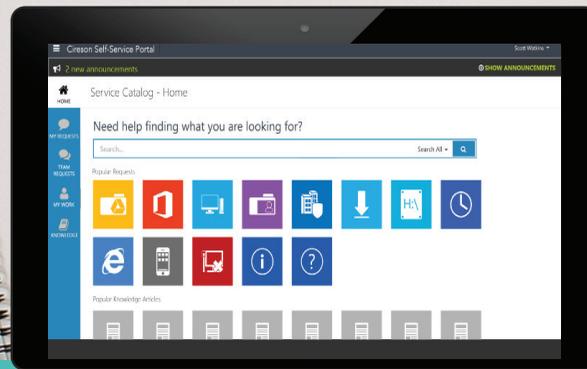


Aveda Transportation Transforms its Tracking System
with Cireson's Asset Management Stream



Founded in 1994, Aveda offers oil rig moving services, oil field equipment services, and hauling solutions for heavy equipment. Public since 2006, Aveda supports customers throughout the US and western Canada. Aveda provides customers with a modern fleet of transportation equipment, supplied with advanced communication and tracking devices. Aveda employs highly trained professionals, well-versed in safety, environmental, and other regulatory issues, essential to providing exceptional service to their customers.

U.S. & CANADA
COUNTRY

TRANSPORTATION
INDUSTRY

ASSET MANAGEMENT SOLUTION
CIRESON SOLUTION

230
SIZE

3RD PARTY PROVIDER
FORMER SOLUTION



Centralized Asset Management

Cireson **Asset Management** reduces IT costs and increases compliance by offering quick, on-demand overviews of asset information with minimal effort required to get crucial insights when needed.



Native Integration with Service Manager

Aveda needed to connect resources in multiple databases across their offices without separate systems to track their assets. Cireson **Asset Management** allowed Aveda to streamline such processes.



Simple Deployment and Management

Intuitive and user-friendly, Cireson solutions were easy to install and manage, enabling the IT staff to focus on resolving incidents and service requests of their users.

PROBLEM

As Aveda's business grew and expanded to 14 locations, the IT department needed a better way to track, prioritize, and resolve user requests and service incidents. When the company deployed System Center with bundled Service Manager, it was an easy choice to finally deploy their first help desk solution.

Aveda's IT team quickly realized, however, that Service Manager lacked an important capability – tracking and managing their assets (including rental equipment), located throughout the US and Canada. According to Cory Tomlinson, Manager of Information Technology, "Service Manager is a great service management tool, but it can't help us track our assets." Since Aveda's business is spread out through multiple locations, it's essential for them to have a centralized record of all their equipment at any point in time.

To solve the issue, Aveda's team turned to third party providers. They wanted a solution to run on top of Service Manager, using its dynamic backend seamlessly connecting Aveda's resources. Cireson was at the top of their list. Cireson's full-fledged stream, **Asset Management**, which natively integrates with **the Platform**, was the answer to Aveda's tracking problems.

Asset Management is "...a very deep tool with many great features that you can explore as you grow."

Cory Tomlinson
Manager of Information Technology

SOLUTION

Once deployed, the Cireson **Asset Management Stream** delivered on the promises. According to Cory Tomlinson, **Asset Management** is "...a very deep tool with many great features that you can explore as you grow."

For Aveda, the best part about **Asset Management** is that it integrates seamlessly with Service Manager, using the established backend created by Service Manager. According to Cory Tomlinson, "The ability to track and capture data within Service Manager's database was a huge benefit."

With the help of the solution, Aveda could finally get rid of Excel spreadsheets, which cluttered their office and required constant manual updates from the team. Another positive aspect was added security – with the **Asset Management Stream**, only the employees directly responsible for supporting and managing corporate assets can get access to the centralized records.

Deployed in a matter of days, the **Asset Management Stream** offered a small learning curve, with no need to utilize outside consultants to train Aveda's IT employees. To stay on top of the changes and updates to the stream, the Aveda team attends Cireson's webinars, and has email and phone support to get help with any challenges they may encounter while running the solution.

"Tracking assets was a critical need for our business and Cireson Asset Management helped dramatically improve how we manage our hardware and software assets."

Cory Tomlinson

