

Customer Success Story Lehman Brothers

INDUSTRY

- Financial

KEY BENEFITS

- Eliminated manual data entry errors
- Increased receiving dock efficiency
- Greater job satisfaction for technicians
- Consistent usage across the globe

DEVICES

- Symbol 2800 barcode scanners
- Symbol 8800 barcode scanners

MOBILE REACH PRODUCTS

- Splitware for Asset Receive
- Splitware for Move, Change
- Splitware for Asset Audit

APPLICATION INTEGRATION

- PeopleSoft via Web Services
- BMC Remedy Asset Management
- Sybase ASE



"Now receive technicians have no way of making a mistake, unless the barcode is wrong!"

- Pat Pacenza, Asset VP, ITSM Asset Team, Lehman Brothers®, Inc.

Lehman Brothers is a globally recognized leader in corporate and private investment management, setting high standards of value for its performance and client partnerships. Vitally important to Lehman's business is the smooth and uninterrupted operation of their IT infrastructure, which supports and protects the company's business.

In 2004, Lehman embarked on an effort to improve the effectiveness of their IT asset management processes. The Receiving dock at their primary warehouse was the first place to undergo scrutiny. Using paper spreadsheets, Lehman's Receiving Technicians manually captured asset information as IT assets were received into the Lehman Brothers main warehouse. Data entry errors and inconsistencies occurred on a regular basis, resulting in an unreliable asset database. In addition, existing processes gave Lehman no ability to correlate actual assets received with associated Purchase Orders in Lehman's Peoplesoft system. Lehman Brothers decided that they needed more timely and precise asset tracking processes to increase the trustworthiness of their asset database, improve worker efficiency, and reduce costs.

Mobile Reach and Lehman Brothers worked together to analyze Lehman's existing processes, identify inefficiencies and design a barcode scanning solution that would substantially improve Lehman's asset management system and take their business to the next level. The first priority was to incorporate barcode scanning at the Receiving dock. Initially, Mobile Reach implemented a Receiving application to integrate with Lehman's existing Sybase-based TCS Purchasing system. As Lehman consolidated information into their Peoplesoft application, the flexibility of the Mobile Reach architecture allowed the existing mobile Receive application to be ported to Peoplesoft. This was a great advantage as the Receiving technicians did not have to learn a new tool. With vendors consistently using packing slips on assets sent to the warehouse, technicians could then scan Serial numbers, MAC addresses, Purchase Order numbers, etc., and upload the data directly into Peoplesoft, eliminating the need for manual entry. This minimized data-entry errors and dramatically reduced the time required to perform the Receiving process.

Following the success of the Receiving effort, Mobile Reach created custom barcode scanning solutions to handle bulk asset changes, moves, and audits for Lehman Brothers' asset technicians. These solutions are directly connected to BMC® Remedy® Asset Management, eliminating any need for manual entry and enabling timelier updates. These solutions are deployed at locations in both the UK and the US which creates consistency across the ocean.

MobileReach

