How Pantheon Simplified Global Device Procurement with Firstbase

& How you can, too

A Playbook for Eliminating Multi-Vendor Chaos and Scaling with Confidence

All insights cited from the Pantheon conversation with Steven Juanes, IT Director

Global hiring is no longer the exception. It is the norm. But as companies expand across borders, their device procurement model often fails to keep up.

Pantheon hit this exact breaking point. Their IT team was supporting employees across the US, Canada, Europe, APAC and India. Their primary hardware vendor operated only in the US. And as growth accelerated, what used to be "manageable enough" became impossible to sustain.

This tells the story of how Pantheon replaced scattered vendors, unpredictable shipping timelines and manual work with a unified global procurement engine powered by Firstbase. It is also a playbook for IT leaders facing the same challenges.

# The Breaking Point of Multi-Vendor Procurement

Pantheon had a strong US-based vendor handling 90 percent of its domestic hardware.

But global expansion exposed several cracks immediately:

- Their vendor could not procure internationally, forcing the IT team to buy locally and ship equipment overseas themselves

- Customs, taxes, and import delays stretched deliveries to 3–4 weeks for new hires in places like the Philippines

- Steven and a teammate found themselves spending 30–60 minutes imaging and packaging every device

- Hiring surges of 10–15 employees every two weeks consumed roughly one-quarter of a full-time employee's time

- The team's attention drifted from strategic IT work to logistics firefighting

Pantheon realized they were spending too much time shipping laptops and could not attend to strategic problems to help scale the business.

This is the moment every IT leader eventually hits: growth exposes the weaknesses in a fragmented procurement model.
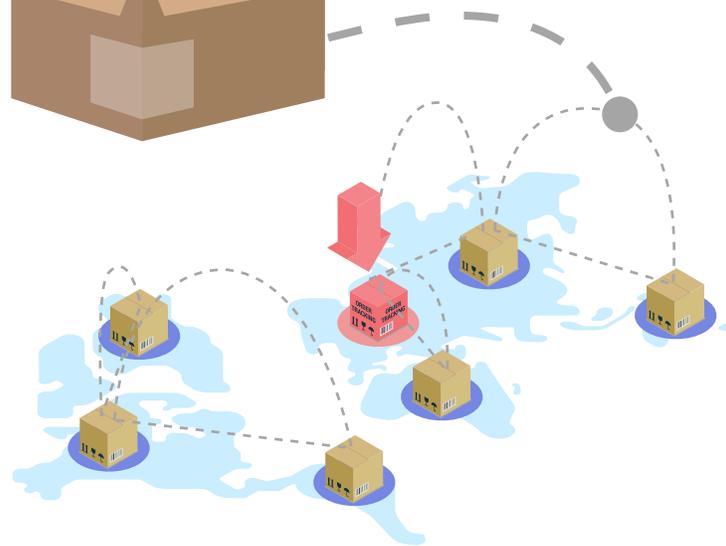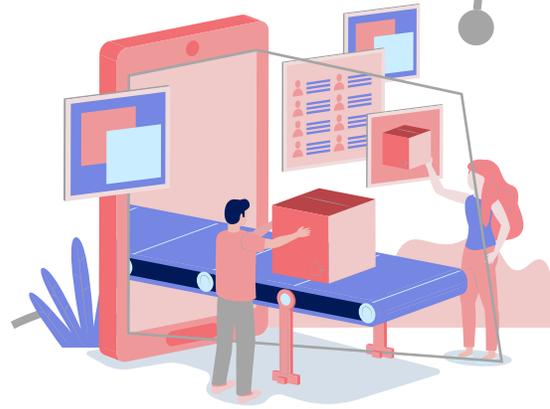
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Defining What "Good" Should Look Like

Pantheon stepped back and reframed the problem. What they needed was not just another vendor.

They needed a **global procurement model** that offered:

- A single system to procure, configure, ship, and track devices anywhere

- Drop-shipping without maintaining inventory

- Predictable and shorter lead times

- Elimination of manual imaging and boxing

- Catalog control without back-and-forth spreadsheets

- Visibility across all regions

- A model flexible enough for regions that behave differently, like India

This clarity became the blueprint for evaluating alternatives.

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The Hidden Costs of Multi-Vendor Chaos

Pantheon quantified the cost of doing nothing to create a solid business case for their CFO. The inputs were time and costs of doing business themselves.

Direct costs

Paying for international shipping, customs, and VAT

Buying inventory in bulk during accelerated hiring periods

Indirect costs

Hours lost imaging, prepping, and packaging each laptop

New hires are waiting weeks for their devices, hurting day-one productivity

Aging inventory purchased in prior years that sat unused during economic slowdowns

The business case became obvious. They were wasting time and money while complicating the employee experience.

"We bought laptops directly from Apple, CDW, sometimes brick and mortar stores, and packaged those things up and tried to get the address right and drop it off at FedEx. It was a very time consuming task. Probably thirty minutes a machine if you had ten, fifteen people onboarding. It was a very painstaking, time consuming process. We started to expand globally, so we had another issue on our hands not just with shipments, but also procurement." **- Steven Juanes, IT Director @ Pantheon**

Choosing a Unified Platform with Operational Depth

Pantheon evaluated multiple solutions. One key differentiator stood out.

Only Firstbase paired software with deep physical operations through its logistics partner, Geodis.

What mattered most in their decision:

- ☑ Confidence in global execution and warehouse capabilities

- ☑ Clear alignment between Pantheon's needs and Firstbase's roadmap

- ☑ Early trust built through direct conversations with Firstbase leadership

- ☑ Strong third-party feedback about reliability

- ☑ An integrated vision for laptops, accessories, and swag

Firstbase was the only partner that could simplify the entire lifecycle: procurement, deployment, storage, shipping, and returns.

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Building a Seamless Global Procurement Engine

After switching to Firstbase, Pantheon rebuilt its procurement process from the ground up.

The new workflow

- Add a new hire to their HRIS

- The new hire gets an email from Firstbase to their personal email to select equipment from a pre-built package

- Select from a clean, controlled global catalog in their virtual IT Closet

- Trigger drop-ship orders directly in Firstbase

- Devices arrive ready for use with imaging and are enrolled in MDM solution

- No inventory stored in IT closets or employee homes

"It just works," as Steven put it — the clearest sign the process was finally mature.

Managing Regional Exceptions Smoothly

Even the best global process needs regional nuance.

Philippines
Pantheon's prior laptop provider was also a Firstbase sourcing partner, making fulfillment simple and consistent.

India
Due to high rates of last-minute offer rescissions, Pantheon temporarily chose to keep devices onsite with a local team member for same-day deployment.
Steven noted that if that person left, they would immediately shift India to full Firstbase handling.

Key insight: build one global process, then add exceptions only when absolutely necessary.

Self-Service Onboarding
Employees select their equipment, we handle procurement and delivery to their doorstep globally

White-Glove Offboarding
Automated retrieval with prepaid packaging and doorstep pickup—maximizing asset recovery

Device Refresh Programs
Proactive upgrade cycles with seamless swap logistics and zero employee friction

Global Procurement
Access to our catalog or use your existing vendors—we handle fulfillment either way

Secure Warehousing
Equipment stored, configured, and ready to deploy from our global warehouse network

Repair & ITAD Services
Break-fix support, warranty management, certified data wiping, and responsible recycling
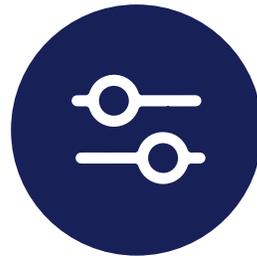
Continuous Improvement Through Feedback

Pantheon meets monthly with Firstbase to refine their tooling and processes.

Examples of feedback that improved the system:

Need for clearer differentiation between the US and Canada catalog items

Preferences in catalog tagging

Upcoming large refresh project requiring smooth, staggered sourcing

This closed feedback loop ensured that Pantheon's procurement engine continued to evolve.

The Measurable Impact

Pantheon saw immediate and sustained benefits.

Operational impact

- Reclaimed up to 25 percent of an FTE by eliminating manual work

- Removed all in-house imaging, packaging and shipping

- Eliminated inventory management and storage

- Shortened lead times significantly for distributed teams

- Built a scalable model for a global refresh initiative

Financial impact

- Deferred significant capital expenditures during economic instability

- Avoided carrying depreciating inventory

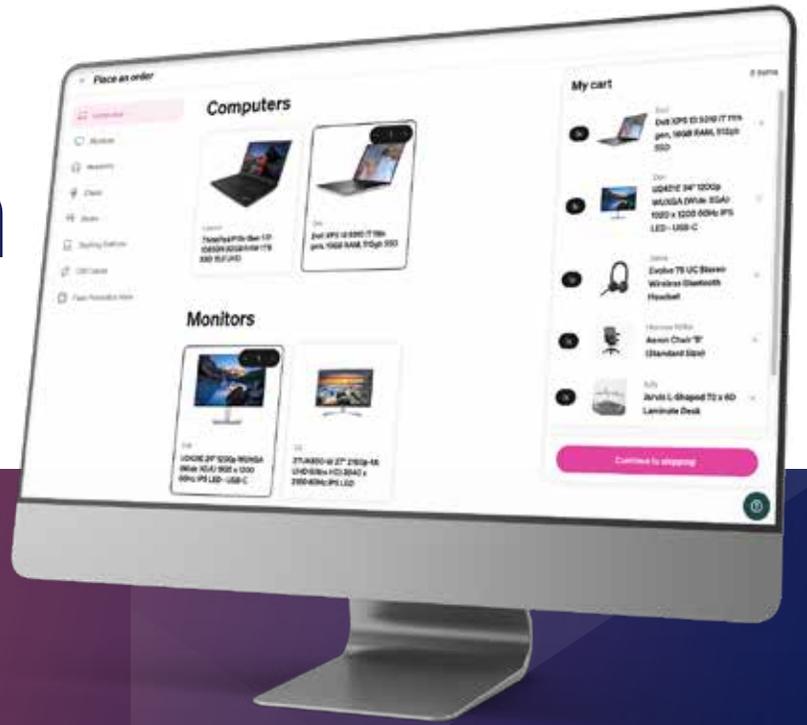- Reduced ghost asset risk through consistent retrieval flows

Employee experience

- No more new hires waiting weeks for devices

- Fewer support tickets due to standardized provisioning

- A "silent success" indicator: employees stopped complaining altogether

As Steven put it, the biggest value was simple: **labor hours saved.**

Pantheon's Future with Firstbase

Pantheon expects steady hiring and possible expansion into Europe. With Firstbase in place, the IT team feels confident scaling without growing headcount or adding operational complexity.

Their procurement engine is now:

- Global
- Predictable
- Automated
- Low-touch
- Flexible
- Ready for refresh waves and new markets

Pantheon moved from a messy collection of vendors and manual work to a unified, future-proof device lifecycle model.

Conclusion

Pantheon's journey can serve as a blueprint for any IT leader wrestling with international expansion, multi-vendor complexity, or a distributed workforce.

The lesson is simple:

When logistics drain your team, your tools stop scaling with your business. Firstbase replaced uncertainty with reliability and replaced hours of manual effort with automation.

Pantheon now operates on a model where global logistics are no longer a burden. They are an advantage.