



CASE STUDY

Qrent provides Sasfin with a sophisticated and seamless equipment rental solution

Customer:

SASFIN BANK LTD

Solution Provider:

Qrent

Website:

<http://www.qrent.co.za>

<https://www.sasfin.com>

Executive Summary

Customer Profile

Name: Sasfin Bank Ltd

Location: Multiple offices, South Africa

Activity: Equipment Finance

Challenges

- Sasfin required a desktop solution which aligned to technology strategy without asset sweating
- A need to have access to the latest technology and software without relentless capital investment
- Reduction of desktop acquisition costs
- To ensure all desktops remain in line with specific user requirements and specifications
- To reduce maintenance costs and downtime

Solution

- Replace and repair desktops without an impact on productivity or balance sheet
- Qrent asset rental solution replaced 95% of desktops at Sasfin
- Devices adapted to user and department, perfectly

Benefits

- Up-to-date equipment tailored to user and department
- No asset sweating – once a desktop has reached its lifespan it is replaced
- Reliable equipment and no maintenance costs
- All issues resolved within a maximum of 48-hours and replacements delivered with the right specs
- Savings of up to 40% over ownership model
- Improved productivity and user engagement
- Significant shift in eco-friendly rating – e-waste disposal managed by Qrent

Sasfin, a leading banking and financial services group, engaged with Qrent to create a sophisticated and seamless equipment rental solution to overcome specific challenges around cost, availability and maintenance. The goal was to provide the organisation with greater control over assets and mitigate the impact of asset sweating on productivity and bottom line. For Sasfin, it was a strategic step which harnessed the expertise of Qrent and saw impressive long and short term results.

The Client

Sasfin is a well-known South African banking and financial services group which offers tailor-made products and services to entrepreneurs, corporates and high net-worth individuals. The organisation's comprehensive range of products and services are balanced alongside a dynamic business and personal finance portfolio.

"The Sasfin Group comprises of a wide portfolio of companies and divisions such as Business Banking, Wealth, Sasfin Commercial Solutions, Forex, Transactional Banking, Corporate Finance and all Support units," says Dion Naidoo, IT Asset and Finance Manager at Sasfin. We are a growing company with a strong footprint across the country."

The Challenges

Sasfin needed a solution which would allow them to provide users across all departments and silos with reliable and up-to-date desktop computers on demand, and within certain specifications. The company had been following an asset purchasing model and would 'sweat' their computers beyond the three-year warranty period to at least four to five years of usage. This strategy did lessen the need for the company to constantly re-invest in new, costly technology, but did impact on maintenance costs, downtime and technology relevance.

"Most manufacturers' advice against sweating an asset to five years, as most devices have a short life span of around two to three years," adds Naidoo. "The warranty only covers for three years so we had to adopt a smart approach to maintenance and management. In addition, we had to manage the cost and

administration around e-waste management, the delays around procurement and the need for skilled staff on site to handle specific hardware support.

Solution

“With the purchase model, we had to constantly manage vendor delays for orders, the cost of maintenance, and administration around product life-cycles and support staff. Then we heard about Qrent:” says Naidoo. “We launched a white paper to examine the rental model versus the purchase model and, inspired by the results, we gradually introduced the Qrent model to the company, one department at a time.”

As part of the implementation process, Sasfin produced a whitepaper which identified the different users across the business and the technology which would best suit their role. It was broken down into desktop, partial desktop and mobile. This then allowed them to determine exactly who should get the Qrent desktops, and enabled the fine-tuning of specifications for each department and user.

For Sasfin, the fact that some equipment had been repurposed was initially a barrier to entry, but the results have changed this perception completely. Users are now provided with equipment which is tailored to their needs and it always works – every desktop is clean, capable and reliable. As a result, the company has now replaced 95% of its desktops with Qrent from entry level to developer spec.

“We have recently introduced high-end and medium-end user machines along with very high-spec development machines, all from Qrent,” says Naidoo. “We have also extended the Qrent model to the infrastructure side of the business. The entire process has been seamless from start to finish. We like to say that there’s no need for us to touch wood when we bring in new equipment, not anymore. Now if there is an issue, Qrent solves it the same day. At worst, the next day. This flexibility has changed the way we engage with our technology and the user response has been overwhelmingly positive”

Benefits

Sasfin has seen numerous benefits since introducing the Qrent model. Two of the most prominent are reliability and cost. For Naidoo, these cannot be emphasised enough.

“We have seen savings of up to 40% in the entry-level user implementations, and of more than 30% for the high-end areas,” he says. “The solution is smart, listens to what the business users want and gives them what they need. Our specs are optimised properly; we don’t need to worry about maintenance or support and Qrent resolves all issues really quickly.”

Sasfin can change a product specification on demand – previously a vendor would have needed weeks to address a change – and feel that they have a solution which works for them, perfectly.

“Another benefit is the electronic waste disposal as this is now facilitated by Qrent to high standards and fits in with our green philosophy,” concludes Naidoo. “The entire model has been a success and we are extremely happy with the results. Qrent offer us the perfect products, follow stringent quality checks, ensure absolute data security and deliver superb customer service.”

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“The Qrent rental model provides us with technical expertise, support, reliable technology, superb customer service and a very impressive cost saving of more than 30% on the ownership model. We’ve already replaced 95% of our desktop compliment with Qrent and will continue until we hit 100%.”

Dion Naidoo
Sasfin Group IT Asset and Finance Manager
Sasfin Bank Ltd