

Asset verification framework contract with UNO

A one-month long inventory every year



UNITED NATIONS
GENEVA

UNOG'S GENEVA HEADQUARTERS



The United Nations Office at Geneva (UNOG) serves as the representative office of the Secretary-General at Geneva. It is located at the Palais des Nations and composed of several buildings. More than 1'600 staff work on these premises, which host more than 8'000 meetings every year. Its internal policy requires to list and track its internal assets through an in-house inventory management software, which allows to precisely locate items within the different office sites.

MISSION (SINCE 2013)

Since 2013, UNOG has decided to mandate an external company to perform an annual update of its asset inventory. On the first year, we had to create this inventory by labelling and indexing more than 100'000 items spread over all UNOG's premises in Geneva. This inventory has since then been kept up-to-date by UNOG's staff all year long, and consolidated once a year thanks to Harsch inventory. Throughout the years, the scope of the mission has changed. The inventory now focuses mainly on IT equipment.

Every year, the challenge lies in forming an efficient team of inventory agents, able to find their ways in the multiple buildings and rooms which compose UNOG's premises, while ensuring an accurate and complete inventory of all items.

Harsch performance and accuracy is checked everyday by UNO's inventory team who performs spot checks and then compare its results with Harsch's.

RESULT

- Up to 100'000 items inventoried within one session
- 1 month mission, with a 10 people team, every year
- Framework contract renewed in 2018 after an RFP process

HARSCH'S APPROACH

Harsch was able to define an inventory strategy for UNOG and adapt to the site specificity. Our approach relied on experienced inventory agents who know the premises and the method, allowing finishing the mission on time. Indeed, this job requires a close coordination with UNOG's team in order to get access to all the rooms, and it follows a strict schedule which cannot be modified. As a consequence, we need to be right on time, not in advance nor late, and adapt resources accordingly.

Since the inventory is performed during business hours, it supposes to be able to explain our presence to UNOG staff, while inventorying their items fast enough to not disturb them in their daily activity. It also supposes to cover all premises in a short timeframe so as to avoid large moves of items during the time of the mission (which would result in finding the same items in multiple locations).

Finally, it required the development of solid consolidation abilities in order to provide UNOG with a reliable inventory at the end of the mission. To this extent we benefited from the help of our internal IT team, who worked with our project manager in order to develop the most efficient tools to analyze and correct data on a daily basis.