



Ergonomic  
GROUP

Lenovo™

## Fortune 500 Energy Company Efficiently Tracks & Migrates All Lenovo End-User Devices

### Automated Asset Management through EGI's Incompass™ Application Enables Greater Visibility & Control

#### THE PROBLEM

A single enterprise can contain an ecosystem of hundreds or even thousands of devices. End-users need desktops, laptops, and tablets that are optimized to enhance productivity and performance, and enterprises must be able to manage the location and status of these devices, ensuring that each is equipped with necessary software updates and resides with the employee to whom it was issued.

With an abundance of employees working in remote locations, one large New England energy company was struggling to efficiently manage its vast endpoint environment. In fact, the company was unable to track down the laptops and desktops it was purchasing for employee use. It needed an accurate system with which to track all end-user devices, including upgrades, assignments, and issue dates—and turned to Ergonomic Group (EGI) for a solution.

#### THE SOLUTION

EGI provided this large energy company with a customized endpoint tracking module through its patented Incompass™ web application. A configurable app that alleviates the administrative burden and complexities of IT management, Incompass not only streamlines the process of tracking where and when devices are delivered or traded in, but it also optimizes the process of Windows 10 rollouts for all of the company's Lenovo devices. A Lenovo Platinum Partner, EGI also worked closely with Lenovo to ensure that all of the energy company's end-user devices can be properly updated and maintained with the assistance of the Incompass application.

#### THE RESULTS

For this large energy company, the EGI Incompass application and Lenovo's end-user devices delivered:



**Greater Control** over device assignment, trade-in, and upgrade processes.



**Efficient Tracking** of all devices, including migration needs and real-time employee assignments.



**Complete Visibility** into device status throughout the entire lifecycle, from delivery to trade-in.

**Ergonomic Group (EGI) has been transforming IT obstacles into opportunities for more than 30 years.**

- A unique breed of IT partner, pairing deep technology expertise with a wide breadth of business insights.
- Led by 200+ proven expert professionals including 55% technologists/engineers.
- Expert provider of Logistics Management Services.
- Complete Workflow Management Services with 24/7 proprietary web-based procurement tools.

## Solution Snapshot: How it Works

The energy company's improved Lenovo device tracking and reporting system is enabled primarily by Incompass and EGI's Configuration Center in Glastonbury, CT. At this Connecticut warehouse, EGI configures, tags, and keys all of the company's incoming devices to prepare them for on-site rollout. During this process, EGI maintains a reporting system that tracks when endpoints are traded in for an upgraded device, making it simple for the energy company to understand where its devices are going and with whom.

Through the Incompass app, the company is able to track each device's maintenance needs and employee assignment by a unique serial number. Leveraging various Incompass modules, the migration team also tracks the lifespan of the Lenovo devices and executes necessary Windows 10 migrations on an ongoing basis. When migrations occur, EGI provides training to educate the energy company's employees on how to use the updated devices.

## By utilizing EGI Incompass for the tracking and migration of Lenovo end-user devices, this large energy company enjoys:

- **Automated reporting and tracking** of Lenovo endpoint devices, including upgrade needs, current employee assignments, and more.
- **Serialized distribution** from EGI's Configuration Center that enables devices to be associated with a specific employee.
- **Strategic migrations** to Windows 10, and follow-up training, as needed.
- **Higher employee productivity** thanks to fully-updated, Windows 10-optimized Lenovo end-user compute devices to replace 5-6 year old devices.
- **Streamlined deployment** within the time span dictated by the company's 1-year process.
- **Lifecycle monitoring** for total visibility into the technology lifecycle of all Lenovo devices in use.

## Automated Device Tracking via EGI Incompass™ Web Application

With comprehensive mix-and-match functionality, Incompass allows users to choose from 7 pre-built modules for simplified, end-to-end IT management:

- **Web-Based Procurement**
- **Asset Management**
- **Maintenance Management**
- **Software License Management**
- **Deployment Management**
- **Cloud Management**
- **Financial Management Analytics**

**Automate Device Tracking. Efficiently Manage Your Endpoint Ecosystem.** *With EGI & Lenovo*

Like this large energy company, today's enterprises need automated solutions for the management of the desktops, laptops, and tablets that constitute their entire end-user device ecosystem. With EGI and Lenovo, companies can track and migrate all end-user devices with accuracy, efficiency, and affordability.

**Contact EGI to discuss how we can help your business optimize its entire device ecosystem.**

Visit [www.ergogroup.com/our-partnerships/lenovo](http://www.ergogroup.com/our-partnerships/lenovo) to learn more.



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