
— THE QUESTIONS BEHIND THE ESTATE

The questions your IT data should be able to answer

Questions every IT team should be able to answer about its full IT estate - and what the answers tell you once the data lives in one place.

WHAT'S INSIDE

Three parts, then a short self-assessment

01

The questions you didn't know you could ask

Grouped by theme - and why each is hard when data is split.

02

What the answers actually tell you

The lookups are useful but the patterns underneath are where the value is.

03

Getting to one view, without a year-long project

Connect what you already run - useful from day one.

04

Score yourself

How many can you answer today? Be honest - the gaps are the point.

— THE PROBLEM

You have the data, you just can't reach the answers

Somewhere in your stack right now is the answer to "which licenses are still assigned to people who left." It's spread across your MDM, your HR system, a finance export, and a vendor portal. Finding out the answer costs half a day of cross-referencing.

That's the price you pay for data living in systems not syncing: the answer costs more to assemble than it's worth. Getting visible is the unglamorous part everyone wants to skip - it's also what makes every question after it cheap to ask.

“Before Velory, tracking was a nightmare. Everything was scattered, and devices could simply disappear on a monthly basis.”

Søren Jørgensen · Global IT Manager
ZeroNorth

— PART 1 · THE QUESTIONS

The questions you didn't know you could ask

With hardware, software, mobile and people data in one place, each of these stops being a half-day project and becomes a single filter.



People & offboarding

- ◆ Which people left in the last 90 days who still have an active mobile plan, an assigned license, or live system access?
- ◆ Whose device hasn't checked in to MDM in 30+ days - and are they current, a leaver, or a loss we never logged?
- ◆ Which employees changed roles and kept software the new role doesn't use?
- ◆ When a new hire starts Monday, is everything provisioned - or are we finding out on Friday?

WHY IT'S HARD TODAY

People live in HR, devices in MDM, licenses and mobile plans somewhere else. Nothing joins them, so "did we fully offboard them?" becomes an investigation.



Cost & waste

- ◆ Which SaaS tool are we actually paying for?
- ◆ How many seats of a tool haven't been opened in the last 60 days?
- ◆ What's our true cost per employee across hardware, software and mobile - by team, office or cohort?
- ◆ How much goes to AI tools and have we tied the tools to an owner?
- ◆ Which contracts auto-renew in the next 90 days, and which are underused enough to renegotiate?

WHY IT'S HARD TODAY

Spend sits in finance, usage inside each tool, assignments in a tracker. No single place shows what you pay for against what's actually used.

— PART 1 · CONTINUED



Hardware & refresh

- ◆ Which devices fall out of warranty in the next 60 days, and who's holding each one?
- ◆ Do we own more phones than we have employees - and where's the gap sitting?
- ◆ Which laptops are old and unhealthy enough to generate most of the support tickets?
- ◆ How many returned laptops sit in storage that a new hire could use instead of a fresh order?

WHY IT'S HARD TODAY

The warranty date is on an invoice, the device age in an asset list, the budget in finance. The first sign of a problem is usually a black screen in a meeting.



Risk & compliance

- ◆ Which devices are non-compliant in MDM and held by someone in a sensitive function (Finance, HR, Legal)?
- ◆ Which accounts are still active for people who have already left?
- ◆ Show every device retired this year, where it went, and its disposal certificate.

WHY IT'S HARD TODAY

Compliance state lives in MDM, the person's role in HR, disposal records in an inbox. Proving a clean chain of custody means stitching three sources by hand.



Planning & patterns

- ◆ Before the next hiring wave, what will the new team cost to equip, based on what similar roles needed?
- ◆ Which supplier delivers fastest and most accurately, so we can route more orders their way?

WHY IT'S HARD TODAY

Hiring plans, historical cost-per-role and supplier performance live in different places - so planning ahead means rebuilding the picture from scratch each time.

— PART 2 · THE SECOND LAYER

What the answers actually tell you

Put the answers together, watch them over a few months, and patterns appear that no single system could show - the shift from tracking what you have to deciding what to do about it.

ONCE YOU CAN SEE...

...THE MOVE IT UNLOCKS

→ Every license mapped to an active user, not a purchased seat	Right-size each contract to real usage and walk into renewals with the number already in hand.
→ What a typical departure leaves running - mobile, licenses, access	Put a figure on each open offboarding loop. That number is the business case for closing it, and the benchmark you track after.
→ Device age, ticket volume and warranty across the whole fleet	Forecast the next refresh by quarter and budget. The panic-buy becomes a plan Finance signed off months earlier.
→ Cost per employee by role, team and location	Price a hire before the role is open, and hand Finance a per-head IT budget you can defend line by line.
→ Reuse versus new purchasing across the fleet	Show what redeploying saved over rebuying, and feed the CSRD report real numbers instead of estimates.
→ Which teams drive the AI and SaaS sprawl	Aim governance where the spend actually sits, instead of a blanket policy nobody follows.
→ Where non-compliant and aging devices cluster	Prioritize the security and refresh budget by real risk, not by whoever escalates loudest.

“IT used to be a black hole where money disappeared. Now we can clearly show where every hardware and license cost goes.”

Jonny Sahlén · IT Manager, Voyado

Cut budget forecasting and planning time by 80% after reaching one connected view.

— PART 3 · THE FIX

Getting to one view, without a year-long project

Part 1 is hard to answer because the data has never been in one place. Fixing it doesn't mean ripping out the tools you already run.



Bring in your assets

Bring your IT assets in from several sources at once, and we'll do the organising. Connect your MDM, HR system and Active Directory, forward your invoices, upload a spreadsheet. All ways are good ways, and you don't have to pick one.



Go live instantly, not in months

The slow, year-long rollout is an enterprise-tool problem, not a law of nature. The IT lifecycle runs inside one engine, rather than in the gaps between your systems.

< 1 week

Playground Tech
to full visibility

1 month

ZeroNorth live

“There are probably a couple hundred thousand Swedish kronor worth of devices in circulation that we didn't have full visibility on before.”

Sebastian Rosander · CTO, Playground Tech

On what showed up once everything was finally in one view.

— SCORE YOURSELF

How many can you answer today?

For each question, could you get a trustworthy answer in the next ten minutes - without opening five tabs or asking three people? Tick the ones you can.

- | | |
|--|--|
| ☐ Who left in the last 90 days and still has a mobile plan, license or live access? | ☐ Whose device hasn't checked in to MDM in 30+ days? |
| ☐ Which SaaS tool are we actually paying for? | ☐ How many seats haven't been opened in the last 60 days? |
| ☐ What's our true cost per employee across the full stack? | ☐ How much goes to AI tools, and are they tied to an owner? |
| ☐ Which contracts auto-renew in the next 90 days? | ☐ Which devices fall out of warranty in the next 60 days, and who holds them? |
| ☐ Do we own more phones than we have employees? | ☐ How many returned laptops in storage could a new hire use right now? |
| ☐ Which non-compliant devices sit with Finance, HR or Legal? | ☐ Can we show every device retired this year and its disposal certificate? |
| ☐ What will the next hiring wave cost to equip, by role? | |

READING YOUR SCORE

0-4

Scattered, not missing.

The fastest win is getting it into one view - the answers follow almost immediately.

5-9

Basics covered, gaps remain.

Cost per active user, open offboarding loops, refresh forecasting - that's where the money is.

10+

Deciding, not just tracking.

The next step is automating the moves the answers point to, so the lifecycle runs itself.

— WHERE THE ANSWERS TURN INTO MOVES

Stop tracking what you have and start deciding what to do about it

Velory is the IT lifecycle engine that runs every asset around every employee - from provisioning through certified end of life, across hardware, software & SaaS, and mobile subscriptions. It connects to the tools you already run and turns the questions in this guide into a single filter, then into a plan.

[Book a demo →](#)