Asset 365



Mepal improves IT asset visibility and management with Asset Management 365

Mepal is a Netherlands-based company known for designing and manufacturing practical, sustainable products for everyday use. With employees using various IT equipment and software resources, maintaining accurate asset records and ensuring efficient assignment and return processes are important for effective internal operations.

To improve its IT asset management process, Mepal implemented Asset Management 365 within its Microsoft 365 environment.

Asset Management 365 provides Mepal with a structured way to track IT assets, manage equipment assignments and returns, and monitor software licenses. The solution helps the organization maintain better visibility into its assets while working seamlessly alongside its existing Microsoft 365 environment and Helpdesk 365 solution.

MEPAL

Customer: Mepal

Website: https://www.mepal.com/

Customer size: 51-200 employees

Country: Netherlands

Industry: Manufacturing & Consumer Products

Services: Consumer Goods

Centralized Asset Tracking

Better Asset Visibility

Mepal can track IT assets, equipment, devices, and software licenses from a centralized platform.

Smooth Assignment & Return

Simplified Asset Lifecycle Management

Asset assignment and return workflows provide a more organized way to manage equipment throughout its lifecycle.

Microsoft 365 Integration

Connected Asset Management

Synchronization of Microsoft 365 software and licenses helps maintain better visibility into software usage.

Challenges

Mepal needed a more efficient way to manage its IT assets, including equipment, devices, and software licenses. Without a centralized system, tracking asset ownership, assignments, and returns can become challenging as the number of assets grows.

The organization required a solution that could work within its existing Microsoft 365 environment while providing clear visibility into asset records and simplifying the process of assigning and returning equipment.

Why Asset 365 Was Selected

Mepal selected Asset Management 365 because it provided the required asset management capabilities while working natively within Microsoft 365 and SharePoint.

The solution supported key requirements including:

- Asset tracking
- Assignment and return workflows
- Role-based access for Asset Managers
- Configurable asset views
- Microsoft 365 software and license synchronization

The ability to use Asset Management 365 alongside Helpdesk 365 also provided a connected approach to managing internal IT operations.

Implementation Experience

The Apps365 team supported Mepal throughout the setup and configuration process. The implementation included configuring user roles, required fields, and asset views according to the organization's requirements.

When configuration questions or updates arose, the Apps365 team provided remote sessions and guidance to help ensure smooth adoption.

Key Features in Use

Asset Management 365 supports Mepal's IT asset management processes through:

- Asset assignment and return
- Role-based access for Asset Managers
- Configurable asset views
- Equipment and device tracking
- Microsoft 365 software and license synchronization
- Integration with Helpdesk 365

These capabilities help Mepal maintain organized asset records and improve visibility into equipment and software usage.

Solution

Asset Management 365 provides Mepal with a centralized platform for managing IT assets throughout their lifecycle.

The organization can track which employees hold specific equipment, manage asset assignments and returns, and maintain visibility into software licenses. By keeping asset data within the Microsoft 365 environment, Mepal benefits from a more connected and structured asset management process.

The solution also supports continuous improvement through regular application updates and enhancements, helping Mepal adapt the platform according to evolving requirements.

Client Says

"Asset Management 365 has helped us improve visibility into our assets, including who holds which equipment and how our software licenses are being used. The structured assignment and return process makes asset management easier for our team."

— Willem Wierenga, Mepal

Support Experience

Mepal has had a positive experience with the Apps365 Product, Support, and Customer Success teams.

The Support team has assisted with questions, provided remote sessions when needed, and helped resolve issues, including license activation challenges. The Product team has been receptive to feedback and enhancement requests, while continuing to introduce improvements based on customer requirements.

The Customer Success team has maintained regular communication, followed up on open items, and coordinated with internal teams to provide a smoother customer experience.

Recommendation

“We would recommend Asset Management 365 to organizations looking to manage their IT assets and software licenses within Microsoft 365. It provides a practical way to track and assign assets while being supported by teams that listen to customer feedback and continue improving the product.”

Key Benefits to Mepal

- Improved visibility into IT assets and software licenses.
- Centralized asset tracking within Microsoft 365.
- Structured equipment assignment and return processes.
- Better management of software license information.
- Role-based access for asset management teams.
- Ongoing support and improvements from Apps365 teams.

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SOC 2 COMPLIANT TYPE II

Information Security Management System ISO 27001:2022 Certified

SPRING 2026 Momentum Leader

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