



CASE STUDY AMP Limited

Streamlining the management of mobile devices and laptops for AMP Limited

Requirements

- Asset management for mobile devices and laptops used by employees
- Procurement of devices from telco and 3rd party distributors
- End-to-end device lifecycle management, from acquisition to disposal
- Single portal required for visibility of all assets
- Management of service requests related to devices

Introduction

AMP Limited is Australia and New Zealand's leading financial services institution with a 170 year old legacy

They provide banking, super, retirement and advice services in Australia and New Zealand.

They issue their employees mobile phones procured via the telecom operator (Optus) and laptops procured from various 3rd party distributors.

AMP approached Invia for a comprehensive asset management solution for their digital assets. This included end-to-end device lifecycle management, complete asset visibility, asset servicing management etc.

We developed a customized solution based on **Invia's Asset360**, and the **ServiceNow** platform to address the unique requirements of AMP.

Asset360 is an all-in-one asset management solution for every stage of device lifecycle to provide full visibility of costs, minimize business downtime, and enhance governance and security measures. ServiceNow is a portal which can be used to manage the service requests for various devices.



Key Requirements and Solutions

A. Device Lifecycle Management

AMP required a centralized system which would enable them to monitor the entire device lifecycle starting from procurement to disposal at end-of-life. Asset360 provides a user-friendly centralized portal that simplifies asset management, empowering the organization with real-time tracking, optimal utilization, and informed decision-making for enhanced efficiency.

Asset360 can integrate multiple telcos and vendors to a single platform, providing a single interface for hassle-free purchasing of devices. This was very helpful for AMP as they procured mobile devices from their telecom operator and laptops from multiple 3rd party vendors. With Asset360 all procurement and device lifecycle management could be done from single portal. This reduced the time in ordering and receiving the hardware.

B. Asset Visibility

AMP wanted a single portal to give them visibility of all their digital assets. The Asset360 platform records the details of the entire asset lifecycle including acquisition; deployment; user events like changes, additions, and movements; asset overhaul, recycling, and disposal.

This helps in improving transparency, accountability, and compliance. AMP was able to get improved visibility including warranty status, repair status, device location etc.

C. Service Request Management

AMP also wanted a solution for managing all service requests for their devices. Invia worked with AMP to integrate their ServiceNow with Asset360 for tracking and managing the service requests.

The employees can raise any service requests directly on the platform, instead of going to individual vendors. The platform also keeps track of the warranty for the various devices.

Conclusion

The implementation of Asset360 and ServiceNow for AMP has proven to be a pivotal step towards enhancing operational efficiency, reducing costs, and ensuring optimal performance of their digital infrastructure. Through meticulous planning, seamless execution, and ongoing support, Invia successfully addressed the challenges faced by AMP in managing the diverse array of devices across the organization.

Why Invia ?

Invia's focus is to deliver solutions that significantly uplift the experience that an enterprise or government customer can derive from their telecom service provider. We add strategic value through intelligent automation and digitization solutions.

We help enterprises and government customers digitally transform the way they handle their interactions with the telecom service providers.

We maintain dedicated account management teams for every enterprise customer to offer a high level of service and availability.

Contact for Free Demo

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