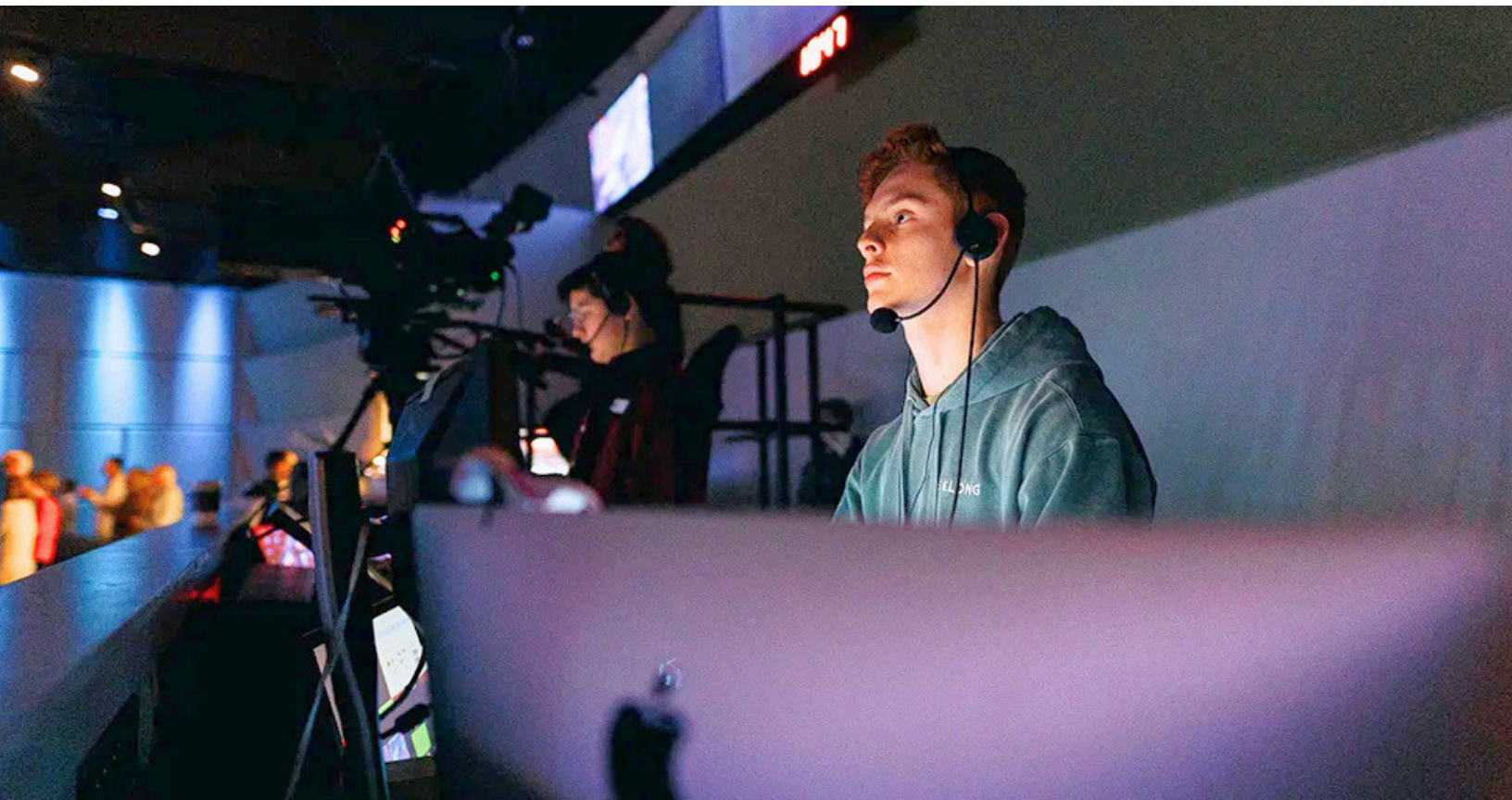
As Gateway scaled, it became clear that their time—the team's most limited resource—was being consumed by inefficiencies rather than true end-user support. Something needed to change.



There were so many inefficiencies because of how much time it took — not just for our team, but for all the technicians who needed to give that information over."

Franky Rosario

IT Support Manager,
Gateway Church



Building a Single Source of Truth

Katy Byrne, Digital Product Manager, began the search for a tool that would not only improve visibility but also take tasks off the team's plates.

When exploring asset management tools, Gateway had a clear set of non-negotiable features in mind.

When evaluating Oomnitza, the first thing that caught the Gateway team's eye was the integration capabilities within the platform. "We didn't see a lot in the space at that time to compare to that had such easy, great integrations in it," said Katy.

Having the ability to connect Oomnitza to their existing ecosystem and eliminate the manual work that had plagued their team for so long was a firm deciding factor in choosing the tool.

The Jamf integration, in particular, made a huge difference, allowing Oomnitza to act as their cross-platform system of record across devices, identity, HR, and compliance.

"The game-changer was being able to set it and forget it," said Katy.

Gateway saw that Oomnitza checked several key boxes that were critical for their team.



Challenges

Gateway Church was quickly growing their ministries, scaling to 10+ campuses across two states and prison ministries.

Expanding as fast as they were, their manual, spreadsheet-based approach to IT asset management simply couldn't keep pace:

- Fragmented, manual inventory tracking using tools not built for IT asset management—a tedious, time-consuming process
- Limited integration with existing systems, increasing the potential for inconsistent or duplicate data
- Only 50% asset data accuracy, slowing leadership response and budget forecasting
- Slow, spreadsheet-based reconciliation that made audit preparation time-intensive

A Growing Integration and Automation Hub

Gateway was quick to connect Oomnitza to their existing tools to streamline support and audit prep tasks.

Via integrations, Gateway was able to connect Oomnitza to their:

- Jamf, enabling automated workflows and greater visibility across Apple endpoints.
- Microsoft Intune, extending automation and compliance controls to Windows devices.
- Azure AD, streamlining identity and access management workflows.
- Zendesk, connecting ticketing so the team can see a device's full support journey.

These integrations freed up capacity that was previously tied up in manual tracking, so the team could focus on end-user support. The result was IT sustainability that allowed their team to keep pace with their organization's needs.

Gateway's checklist for a solution included the need for:

- ✓ Deep integrations with existing systems like Jamf, Intune, and Azure AD
- ✓ An automation-first approach that eliminated manual data entry
- ✓ Multi-OS support across a diverse device fleet
- ✓ A true single source of truth for asset inventory
- ✓ A responsive vendor partnership
- ✓ Easy configuration for fast time-to-value



I really was looking for a tool that would not only allow us to steward the inventory we had, but also make the connections with our existing software... so we could win for the organization and our team.

Katy Byrne

Digital Product Manager,
Gateway Church

Turning Visibility Into Confident, Data-Driven Decisions

Once they decided on Oomnitza as their IT asset management platform, it wasn't long before Gateway Church started seeing real value from their choice.

A Seamless, Partner-Style Integration

The perfect word to describe Gateway's implementation of Oomnitza? Smooth. The team opted to do many of the system configurations themselves, which helped them more deeply understand the platform. Reminiscing on that process, Katy remembers, "It wasn't a big lift that took a lot of time. It was very quick to get it set up and get us in it."

That process was made even better by their experience with their Customer Success Manager, who built a personal relationship with the Gateway IT team—proactively helping them build reporting logic, following up to confirm things were working as expected, and taking their feedback to plug into future integrations.

Clear Dashboards & Reporting

As leadership asks more questions about ROI, the Gateway IT team now has one-page, executive-friendly dashboards that show high-level metrics without the need for technical explanation.

Operational Scale with the Right Focus

Gateway no longer has to manually enter and track asset data. Integrations and automations have eliminated the need for manual efforts.

Now, the same team has trusted asset visibility as they get more time to focus on servicing their 2,500 endpoints across 10+ campuses.

Device Check-In & Real-Time Visibility

With the visibility Oomnitza delivered, Gateway replaced manual, physical device counts with near-real-time inventory data. The team is now able to see a device's age and refresh eligibility at a single glance.

Where old processes required them to walk into their storage room to double-check device counts, now they simply open Oomnitza and get answers.



It felt like a real partnership, not just 'Here's a product, figure it out.'

Our leadership team likes seeing the charts, the graphs, and a simple, one-line reason why we're there. We're able to build out dashboards that show, right now, there's this many assets sitting in the back that aren't assigned.

Franky Rosario

IT Support Manager,
Gateway Church

Seeing the Impact

Now well into their Oomnitza journey, Gateway Church has seen how their partnership has enabled them to transform the way they support their ministry locations.

Audit Readiness

Shifting away from manual reconciliation methods that could take weeks to get answers, Gateway's asset management processes within Oomnitza now deliver answers in minutes, backed by 90% asset data accuracy, to support annual cybersecurity audits.

Multi-Year Budget Forecasting

Before, figuring out refresh schedules and future budgets was a manual, time-consuming effort. Now, they're able to use their improved asset visibility to build multi-year budgets for all campuses through 2031, improving both financial management and leadership's trust in the team.

Answers in Minutes

"During a leadership and audit discussion, we were able to answer a question in less than 10 minutes using the dashboard and information from Oomnitza," said Franky Rosario.



I think because of these tools, they have a lot of trust in the team to get things done.

Franky Rosario

IT Support Manager,
Gateway Church



Trusted Visibility. Real Automation. Real Audit Confidence.

As a result of deploying Oomnitza, Gateway Church was able to realize significant time savings, stronger compliance, and greater confidence across their operations. They:

- Eliminated manual tracking by automating asset data entry across their tech stack
- Achieved 90% asset data accuracy, up from just 50%, supporting confident audit readiness
- Built multi-year budget forecasts for all 10+ campuses through 2031, strengthening leadership's trust in the team
- Cut audit response time from one week to under 10 minutes with reliable, on-demand dashboards
- Positioned the team to explore AI-enhanced asset management and deeper Slack integration as they continue to scale

Looking Ahead

As Gateway Church continues to evolve their partnership with Oomnitza, they're building out an integration with their subtask ticketing system that will allow them to bring in even more information into one source within their Slack channel.

They also want to explore the full potential of the AI-enhanced asset management functionalities with Oomnitza once they establish internal guardrails.

From fragmented spreadsheets to a single source of truth, Gateway Church has transformed how their IT team supports 2,500 endpoints across 10+ campuses — with the visibility, automation, and confidence to keep growing.

A Partnership Built to Last

As Gateway Church looks to the future, one thing is certain: they've found a system and a partner built to grow with them.



If you want to get organized, use Oomnitza. If you care about being a steward for what is put in your hands, you're going to want to use the best thing that you have available to you to do that. We do, and that's why we chose Oomnitza.

Franky Rosario

IT Support Manager,
Gateway Church

Learn more at oomnitza.com