

## Case study: BDO

BDO is a prominent financial organisation within the UK. Their workforce of approximately 7,000 employees adopts a hybrid work model, with individuals distributed throughout home offices and various company locations. To optimise the management of their extensive IT asset lifecycle, BDO collaborated with XMA. XMA's expertise lay in streamlining BDO's New Starter, Leaver, and Hardware Incident services.

### The Challenge

BDO faced several challenges in managing their client devices effectively. Firstly, their large, geographically dispersed workforce posed logistical complexities for device lifecycle management. The company's reliance on spreadsheets and manual administration created inefficiencies and a high administrative workload for both BDO and XMA. BDO recognised the importance of automation to improve efficiency, asset tracking, and user experience. Additionally, a key objective was to alleviate routine device management tasks from their internal IT teams, enabling them to prioritise larger, more strategic IT initiatives.



### BDO's Challenges

- **Sprawling User Base:** BDO's large, distributed workforce made IT device management complex.
- **Manual Processes:** Reliance on spreadsheets led to inefficiencies and increased workload for both BDO and XMA.
- **Need for Automation:** BDO needed automation to improve efficiency, asset tracking, and user experience.
- **Focus on Strategic IT:** BDO wanted to offload device management to free their IT team for more strategic projects.

### The XMA Solution

XMA's Hardware Management as a Service (HWMaaS) offered BDO several benefits. The solution prioritised user experience by introducing simplified asset management processes tailored for BDO employees. Automation became a cornerstone of the service, significantly minimising the need for manual interventions and streamlining numerous workflows. Working together, XMA and BDO developed a system that served as the single, authoritative source of information for IT asset tracking and auditing. Furthermore, XMA seamlessly integrated as an extension of BDO's IT department, effectively taking ownership of device lifecycle management and allowing BDO's internal IT resources to concentrate on broader, value-driving projects. The transition process prioritised a high degree of collaboration between XMA and BDO, involving integration with their ticketing system ServiceNow, defining core processes, and iterative refinement of the solution based on continuous feedback.