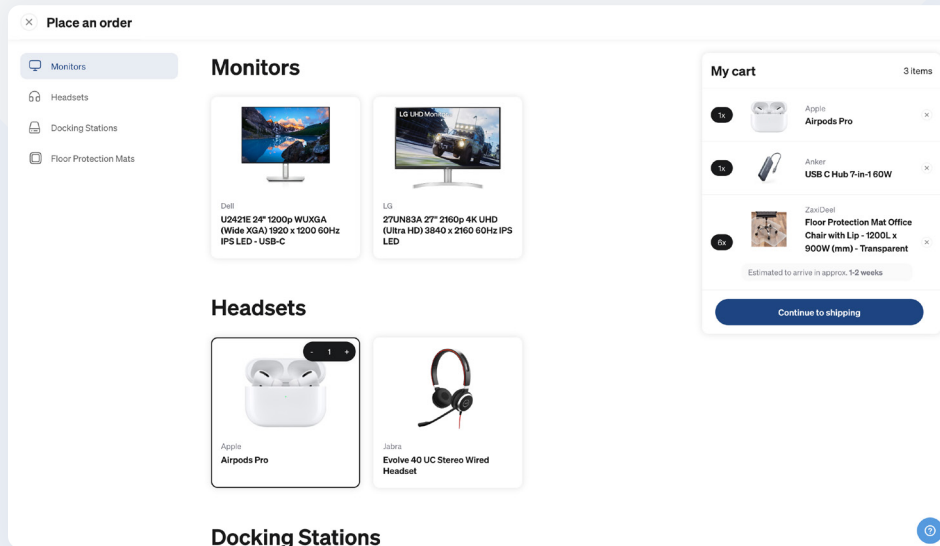


# Why Benefex Chose the Firstbase Virtual IT Closet to Reduce Friction With Ad-Hoc Requests



As the innovative team behind the award-winning employee experience platform OneHub, **Benefex** understands the importance of creating an engaging work environment. Their foundation is built on the belief that everyone deserves an exceptional employee experience every day. OneHub centralizes employee benefits software, reward and recognition tech, wellbeing programs, and workplace communications to improve employee satisfaction.

But what about their employees' experience with their own corporate equipment? With nearly 600 people working from different parts of the globe, Benefex needed an easier way to equip and manage the devices their team members rely on to continue doing great work from anywhere.

The Firstbase Virtual IT Closet offering was the right solution for them.

## What is the Firstbase Virtual IT Closet?

Employees can't stroll into the IT closet to grab a spare mouse or extra headset when working remote. To support a distributed workforce, a cloud-based IT closet replaces the (usually messy) physical one.

The Firstbase Virtual IT Closet offers a catalog of pre-approved accessories to enable always-on ordering to support ad-hoc equipment requests. Direct IT billing makes it easy to track these ad hoc expenses, while you maintain control on spend with approvals.

## HOW BENEFEX BENEFITS

### Reduce friction to support growth

Benefex needs to procure equipment for different countries, which is hard to consolidate with one partner. Benefex relied on Amazon in the UK, but their cohort in the Republic of Ireland could not be serviced as Amazon does not deliver to business addresses there. When they ordered anything internationally, they needed to work out the best method and route. "Now, we know that employees can just go and order whatever they need," explained Ben Brooks, Employee Technology Manager at Benefex. "We don't have to think about it."

*"There were some big blockers in getting simple equipment to our employees. To support our upcoming growth initiatives, we needed help to get that equipment to those users worldwide."*

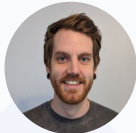


**Martin Kerr**  
Head of Employee Technology

### Save valuable IT time

The service desk team would wait to collect a handful of requests so that they could be done in bulk. They went into Amazon, checked if they had the employee's name and address, and went through the process of confirming their name, address, and the items they needed. The biggest time saver of using the Firstbase Virtual IT Closet is eliminating the employee address bottleneck. The employee keeps that up-to-date themselves—which is useful since HR couldn't always give IT the employee's address due to GDPR restrictions.

*"We needed a portal that would promote self-sufficiency and be simple enough for users to do it themselves, as opposed to having to go through a ticketing system. The Firstbase Virtual IT Closet is a time saver."*

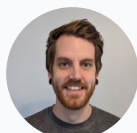


**Ben Brooks**  
Employee Technology Manager

### Get peace of mind with better visibility

Getting questions like, 'Where's this? What time is it coming in? We're not home on that date, can I reschedule?' was par for the course for the Benefex service desk. Not anymore! Being able to track the items, whether checking in on orders from an onboard or through the Firstbase Virtual IT Closet, means fewer of these questions.

*"Now, we know that employees can just go and order whatever they need. We don't have to think about it."*



**Ben Brooks**  
Employee Technology Manager

### Improve employee satisfaction

Before the Firstbase Virtual IT Closet, Benefex did not offer employees the choice to pick and choose the equipment and accessories they would like to have. Now, Benefex is giving them the ability to make the necessary changes they need to become more efficient throughout their working day. This has generated a lot of interest amongst their team members.

*"There has been a lot of hype around the Firstbase Virtual IT Closet. People are excited to upgrade. We saw over 200 orders in the first month."*



**Martin Kerr**  
Head of Employee Technology



## The Firstbase Advantage

Firstbase is the industry pioneer and leader in transforming employee equipment processes for the distributed work era.

Firstbase built the industry's most powerful, global platform that combines delightful employee experience and self-service, streamlined SaaS automation across administrative workflows and asset management, plus powerful integrations with Workday, BambooHR, Namely, ServiceNow, Omnitza, and other leading HRIS and ITSM/ITAM platforms.

The Firstbase platform executes all your physical operations and logistics to support workers from before day one through to offboarding. And Firstbase offers a vendor-neutral, flexible procurement approach. Purchase or lease from Firstbase, or simply ship us your equipment. Finally, Firstbase can not only handle your new equipment, but your legacy fleet as well.

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