

Case Study

Global Hedge Fund Streamlines IT Asset Management with HighPoint

A leading global hedge fund, managing operations in 45 countries with \$10.5B+ in revenue, needed a trusted partner to manage its extensive IT portfolio and support high-stakes trading operations. With more than 200,000 parts and 300+ unique IT products, the firm required a solution that was agile, secure, and precise.



Challenges

The hedge fund faced critical demands:

- **Complex IT Needs:** vast global infrastructure requiring speed and security
- **Time Sensitivity:** strict 2-hour SLA for IT requests
- **High Volume:** 3,000+ monthly part requests across multiple OEMs
- **Decentralized Workforce:** remote operations requiring seamless global access

Impact

HighPoint's automated, data-driven approach enabled the bank to:

- **Unmatched Responsiveness:** consistent 2-hour SLA performance
- **Operational Efficiency:** streamlined IT logistics and decommissioning processes
- **Strategic Insight:** real-time inventory visibility supporting faster decision-making
- **Trusted Partnership:** alignment of values and goals, fostering long-term collaboration

Solution

HighPoint deployed a 35-person expert team to deliver:

- Implementing a Digital Bin Inventory Management system for real-time tracking
- Establishing a 2-hour SLA to meet urgent trading demands
- Providing secure warehousing and logistics with a 40,000 sq. ft. facility
- Delivering actionable insights and transparent reporting through a client portal
- Supporting sustainability goals with a zero-carbon footprint commitment

"HighPoint isn't just a vendor; they are a strategic partner. Their agility, precision, and real-time insights ensure our IT operations remain seamless, giving us the confidence and competitive edge we need in fast-paced financial trading."

Key Achievements



200,000+ assets
securely managed



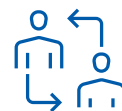
3,000+ monthly requests
handled with 2-hour SLA



Digital Bin Inventory
Management system
deployed



Sustainability-focused,
zero-carbon footprint
operations



Long-term partnership
driving continuous
optimization