

# TRANSFORMING IT SUPPORT WITH GMI'S TIDAL ASSET MANAGEMENT

## OVERVIEW

A large state agency turned to GMI to modernize and streamline its IT operations. The agency was dealing with challenges in employee onboarding, device lifecycle management, and surplus asset tracking that were slowing productivity and creating unnecessary costs.

Through GMI's Tidal Asset Management program, the agency gained a scalable IT support model designed to reduce downtime, improve security, and elevate the employee experience. Beyond day-to-day device and user support, GMI also delivered comprehensive inventory management and surplus warehouse services, helping the agency reclaim valuable space, repurpose thousands of assets, and make more informed technology decisions.

## CHALLENGES

**Employee Onboarding:** New hires faced delays due to outdated laptops, mobile phones, and inconsistent IT support.

**Device Management:** Thousands of devices needed to be inventoried, repaired, or retired efficiently.

**Asset Security:** Employees relied on outdated and insecure devices, slowing productivity and increasing risks.

**Scalability:** The agency required large-scale device deployments with limited internal IT capacity.

**Device Surplus:** Decommissioned thousands of devices in state agency warehouse.

## SOLUTIONS IMPLEMENTED BY GMI

### Seamless Employee Onboarding

- Provided new hires with powerful laptops and mobile phones on their first day.
- Delivered in-person IT support during regularly scheduled onboarding sessions.
- Repurposed existing inventory to enhance laptops, balancing cost-effectiveness with performance.
- Added devices to asset management program to track device lifecycle.

### Warranty Repairs & RMA Management

- Processed 100% of laptop and mobile device RMA repairs/returns.
- Optimized use of warranty-covered inventory, minimizing IT waste and reducing costs.

### Surplus Optimization

- Conducted an initial inventory of devices across multiple locations.
- Shipped and prepared thousands of devices for redistribution or decommissioning.
- Freed up warehouse space and updated devices in asset management system, enabling smarter decision-making for future IT infrastructure needs.



## Device Deployment & Asset Management

- Managed thousands of devices: receiving, inventorying, labeling, imaging, and delivering them for zero touch deployment.
- Developed and tested a working system image when the agency lacked one.
- Completed the entire deployment in under 3 weeks.
- Provided 24x7 IT support for all enrolled devices.

## Telecom Optimization

- Upgraded and ported hundreds of phone lines in less than 4 weeks.
- Migrated employees off older, insecure devices.
- Currently evaluating thousands of lines for further optimization and cost savings.

## RESULTS

### Seamless Onboarding & Deployment:

Delivered zero-touch deployment of thousands of devices, ensuring new hires and employees received timely support and reliable technology.

### Enhanced Productivity:

Faster issue resolution, 24x7 end-user support, and better-performing devices with improved employee efficiency.

### Warranty Repairs & RMA Management:

Processed device RMA repairs/returns, ensuring warranty-covered assets were utilized effectively, reducing IT waste, and keeping devices in active circulation.

## Smarter IT Asset Management:

Inventoried and updated thousands of devices, cleared warehouse space, and enabled effective IT lifecycle planning.

## Cost Efficiency:

Repurposed devices, streamlined RMA repairs, and implemented telecom expense management (TEM) strategies to reduce recurring telecom costs and reduced operational costs significantly.

## WHY GMI

- **24/7 End-User Support:** Reliable, uninterrupted support.
- **Proven Scalability:** Helps organizations deploy thousands of devices to multiple sites allowing them to scale with a secure solution.
- **Cost Savings & Efficiency:** Repurposed existing assets, leveraging warranties, and reducing recurring telecom expense management (TEM). Reduced operational costs significantly.
- **Employee-Centric Approach:** Focused on user satisfaction ensuring employees have the tools they need.

## CONCLUSION

Through GMI's Tidal Asset Management, this state agency transformed its IT environment — turning bottlenecks into opportunities for efficiency. By providing proactive support, streamlined asset management, and cost-effective solutions, GMI empowered employees to focus on their mission of serving the community.