

## Pharmaceutical Giant Transforms Annual Contractor On/Offboarding from a Manual Mess to an Autonomous Engine

The team saved 100+ hours every week and recovered 2.8x more devices thanks to XOPS.



This pharmaceutical customer transformed their annual push to rapidly onboard 3000–5000 seasonal workers by using XOPS to validate employee data, connect to a new device fulfillment partner, and gain complete visibility into each device's assignment and location. They've been so happy with these results and the partnership they've built with XOPS that they're now rolling out XOPS for their entire global organization.

### CHALLENGE

#### Disconnected Systems, Bad Data, and Manual Spreadsheet Management

To say the IT team at this pharmaceutical leader didn't look forward to annual contractor on/offboarding would be putting it mildly. Multiple skilled IT pros were spending their entire weeks in spreadsheets tracking devices – which device went where, did it arrive, etc.

Trapped in a web of disconnected systems, they had no unified view of what was happening across the device lifecycle. Bad data from the contingent workforce agencies and unreliable distribution partners made the job even tougher. And device return rates for this program were abominably low. "Between a high non-start rate, low returns, and a lot of breakage, we were only recovering about 25% of devices."

What the company needed was a platform that identified and cleaned bad data and gave them complete visibility across vendors and systems.

***"We had multiple people spending their entire week - 40 hours a week - working in spreadsheets to figure out these orders...and still not doing it well."***

IT Program Manager

### SOLUTION

#### XOPS Living Knowledge Graph

The team decided to bring in XOPS Living Knowledge Graph to make annual on/offboarding autonomous.

XOPS enhances the enterprise's existing investments by unifying data from critical internal Systems of Record and external partners, including:

- ServiceNow
- Microsoft Power Platform
- Best Buy
- UPS
- Contingent workforce agencies

Once the platform was in place, XOPS identified a significant data quality challenge with the workforce agency data. Around 20% of the data was bad or missing. Without XOPS, it took weeks of manual back and forth between the IT team and the agencies to fix these data issues. With XOPS, data quality is fixed autonomously.

And visibility has had another incredible benefit: it's skyrocketed device return rates.

## RESULTS

### Highly Accurate Data and Increased Device Recovery While Saving

With XOPS to check data accuracy and ensure visibility into who has what devices where, whether the device was dropped off, if the person returned the correct device, the device return rate for contingent employees improved from 25% to 70%. Autonomous fulfillment has slashed the program's cost leakage while improving service.

"It was an astronomical change between the pre-XOPS environment and the post-XOPS environment," the IT program manager raves.

After this initial success, the customer has decided to pursue a global rollout with XOPS. "XOPS is helping us set a new standard for IT here. We're just scratching the surface of what it can do."



**99%+**

**EMPLOYEE DATA ACCURACY**

**100+ Hours**

**MISSING DEVICES DISCOVERED**

**2.8X More**

**RATE OF DEVICE RECOVERY**

### The Future is Autonomous

XOPS empowers leading companies to redefine and reimagine their process and infrastructure. By eliminating the need for human middleware and enabling autonomous operations, organizations achieve significant cost reductions and service improvements.

**Learn more at [xops.io](https://xops.io) or speak to our team to map your path to autonomous IT.**

