

Smarter Infrastructure. Better Operations.

IT DIRECTOR GUIDE

CHALLENGES WITH ASSET MANAGEMENT

PART 1

CHALLENGES AND ROOT CAUSES

Understand today's asset management challenges, uncover the root causes and their impact on IT operations.



KEY CHALLENGES



ROOT CAUSE ANALYSIS



IMPACT ON IT OPERATIONS



RISKS & COMPLIANCE



PEOPLE & PROCESSES



UNCOVER THE REAL ISSUES

Identify the key asset management challenges facing IT Directors today.



ANALYSE ROOT CAUSES

Understand the operational and technology factors driving these challenges.



REDUCE RISK AND COSTS

Address inefficiencies that lead to higher costs, loss and compliance risks.



IMPROVE CONTROL AND VISIBILITY

Build the foundation for better asset control, security and decision-making.



PREPARE FOR SMARTER SOLUTIONS

Set the stage for efficiency, automation and measurable business outcomes.



KNOW THE CAUSE. UNDERSTAND THE IMPACT. BUILD A SMARTER FUTURE.



KEY IT DIRECTOR PAIN POINTS IN ASSET MANAGEMENT

Common Challenges. Real Impact. Daily Headaches for IT Leaders.


1  **Missing or Lost IT Assets**
Laptops, tablets, scanners and peripherals cannot be located when needed.

2  **Poor Asset Visibility**
No real-time view of where devices are, who has them or whether they are available.

3  **Manual Asset Tracking**
Spreadsheets, paper logs and manual check-in/check-out processes are time-consuming and error-prone.

4  **Device Availability Issues**
Staff waste time waiting for laptops and shared equipment, reducing productivity.

5  **High IT Support Workload**
IT teams spend excessive time issuing, collecting and managing devices instead of strategic projects.

6  **Weak Accountability**
Difficult to identify who last used or currently holds a device, increasing loss and misuse.

7  **Asset Loss & Theft**
Missing equipment results in replacement costs, operational disruption and security concerns.

8  **Compliance & Audit Challenges**
Limited audit trails make demonstrating asset control and regulatory compliance difficult.

9  **Remote & Hybrid Workforce Management**
Tracking devices across multiple offices and remote workers adds complexity.

10  **Inefficient Onboarding & Offboarding**
Issuing and recovering laptops, badges and equipment is slow and labour-intensive.

11  **Charging & Device Readiness**
Devices are often returned uncharged, unavailable or not ready for immediate reuse.

12  **Software & Hardware Lifecycle Management**
Difficulty planning upgrades, replacements and maintenance due to inaccurate asset data.

13  **Multi-Site Asset Control**
Managing equipment consistently across several locations lacks centralised visibility.

14  **Rising Operational Costs**
Labour-intensive asset management drives up IT support costs and administrative overhead.

15  **Poor User Experience**
Employees experience delays obtaining equipment, affecting productivity and satisfaction.

16  **Security Risks**
Untracked devices increase the risk of data breaches, unauthorised access and compliance failures.

17  **Lack of Automation**
Manual issue, return and approval workflows slow operations and create unnecessary administration.

18  **Limited Reporting & Analytics**
Insufficient data on asset utilisation, demand and performance limits informed decision-making.

19  **Duplicate Asset Purchasing**
Organisations purchase additional equipment because existing assets cannot be found or verified as available.

20  **Scaling Asset Operations**
As organisations grow, manual asset management becomes increasingly difficult, costly and unsustainable.



THE BOTTOM LINE

These pain points lead to higher costs, lower productivity, security risks and poor employee experience.



HIGHER COSTS



LOST TIME & PRODUCTIVITY



INCREASED RISKS



LOWER ASSET UTILISATION



REDUCED EMPLOYEE SATISFACTION

KEY ROOT CAUSES



























BEHIND IT DIRECTOR ASSET MANAGEMENT PAIN POINTS

These IT asset management challenges are typically caused by underlying operational and technology limitations rather than the number of assets alone.

	ROOT CAUSE	HOW IT CREATES IT CHALLENGES	THE IMPACT
1	 MANUAL ASSET MANAGEMENT PROCESSES	<p>Device issue, return and tracking rely on spreadsheets, emails or paper logs, creating delays and errors.</p> 	<ul style="list-style-type: none"> • Delays in issuing/returning assets • Human errors and inaccurate data • Time-consuming administration • Higher IT workload and frustration 
2	 LACK OF REAL-TIME ASSET VISIBILITY	<p>IT teams cannot instantly see where assets are, who has them or whether they are available.</p> 	<ul style="list-style-type: none"> • Hard to locate or track devices • Duplicate or unnecessary purchases • Poor planning and allocation • Lower asset utilisation 
3	 NO AUTOMATED ISSUE & RETURN WORKFLOWS	<p>Every asset handover requires manual intervention, increasing workload and reducing efficiency.</p> 	<ul style="list-style-type: none"> • Slower service for end users • Increased IT team workload • Bottlenecks and higher wait times • Reduced employee productivity 
4	 WEAK USER ACCOUNTABILITY	<p>Assets are shared without secure authentication or digital audit trails, leading to loss and misuse.</p> 	<ul style="list-style-type: none"> • Difficult to identify responsible users • Higher risk of loss or theft • Policy non-compliance • Increased replacement costs 
5	 DISCONNECTED SYSTEMS & DATA	<p>Asset information is spread across ITSM platforms, spreadsheets, HR systems and procurement tools, creating inconsistent records.</p> 	<ul style="list-style-type: none"> • Inaccurate or duplicate records • No single source of truth • Reporting and audits become difficult • Poor data quality and decision-making 



ADDRESSING THESE ROOT CAUSES IS THE KEY TO SOLVING ASSET MANAGEMENT CHALLENGES AT SCALE.

ROOT CAUSE		HOW IT CREATES IT CHALLENGES					
6	 <p>LIMITED SELF-SERVICE CAPABILITIES</p>	 <p>EMPLOYEE</p>	 <p>IT SERVICE DESK</p>	 <p>ISSUE / RETURN EQUIPMENT</p>	<p>Employees depend on IT staff to issue and return equipment, creating unnecessary service desk demand.</p>		
7	 <p>POOR ASSET STANDARDISATION</p>	 <p>DIFFERENT STORAGE LOCATIONS</p>	 <p>INCONSISTENT PROCESSES</p>	 <p>VARYING POLICIES</p>	 <p>DIFFICULT TO MANAGE AT SCALE</p>	<p>Different storage locations, inconsistent processes and varying policies make assets difficult to manage at scale.</p>	
8	 <p>INSUFFICIENT AUTOMATION</p>	 <p>MANUAL NOTIFICATIONS</p>	 <p>MANUAL APPROVALS</p>	 <p>MANUAL CHECKLISTS</p>	 <p>MANUAL REPORTING</p>	 <p>SLOWER OPERATIONS</p>	<p>Manual notifications, approvals, checklists and reporting increase administration and slow operations.</p>
9	 <p>HYBRID & MULTI-SITE OPERATIONS</p>	 <p>OFFICES</p>	 <p>HOME WORKERS</p>	 <p>PROJECT LOCATIONS</p>	 <p>COMPLEX ASSET TRACKING</p>	<p>Devices move between offices, home workers and project locations, making asset tracking increasingly complex.</p>	
10	 <p>NO CENTRALISED ASSET STORAGE</p>	 <p>CUPBOARDS</p>	 <p>DRAWERS</p>	 <p>OFFICES</p>	 <p>SLOW RETRIEVAL</p>	 <p>LOWER UTILISATION</p>	<p>Equipment is stored in cupboards, drawers and offices, making retrieval slow and reducing utilisation.</p>

ROOT CAUSE

HOW IT CREATES IT CHALLENGES

11

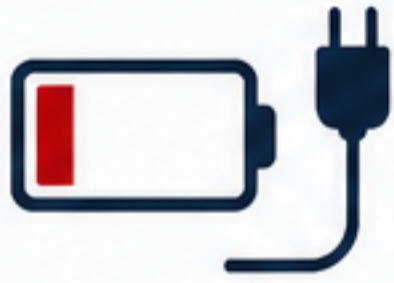


**Inadequate
Audit Trails**



Missing transaction histories make compliance reporting, investigations and audits difficult.

12



**Inefficient
Device Charging
& Readiness**



Returned devices may not be charged, updated or ready for immediate deployment.

13



**Poor Demand
Forecasting**



Without utilisation analytics, IT cannot accurately predict device demand or optimise inventory levels.

14



**Security &
Access Control
Gaps**



Weak authentication and uncontrolled physical access increase the risk of theft, loss and data breaches.

15



**Scaling Through
Additional Labour**



Organisations often respond to asset growth by adding IT staff rather than automating workflows, increasing operational costs.



Addressing these root causes through **automation, real-time visibility** and **secure access** helps IT teams reduce costs, mitigate risk and improve asset performance.

BOTTOM LINE



Most IT asset management pain points stem from the same **operational root causes**:

OPERATIONAL ROOT CAUSES

- 1  Manual asset tracking and administration
- 2  Lack of automation
- 3  Poor real-time visibility
- 4  Weak accountability
- 5  Disconnected systems and data
- 6  Limited employee self-service
- 7  Inconsistent asset control processes
- 8  Security and compliance gaps
- 9  Hybrid working complexity
- 10  Labour-dependent operating models



WHAT THIS LEADS TO

-  **HIGHER IT SUPPORT COSTS**
More manual work, more tickets, more resources.
-  **LOWER ASSET AVAILABILITY**
Devices are unavailable, not ready or difficult to find.
-  **INCREASED DEVICE LOSS**
Missing or lost equipment drives replacement costs.
-  **REDUCED PRODUCTIVITY**
Employees wait longer and work less efficiently.
-  **AUDIT RISK & COMPLIANCE GAPS**
Incomplete audit trails and inconsistent processes.
-  **POOR EMPLOYEE EXPERIENCE**
Delays, frustration and lack of trust in IT services.



THE SOLUTION: SMART ASSET LOCKERS



AUTOMATE ASSET ISSUE & RETURN

Eliminate manual processes and reduce IT workload.



REAL-TIME VISIBILITY

Know where assets are, who has them and their status at all times.



SECURE ACCESS CONTROL

Strong authentication, role-based access and full accountability.



COMPLETE DIGITAL AUDIT TRAILS

100% transaction logging for compliance and peace of mind.



By addressing the root causes, smart asset lockers deliver **lower costs, higher availability, stronger security, better compliance** and a **superior employee experience**.