

How HighLevel Saves \$1.4M per year in IT Hardware Management



70
%

Time saved yearly
on IT equipment
operations

24.5x
ROI

On the
investment
made yearly

35,454
KG

Of yearly CO2
savings



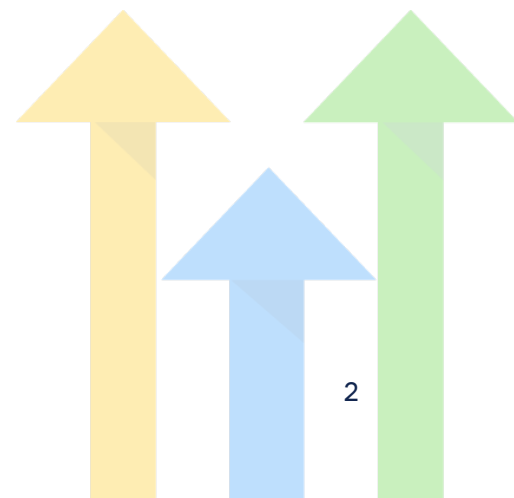
Introduction

HighLevel is a rapidly growing SaaS company that provides an all-in-one marketing platform for agencies and businesses.

With over 60,000 customers across 140 countries, it empowers entrepreneurs to streamline their marketing efforts, automate workflows, and scale their operations efficiently.

The platform offers a comprehensive suite of tools, including CRM, email marketing, SMS campaigns, and website builders. It enables users to manage their entire client lifecycle from a single dashboard.

HighLevel's innovative approach has revolutionized how businesses handle their marketing strategies—leading to significant growth and success for their clients.





Learn how
HighLevel unlocked
"immeasurable" value by
automating onboardings
and offboardings with
Workwize



Total
employees



991

Total onboardings
and offboardings



60 onboardings
and less than a
dozen offboardings
per month

Remote offices
and HQ



HQ in the US, with
most employees in India,
now expanding into
the Philippines



Challenge

HighLevel used MSPs in the US, India, and the Philippines to manage IT hardware procurement and distribution across different regions. This approach led to several challenges:

1. Time zone differences caused significant delays in communication, with up to 18-hour gaps between email responses.
2. Inconsistent pricing and product availability across vendors.
3. Complex ordering processes with multiple steps and markups.
4. Difficulty in maintaining standardization of equipment across locations.
5. Increased administrative burden on the IT team to manage multiple vendors and processes.



The delays resulted in paying extra because the item was sold out when they confirmed the order, so we had to upgrade to the next most expensive product. This meant the new hires did not get their laptops on time. Moreover, this resulted in employees buying their products and then having to submit for expense reimbursement just to have a laptop on time.

Evan Jost,
IT Manager at HighLevel



Solution

Workwize enabled HighLevel to streamline the complex process of procuring, managing, redistributing, and disposing of IT equipment.

The platform provided a centralized solution for HighLevel's global operations, addressing their challenges with their previous multi-vendor approach. With Workwize, HighLevel could:

1. Eliminate time zone delays and shipping costs through real-time inventory management.
2. Ensure consistent pricing and pre-deployed product availability across regions.
3. Simplify the ordering process with a user-friendly interface for admin and employees.
4. Maintain equipment standardization across all locations from the US to the Philippines, depending on total onboardings and offboardings.
5. Reduce administrative burden on the IT team by automating procurement and asset tracking.

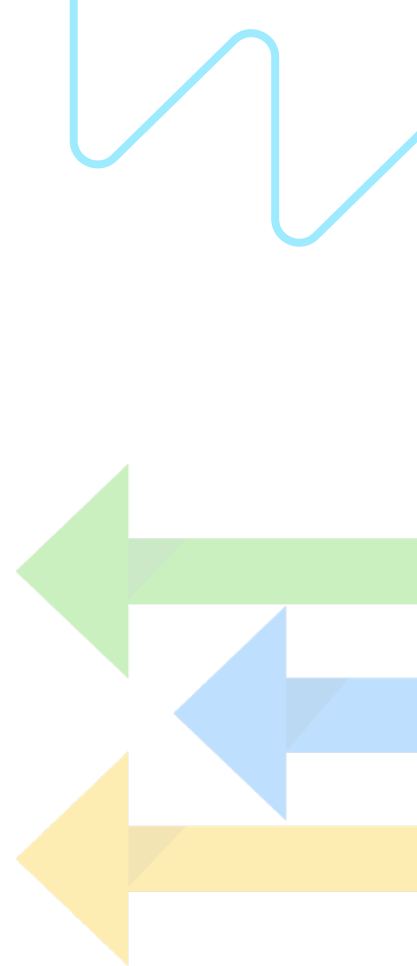


Strategy

72 Suppliers

For starters, Workwize's extensive network of 72 suppliers and warehouses across multiple countries ensures quick and efficient delivery of IT equipment to HighLevel's global workforce.

This eliminates the need for numerous vendors and slashes shipping time and costs.



Standardized Equipment

Workwize's platform allows HighLevel to maintain consistency in their IT hardware across all locations.

HighLevel can ensure that all employees receive standardized equipment regardless of location, thanks to a curated catalog of pre-approved devices.

This streamlined approach simplifies IT support and enhances overall productivity.

Self-Service Portal

Workwize's self-service portal empowers HighLevel employees to select and order their IT equipment directly. This streamlined process reduces the administrative burden on the IT team and accelerates onboarding.

The portal's user-friendly interface allows employees to choose from pre-approved devices—ensuring compliance with company standards while offering flexibility.

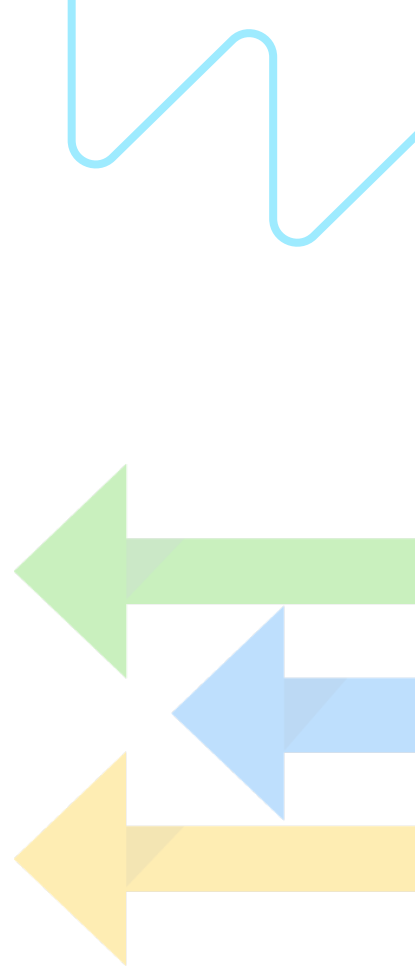
Automated Workflows

Workwize's platform incorporates automated workflows that streamline IT asset management. These workflows ensure efficient handling of equipment requests, approvals, and asset tracking from procurement to disposal.

This automation significantly reduces manual errors and accelerates the entire process, allowing HighLevel to manage its IT assets more effectively.

Real-Time Inventory Management

With Workwize's real-time inventory management system, HighLevel gains complete visibility into its IT assets across all locations.



This feature enables proactive planning, prevents stockouts, and reduces unnecessary purchases.

The IT team can easily track equipment usage, identify trends, and make data-driven decisions to optimize their hardware investments.

Quick Approvals

Workwize's streamlined system allows employees to quickly request smaller items like headsets or mice without going through a 13-step ordering process. This saves time and empowers employees to manage their equipment needs.

24/7 Global Support

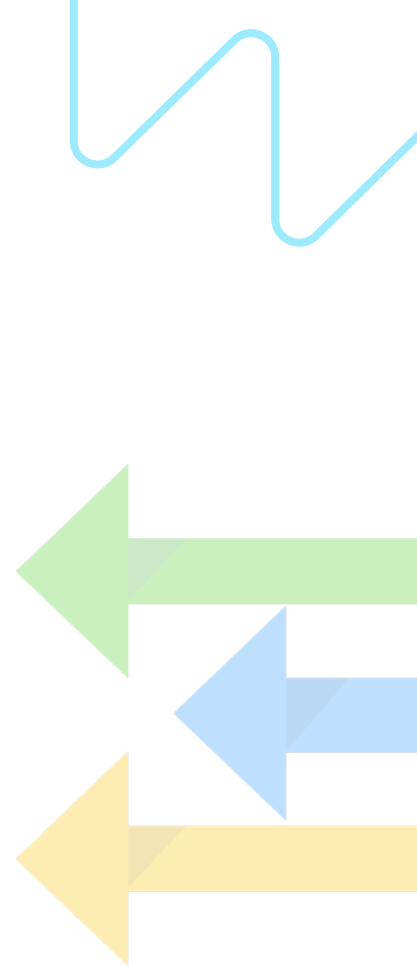
With Workwize's 24/7 support team and dedicated customer success manager, HighLevel no longer faces communication delays due to time zone differences. This ensures prompt resolution of any IT hardware issues, minimizing downtime and maintaining productivity across all global offices.

Sustainable Practices

Workwize's eco-friendly approach aligns with HighLevel's commitment to sustainability. The platform facilitates the responsible disposal and recycling of outdated equipment, reducing electronic waste. This approach benefits the environment and enhances HighLevel's corporate social responsibility profile.

Scalability

As HighLevel grows, Workwize's platform scales to meet its expanding needs. Whether opening new offices or onboarding remote workers, Workwize has HighLevel covered.





Workwize helps us reduce the time we waste ordering equipment. It also allows us to remove the previously relied-on MSPs to procure assets and will enable us to move IT services entirely in-house to save money on the IT budget.

Evan Jost,
IT Manager at HighLevel



www.goworkwize.com