



🌐 United States

👤 500+ employees

🏢 Government & Defense

Element U.S. Space & Defense is a privately held government contractor specializing in engineering and testing for space and defense. Founded in 1961 and based in Maryland, it operates facilities across the United States.

**95%**

of software updated across 1,700 devices.

**1,700 assets**

centralized in a single inventory.

**1 week**

provisioning time, cut from 30 days.



## Case study

# Element U.S. & Defense Consolidates Asset And Service Management to Meet NIST 800-171 Compliance With InvGate

## Challenge

Before 2024, asset information was scattered across spreadsheets, Intune, and Entra, with no single source of truth. There were no defined ownership rules, inconsistent naming conventions, outdated software, and no visibility into the lifecycle of assets.

Provisioning was manual, and the service desk operated out of a shared inbox with no metrics, SLAs, or accountability.

## Solution

### ✓ Unified inventory

Centralized 1,700 assets across six sites with standardized names, ownership, and lifecycle data.

### ✓ Asset lifecycle automation

Set decommissioning rules to retire unused assets after 30 days of inactivity and no assigned owner.

### ✓ Smart tagging

Tagged assets by software approval, data use, shared access, and compliance requirements.

### ✓ Software and patch tracking

Boosted update coverage from 55% to 95% and completed Windows 11 migration in 45 days.

### ✓ ITAM + ITSM integration

Linked Asset and Service Management to streamline provisioning, onboarding, approvals, and audits.

### ✓ Automated provisioning

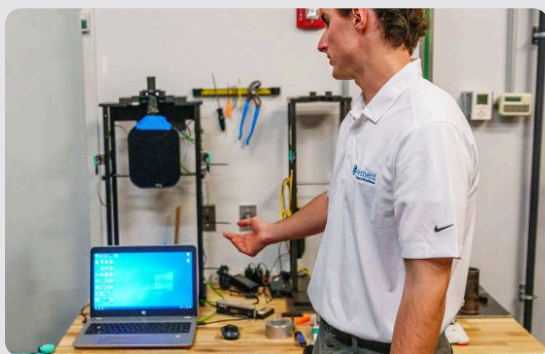
Cut asset delivery time from 30 days to 1 week via automated user and device workflows.

### ✓ Custom dashboards

Built dynamic dashboards for IT and HR to track performance, SLAs, and requests.

### ✓ CMDB mapping

Created app relationship maps for tools like M365 and Azure to support impact and change analysis.



**“We had no tools, no metrics, just an inbox for help desk. In one year, we replaced the help desk, built our asset inventory, and patched every asset to the latest levels.”**

Michael McCouch  
Ops. Applications Product Manager  
at Element U.S. Space & Defense

**InvGate was recognized in Gartner's  
Market Guide for Hardware Asset  
Management Tools**



Asset  
Management



Service  
Management