
CASE STUDY: On Site Scanning Reconciliation Services

The Situation: A large IT reseller representing a Fortune 500 client recently employed our onsite services to reconcile, package and securely ship over two thousand company assets. The client required a proven chain of custody process with high visibility throughout. A corresponding spreadsheet listing asset specific serial numbers was provided to OSFS prior to the project's established pick up date.

The Response: All serial numbers were uploaded into our proprietary OSFS scanning software and assigned a job number. OSFS representatives arrived on location with a predetermined understanding of site contacts, assets location, time parameters and required packing materials. Interested corporate representatives were in close proximity witnessing the project. Each asset was scanned and packaged per communicated procedures. The scan process took approximately two seconds per asset as each successful scan was audibly reported as "verified" by OSFS scanning equipment. The process continued for over an hour until the software audibly reported one of the assets as "not found". This asset was the first of several "not found" assets to be quarantined in a secure area for further review.

Exception assets were jointly reviewed by corporate and OSFS representatives. It was discovered that scanned assets reported as "not found" either contained incorrect serial numbers submitted by the shipper (ie, one of the asset's corresponding serial numbers had been entered as a "1" instead of an "L"), or assets had not been previously authorized for processing and removal. Corporate representatives ultimately approved exception assets to be processed.

OSFS representatives then scanned and "custom added" each exception asset. Notes containing a detailed description of the project's exceptions were entered into the scanning software "notes" section. All scanned assets (both verified and exceptions) were then acknowledged with an electronic signature by the on-site contact upon completion.

A report listing all asset types, corresponding serial numbers, notes and signatures was immediately uploaded. Photos of the labeled pallets, trailer number and applied seal were e-mailed to previously specified representatives. Additionally, all photos, documents and scan reports were uploaded into our secure TMS system for approved parties to view at their convenience.

The Result: Assets were accurately reported and reconciled on site by experienced OSFS professionals. OSFS scanning technology allowed corporate representatives to make “real time” decisions based on accurate data captured by our proprietary scanning software. The client expressed gratitude for our demonstrated attention to detail and commitment to “chain of custody” from origin to delivery via our secure trailer. The IT Reseller exceeded the client’s expectations and has been awarded several additional high profile projects.