



## CASE STUDY

OnProcess Enables  
**\$500K in Savings**  
with an Employee  
Equipment Recovery  
Program



## Client:

A large international company headquartered in France with 420,000 employees and over \$7 billion in revenues. The company is a global leader in solution design, business optimization strategies, front-office customer support, and back-office services like finance, accounting, collections, and tech support. It operates in 88 countries and serves 170 markets.

## Challenge

The company has a large agent work-force of approximately 350,000+. Main priority for the business is attracting great talent, regardless of where that talent resides, resulting around 60% of their workforce (250,000 employees) working from their home-office. A forward-thinking company that embraces the work-from-home culture, our client believes this strategy helps them attract the very best.

However, having such a large, remote workforce presents a set of unique problems, not least around the logistics and management of the IT equipment needed to support those employees. In particular, when employees leave the company, retrieving that equipment becomes very important for several reasons:

The company calculated that they were recovering around 35% of their IT equipment after employees had left, representing \$450K of lost equipment. This had a knock-on effect of slowing down new hire onboarding and increasing the cost of doing so due to unnecessary purchasing of new equipment.



- **The equipment itself is valuable**
- **It could contain sensitive data**
- **It can be re-purposed for new employees/joiners**
- **Efficient and responsible disposal of end-of-life equipment**



“As the market experts in equipment retrieval, we trusted OnProcess to get the job done. It was the right decision”.

- VP of Logistics

## Solution

The company turned to OnProcess to help. A solution based on OnProcess's Agora Recover DX product was proposed. A standalone technology built on the OnProcess Agora platform, the solution provides a self-service portal by which employees can easily return their equipment at zero cost and minimal effort to themselves.

As part of the engagement, OnProcess analyzed existing processes, measured the typical return rates and assessed the value of 'lost' IT equipment. By increasing the return rate of employee equipment by just 14% would have a financial impact of \$531K within a year.

## Results

Implementing the solution in just 3 months, OnProcess was able to provide the company with a new approach to employee equipment returns. Within 2 months the return rate had increased to 16% and the return velocity (the average number of days taken to return) reduced by 20%. Together these factors contributed to a \$500K saving in new equipment buys annualized.

“Clearly the solution provided by OnProcess has more than paid for itself in just 5 months”, said the VP of Logistics at the company. “As the market experts in equipment retrieval, we trusted OnProcess to get the job done. It was the right decision”.

By the  
**numbers:**



**500K**

New equipment saving



**20%**

Return velocity increase



**16%**

In return rate increase



**3 months**

Implementation



CASE STUDY

Not all employees' equipments returns are equal; the solution starts with data

**OnProcess**