

CASE STUDY



Full Lifecycle Observability in Action: Unlocking Transparency, Efficiency, and Strategic IT Decision-Making Across a Franchise

SNAPSHOT

A leading automotive retail enterprise with over 130 franchised locations needed better visibility and control over IT assets and service operations. Our FLO Framework delivered centralized, near-real-time visibility into their IT environment — transforming how they manage, plan, and optimize IT across their enterprise.

A leading automotive retail enterprise operates over 130 locations across the United States, including franchised new-vehicle dealerships, pre-owned vehicle centers, recreational vehicle outlets, and collision repair centers.

Representing more than 25 vehicle brands, each dealership is managed by a General Manager (GM) who operates with equity ownership.

We currently support the customer with:

- Service Desk
- Asset Management Services
- Device Lifecycle Services
- Technology Sourcing
- Onsite Support and scheduled visits

Business Challenge

Due to the decentralized franchise model, each dealership maintains its own profit and loss (P&L) accountability. However, GMs and their financial controllers faced ongoing challenges reconciling IT asset inventories with the monthly charges issued by corporate IT. The legacy reporting process, based on spreadsheets and static monthly invoices, often led to discrepancies and disputes over IT asset counts and ownership.

Solution Overview

We implemented a customized solution using our **Full Lifecycle Observability (FLO) Framework**, designed to consolidate and visualize IT environment data in near-real time. The solution integrates asset data from multiple sources, both customer-managed and Compucom-managed, including:

- Endpoint management platform
- Apple device management system
- Endpoint analytics platform

This integration powers a unified dashboard that simplifies data reconciliation and provides a “single moment of truth” for IT asset inventory. GMs and controllers can now view and validate the assets they are being charged for, with filtering capabilities by dealership and vehicle brand — especially valuable for GMs overseeing multiple brands or device mandates.

Key Features

- **Near Real-Time Inventory Dashboard:** Provides up-to-date visibility into IT assets by dealership and vehicle brand, enabling accurate tracking and accountability.
- **Comprehensive Data Consolidation:** Correlates asset counts across platforms to deliver a clear picture of the location and status of over 14,000 devices, reducing discrepancies and improving confidence in the data.
- **Enhanced Operational Efficiency:** Supports the full IT asset lifecycle — including onboarding, offboarding, and IT asset disposition (ITAD), while streamlining processes and ensuring SLA compliance.

"Absolute perfection... exactly what we wanted"

Enterprise Director of Field Technology and Implementation Support

Impact

- **Improved Transparency:** GMs now have clear visibility into their IT assets, reducing disputes and strengthening trust with corporate IT.
- **Better Financial Planning:** Enhanced data supports more accurate forecasting, budgeting, and smoother employee transitions between dealerships.
- **Operational Compliance:** Helps meet SLAs for IT asset management and supports OEM compliance requirements.
- **Stronger IT-Business Partnership:** Confidence in IT asset management and the monthly chargeback process is at an all-time high.
- **Positive Feedback:** GMs, controllers, and IT leadership have praised the accuracy and usability of the dashboards.

Expanding FLO: Next Steps

Building on the success of the asset intelligence provided by FLO, we are expanding the use of FLO to optimize additional areas of their IT ecosystem:

- **Service Desk Analytics:** Provides dealership-level insights into support trends, helping identify high-contact locations and root causes.
- **Contact Ratio Optimization:** Enables monitoring of service desk contact ratios (user-to-call volume) to plan targeted strategies — such as promoting self-service tools — to reduce support costs and improve efficiency.
- **Smarter Tech Sourcing:** Supports strategic procurement and lifecycle planning, helping right-size the device fleet and maximize asset value through performance-based refresh decisions.

Together, these initiatives will further enhance operational efficiency, reduce costs, and empower the client to make smarter, data-informed decisions across the enterprise — solidifying their position as a forward-thinking, digitally enabled organization.

Keys to Our Success:

01

Delivered real-time IT asset visibility, enabling GMs and controllers to reconcile charges confidently and reduce disputes with corporate IT.

02

Simplified asset lifecycle management, from onboarding to disposition, with centralized oversight.

03

Continuing to drive innovation by expanding FLO into service desk analytics, contact ratio optimization, and technology sourcing — empowering smarter decisions and long-term cost savings.



Learn more about Compucom and how we source, integrate, and support your technology needs at compucom.com