

Customer Success Story

# How Riskified Streamlined IT Asset Management with Jamf and ServiceNow

Leveraging ITS Partners' Automated Solutions for Enhanced Asset Intelligence and Streamlined Processes



# Riskified, renowned for its fraud prevention and chargeback protection solutions, recognized the importance of efficient IT processes and they partnered with ITS Partners to embark on a transformative journey of IT asset management.

## IT in a Rapidly Expanding Landscape

Riskified faced significant challenges in managing IT assets as the company experienced rapid expansion from 100 to 800 employees. They needed help with asset confusion and a reliable source of truth for asset management, making it difficult to track which computer belonged to whom.

IT relied heavily on manual processes, such as tracking assets using Excel and Google Sheets, which were time-consuming and error-prone. Creating a seamless workspace for a growing team was also essential to Riskified and required careful attention. This is where ITS Partners was able to help them out.

**Integrating assets with configuration items, commonly called “Connecting the Dots,” was a simple yet effective move that transformed how Riskified approached asset management. ITS Partner’s automated solutions, known for being “Automation at its Best,” reduced manual intervention and provided Riskified with a comprehensive dashboard in ServiceNow, illuminating full asset visibility.**

Riskified could make data-backed decisions and gain access to enhanced asset intelligence, including tracking battery cycles and gauging asset conditions, among other things. It is amazing how ITS’s solutions have helped Riskified streamline its asset management process and achieve its goals.

# Tangible Benefits and Enhanced User Experience

The simple integration of ITS Partners' services fits seamlessly with Riskified's instances of Jamf Pro and ServiceNow. The integration presents a single pane of glass and a high level of ease of accessibility for our leadership.

Remote management capabilities, initially underused, were later recognized as invaluable for future success. With the help of ITS Partners, Riskified is now poised to take on new challenges and achieve even greater success.

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With automation and streamlined processes, ITS was able to help Riskified save money and become more efficient.

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Riskified's data accuracy improved, allowing for more confident decision making and preventing errors in asset management.

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ITS Partners' global inventory enabled Riskified's IT team to gain greater visibility & control, leading to more accurate financial forecasting.

## The Vision Ahead

Riskified is leveraging the benefits of ITS Partners to optimize its IT processes and stay at the forefront of innovation. Driven by the pursuit of excellence, Riskified aspires to optimize further its IT processes, which remain cutting-edge. By doing so, Riskified aims to unlock the full breadth of ITS capabilities to elevate its technological infrastructure to new heights.

**Riskified acknowledges the considerable value that ITS Partners can bring to businesses. When weighing the benefits against the cost, Riskified discovered valuable advantages worth investing in. With the data we are pulling, and the manual labor we are no longer needing due to the level of automation, the integration more than pays for itself. By prioritizing collaboration and feedback, organizations can derive significant advantages.**

The team at Riskified also acknowledges that their ITS Partners sales rep, Josh VanDuyn, and the rest of the team at ITS Partners were critical in choosing the ITS Jamf Integration due to their exceptional service and dedication. Riskified and ITS Partners have demonstrated that two innovative companies can accomplish great things.

**This partnership streamlines operations and helps businesses flourish in an increasingly digital world. Our success is a testament to the transformative power of integrated IT solutions. Riskified recommends that enterprises consider partnering with ITS Partners. It is through collaboration and feedback that companies can achieve remarkable productivity and value. Our partnership with ITS Partners underscores the potential of integrated IT solutions and highlights how businesses can succeed in a digital age.**





“We’ve been using ITS Jamf Integration for the past couple of years and it’s hands down one of the best AppExchange purchases we’ve ever made. The entire process from start to onboarding was smooth, transparent, and efficient. We were in touch with Josh, who made sure to take care of all of our needs & requirements and made us feel super satisfied! I would recommend it to any company operating on the cloud.”

Sharon S.

Procurement Manager, Riskified

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### Strategic Partnership Formation

Riskified collaborated with ITS Partners to overhaul its IT asset management framework. This partnership emerged from a recognized necessity for streamlined IT operations, essential for Riskified's flourishing in the digitally competitive business landscape.

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### Addressing Expansion Challenges

Amidst a significant employee expansion, Riskified encountered substantial manual IT asset management hurdles. They aimed to resolve asset confusion and manual tracking inefficiencies, which is vital for creating a seamless workspace conducive to the growing team's performance.

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### Automation & Process Streamlining

Through ITS Partners' automated solutions, Riskified substantially reduced manual intervention in asset tracking. Implementing a comprehensive ServiceNow dashboard facilitated a transparent asset management process, enabling data-driven decision-making and enhanced asset intelligence.

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### Tangible Benefits Realization

The collaboration heralded a period of increased operational efficiency and financial accuracy for Riskified. ITS Partners' solutions improved data accuracy and equipped Riskified with remote management capabilities and global inventory visibility, crucial for accurate financial forecasting and effective remote operations.

If you would like to talk about how ITS Partners and our Jamf to ServiceNow integration can be a great solution for your company, reach out to us at:

via email: [info@itsdelivers.com](mailto:info@itsdelivers.com) or visit [www.itsdelivers.com/jamf](http://www.itsdelivers.com/jamf)