EZ OfficeInventory
leverage your Assets

EZOfficeInventory Case Studies:

KAYAK

EZ Office
Inventory

KAYAK®

KAYAK is using EZOfficeInventory for vendor and maintenance management. This has led to lower costs and smoother administrative workflows.

Abstract

EZOfficeInventory has helped KAYAK manage its equipment, streamline procurement and maintenance workflows, and improve operational efficiency across the board. Our fully-featured asset tracking software enabled KAYAK to seamlessly transition their assets into a unified system of administration over the period of a single year.

KAYAK is the leading travel fare aggregator, with offices spread all over the world. Problems like ineffective workflows or unpredictable bottlenecks could have hampered the company's ability to pull off its global operations.

About KAYAK

KAYAK, founded in 2004, is a successful travel fare aggregator and meta-search engine that lets users search hotel sites and flights with ease. As one of the world's leading travel and search websites, KAYAK has made its name among vacation-goers and travelers alike, helping book and manage travel at competitive prices. KAYAK aims to reduce the hassle of travel for people all over the world, with mobile apps designed to provide users with real-time updates, useful alerts, and forecasting modules. The company employs **550** individuals, with its operations spread all over the world - from the United States to Asia Pacific.

In addition to the challenges that come along with managing a large team, KAYAK needs to ensure high availability and regular improvements in its platform due to the time-sensitive and competitive nature of its industry. Prices for hotel rooms and airline services fluctuate all the time; it's up to KAYAK to ensure all their information is as current as possible. Any inconsistencies because of ineffective workflows or unpredictable bottlenecks severely reduces the ability of the company to respond to consumer needs the way it would like to.

With steady growth, KAYAK faces growing asset management challenges that it meets head on with the help of EZOfficeInventory.

Asset management is a major part of this. Assets that are well-maintained and well-logged are less likely to cause interruptions in daily business operations. With EZOfficeInventory, KAYAK has been able to reduce the hassle of locating assets, dealing with breakdowns or service requests, and making sure all company assets are accurately tagged and accounted for. As a fast-moving company, dealing with such administrative concerns is quite a significant drain on time, resources, and energy. What KAYAK wanted was to not only increase efficiency and improve equipment ROIs, but also enable their employees to put their best foot forward each time.

Equipment management software has helped KAYAK with time constraints owing to static logs that had to be updated manually each time.

What was going wrong?

KAYAK's search for the right asset tracking software led them to a few criteria that they were determined not to compromise on. Efficient tracking of equipment was the leading goal here, but they also wanted a solution that would be easy to use for all its employees, have a clean user interface, lower long-term costs, and enable seamless login with their existing authentication system.

STATIC LOGS

Before looking at various equipment management solutions, KAYAK was handling all its equipment through Google Spreadsheet, updated and maintained by the IT support engineers in each of its offices. This included tediously logging details relating to thousands of office equipment such as iPads and laptops, trying to record who had custody over a particular asset, and attempting to track when items were due back. This was problematic, because their method did not allow for any kind of flexibility or customization, along with being prone to errors in tagging and inconsistency of naming convention. Information was also hard to pull up when it was needed (such as invoices or receipts), and efficiency plummeted. Overall, this was a process that was gradually becoming more inefficient and needed a thorough overhaul.

Untagged equipment at KAYAK made it difficult for employees to carry out audits, run reports, or easily locate items when they were needed.
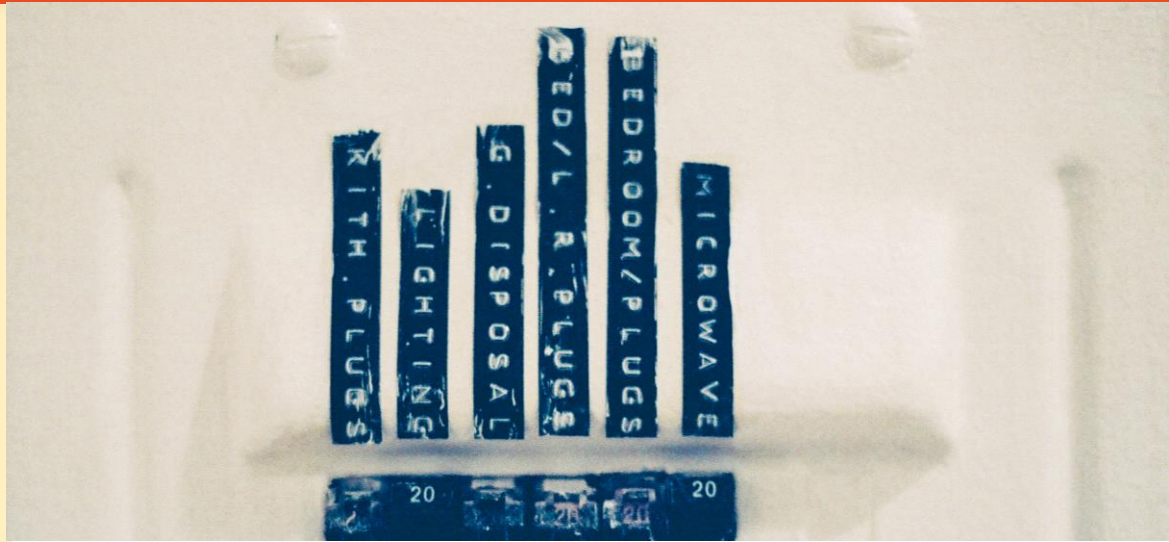
UNTAGGED EQUIPMENT

To add to this, KAYAK was managing a diverse range of items – from large workstations to office furniture and adapters. All of these pieces of equipment were tagged only with barcodes that corresponded to an asset on the Google Spreadsheet, without the ability to audit, run reports, or locate and manage them in an office location. Recording details was therefore of little use when the assets couldn't be pulled up on a centralized system at a moment's notice. This led to other management problems, such as the inability to perform quick audits which would improve the tracking of machines with company IP and bolster accountability within the organization. Therefore, KAYAK really wanted to organize information about their assets in a way that was convenient, but also an enabler of key business objectives around IP security and governance.

Features like an 'on the go' mobile app and the ability to design and scan labels makes our asset tracking software particularly useful for companies with a lot of tech assets spread out over the globe.

EZOfficeInventory - Asset Management, Simplified.

KAYAK has been using EZOfficeInventory to manage its equipment management needs for over a year now. About the decision to adopt this solution, Samarth Rajendra, Financial Systems Analyst, at KAYAK says, *"It became an easy decision to adopt EZOfficeInventory as our preferred asset management software, after taking a test drive of the system and seeing how it fits our needs. The aspect that really made it a shoe-in was the ability to print QR codes and track it via the mobile app. For a tech company, that was a feature we really wanted."* Here are some of the ways in which we helped make asset management a much simpler process for KAYAK.
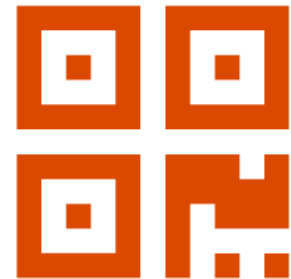
Why did KAYAK use EZOfficeInventory over a competitor?

"Ease of use, clean interface, QR creation/generation, web and mobile applications".

What's the most useful EZO feature for you and why?

"Custom QR Code creation and seamless printing of labels for tagging assets".

Where did you notice the most drastic results?

It was a sea change for us from what we had before, and we instantly felt more modern and connected because of having one central repository for everyone at our different offices.

EZOfficeInventory has helped KAYAK manage employee needs and bring down administrative overheads.

MANAGING EMPLOYEE NEEDS

The better we were at what we did, the less the employees at KAYAK noticed or thought about their equipment. A well-structured UI that enables quick learning and autonomy helped the IT administrators become self-learners with minimal guidance, which made for a happier IT department!

For a steadily-growing company like KAYAK, hiring new employees is par for the course. However, each employee brings administrative overheads that can be taxing on the company - be it in terms of management or budgeting. A ten-fold increase in the employee count meant fifty times more equipment being procured as routine. There were workstations to be allocated, IT devices to be shared, and communal resources that had to keep increasing for the newest additions to the KAYAK family.

Features like our CMMS module, service alerts, and open API helped KAYAK take actions quickly and efficiently.


You would think managing such a rise in the number of equipment - especially IT equipment - would have raised hell for equipment managers and system admins alike. Using EZOfficeInventory, however, KAYAK was able to manage all incoming equipment without allocating additional resources to IT Support. In addition, EZOfficeInventory's routinized maintenance management, service alerts, and open API ensured quick action and automated additions and subtractions from the member list, which helped IT support engineers assign assets to users before they actually started work, so that everything was ready for their first day.

Therefore, the way we added value for KAYAK wasn't just apparent in how we helped them manage their assets, but also with reference to how we helped them make employee acquisition more streamlined and clean.

Our instantaneous data updates - from any location or user - support clarity and accuracy in information management.

Dynamic records, on the cloud

EZOfficeInventory saves all your asset tracking data directly to the cloud. This means that there's no need to ever worry about losing your data or manually backing up information every few days. Of course, on the cloud solutions are great for a lot of other things as well. KAYAK's employees are able to update asset details from whichever global office they're working out of. In addition, the software enables dozens of employees to simultaneously log information, and the fully-featured mobile app lets them log data on the go. This improves the accuracy of data by making the updates instantaneous. This kind of dynamism of information improves efficiency and enables employees to get their jobs done without having to get caught up in administrative hurdles.
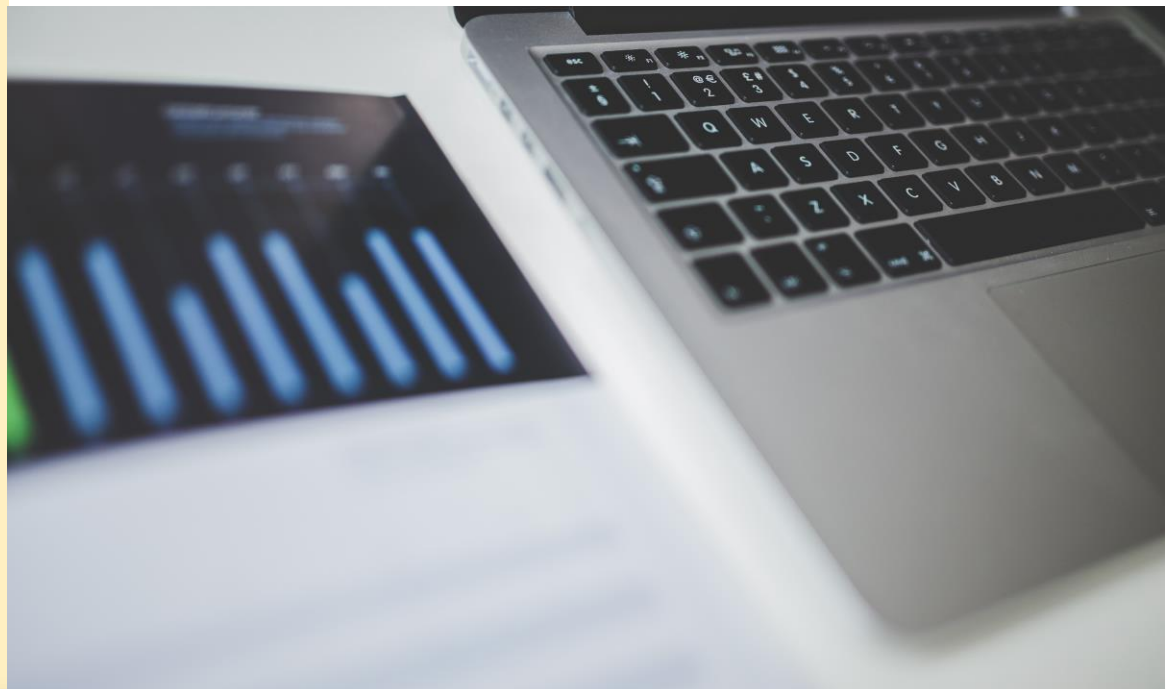
How has EZOfficeInventory improved KAYAK's workflows?

One aspect that has certainly improved is our onboarding process, where we now have the asset tagged and ready for a new hire before they start, and the IT support engineers all have an established process that takes them to EZO as soon as an asset comes in.

How did we help raise ROIs?

The biggest improvement for us has been how seamless EZO has integrated into our workflow for fixed assets, which leads directly to accountability and efficiency. It gets out of the way and lets us work without a hitch, rather than in spite of.

KAYAK uses QR Codes to tag and manage their assets. They can quickly scan hundreds of items into the system, helping them breeze through audits.

QR Code based asset tags

EZOfficeInventory understands that immediacy of information is important. What's even more important, however, is a way to verify that the information put into the system matches up with what's happening in actuality. This is why asset tags are a very big part of the way we enable our users to manage assets. KAYAK decided to use QR Codes to track all their equipment, enabling anyone in the company to quickly scan an item to bring up all its details. This is possible with the use of any third-party scanner, but EZOfficeInventory's very own mobile apps come with a QR Code scanner built right in! KAYAK has been using this feature for effortless audits, breezing through hundreds of items by simply scanning them in bulk and later bringing up a report to see what's missing or inaccurate. The same scanning process is used to check items in and out to employees quickly, cutting down on both errors and processing times.

EZOfficeInventory is a holistic asset management solution – taking into account everything from procurement to asset retirement.

Fully-integrated asset management

EZOfficeInventory doesn't just help users track its assets or log who they've been assigned. We're a fully-integrated asset management solution, tracking the entire asset lifecycle from procurement, through to maintenance events and checkout details, and ending only when the item is formally retired. The holistic asset management perspective was especially important to KAYAK, since their complex maintenance and procurement workflows meant they needed more than just an asset tagging system. KAYAK is now able to schedule maintenance for all its items, extending or cutting short service events as it sees fit. The availability calendar and maintenance alerts also enable administrators to plan ahead much more effectively. Not just this, but vendor management has improved significantly with the help of EZOfficeInventory. KAYAK is now able to keep track of equipment providers as well as historic invoices from them, and make much more informed decisions based on the value they add to this company.

Our asset tracking software has helped KAYAK reinforce operational efficiency, and have greater control over its business assets.

Conclusion

EZOfficeInventory is a key tool enabling KAYAK to streamline its workflows and create a viable managerial ecosystem. This means we don't just help companies manage assets, but also enable them to manage maintenance workflows, a great deal of data, and even manage the needs of new hires! For example, a 10x increase in employees at KAYAK led to a 50x increase in equipment - but EZOfficeInventory was able to swallow this all up without KAYAK needing to hire any additional administrators!

Therefore, we enabled KAYAK to not only know where all of its assets were at any given moment, but to also integrate all of its managerial decisions regarding assets under one comprehensive system. The ease of use that EZOfficeInventory affords KAYAK has led to increased operational efficiency, ensuring that IT Support at KAYAK has all the right tools to get the job done right every time!

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Your feedback is important to us. If you have any comments, we would love to hear from you.

Email
support@ezofficeinventory.com

Have Questions?
info@ezofficeinventory.com

Office Address
EZ Web Enterprises, Inc.
701 S. Carson St. Ste. 200
Carson City, NV 89701

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