ONBOARDING AT SPEED, OFFBOARDING WITHOUT RISK:
THE BPO MISSING LINK

Every BPO leader knows the pressure: staff numbers change overnight, contracts ramp without warning, compliance never relaxes, and margins stay tight. Yet one of the most critical enablers of performance — the device estate — is still too often managed in ways that are slow, fragmented, expensive and increasingly high-risk.

- If your onboarding is slow, your revenue is delayed.
- If your offboarding is weak, your data is exposed.
- If your devices sit idle, broken or lost in transit, your costs spiral.

At BornGood, we built our entire business to solve this exact problem at scale — combining circular IT, full IT Asset Management (ITAM), logistics, support and lifecycle control into one tightly managed service - purpose-built for the speed and volatility of modern BPO operations.

THIS CREATES A TRUE CIRCULAR IT OPERATING MODEL:

1. Lowers capital spend – Typically SAVING 40%-60% against new devices
2. Provides faster onboarding. – Delivery within 48hrs with managed service contract
3. Reduces risk – Full service integration via HR systems ordering
4. Increases Asset Productivity – Pre-agreed pool of refreshed devices as per requirements
5. Measurable ESG impact. – Full ESG reporting via dashboard

PROVEN AT SCALE DEPLOYMENT:

Ingeus – National Restart Programme

National-scale provisioning, support, recovery and redeployment of devices supporting thousands of participants back into sustainable employment. This requires absolute precision across onboarding, offboarding, ITAM, logistics and data security at volume.

Devices Supplied	Users Supported	Savings Made	Carbon Saved
5000+	1950+	£450,000+	1,300,000 Kg CO2

Other clients include: Greggs PLC, Northumbrian Water Ltd, Numan, Gentoo Homes.

BornGood operates a complete, managed device lifecycle, engineered for high-volume onboarding, offboarding and continuous workforce churn. This is not device supply — it is operational infrastructure:

1. **Certified data security from day one** — eliminating data-breach risk and protecting client compliance from the outset.

2. **Enterprise-grade refurbishment & pre-configuration** — cutting onboarding time, reducing IT tickets, and ensuring day-one productivity for agents.

3. **Forecast-driven stock holding & instant provisioning** — enabling same-day or next-day onboarding at scale without capital tied up in excess inventory.

4. **Rapid, controlled logistics & deployment** — speeding up mobilisation while maintaining audit-ready control.

5. **Full lifecycle IT Asset Management (ITAM)** — giving total visibility, audit confidence, and accurate cost allocation across programmes.

6. **Break/fix & fully managed support** - keeping agents live, reducing downtime, and protecting SLA performance.

7. **Fast, secure offboarding & asset recovery** — preventing data exposure, contract leakage, and asset loss during high-churn transitions.

8. **Repair, refresh & rapid redeployment** — maximising reuse, lowering cost per agent, and accelerating redeployment cycles.

9. **Compliant end-of-life processing** — protecting ESG commitments, regulatory compliance, and brand reputation.

READY TO REDUCE ONBOARDING DELAYS, CUT DEVICE COSTS AND TIGHTEN OFFBOARDING RISK?

TALK TO BORNGOOD ABOUT BUILDING A CIRCULAR IT MODEL THAT SUPPORTS YOUR WORKFORCE AT SCALE.

➢ **CLICK HERE TO BOOK A DISCOVERY CALL**

➢ **COMPLETE THE FORM FOR AN INSTANT QUOTE**

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