CASE STUDY

Semiconductor Giant Saves $4.3M a Year with Smart Refresh™

Signal-driven refresh replaces age-based replacement, keeping healthy devices in service and retiring only those that need it.

This semiconductor and infrastructure technology leader used XOPS **Smart Refresh™** to deliver **$4.3M in annual savings** by moving device refresh from age-based schedules to a signal-driven model powered by the **XOPS Living Knowledge Graph**. Devices retire against current operating condition and usage signals, and stay in service when the evidence supports it.

CHALLENGE

A Fixed Age Isn't a Useful Signal

The company refreshes tens of thousands of devices across a global fleet. For years, the refresh cycle was age-based: every device replaced on a fixed schedule, regardless of whether it still had useful life or had been failing for months.

The policy assumed every device wears at the same rate. It doesn't. Fleets carry devices that are still healthy at year four and devices that are barely usable at year two. Refresh planning was a calendar exercise. Employees suffered on failing devices until their turn came up. Budget dollars burned on replacements that weren't needed yet.

> ***"Age was the only refresh criterion we had. We knew it was wrong, but we didn't have a better decision rule to plan against."***
>
> **IT Asset Management Lead**

SOLUTION

A Continuously Reconciled Device Position

XOPS establishes a continuously reconciled **Device Position** for every device in the fleet — powered by the Living Knowledge Graph. Not just age and assignment, but current operating condition and usage signals, unified from the customer's critical internal systems of record and device partners, including:

- ITSM
- MDM / UEM
- DEX platform
- Warranty and vendor data
- Procurement and finance systems

Smart Refresh™ evaluates the Device Position continuously — reading operating signals like **battery health, performance, thermal, disk, and crash frequency** alongside business signals like **ticket volume and DEX score** — and governs each refresh decision against current condition, not the calendar.

RESULTS

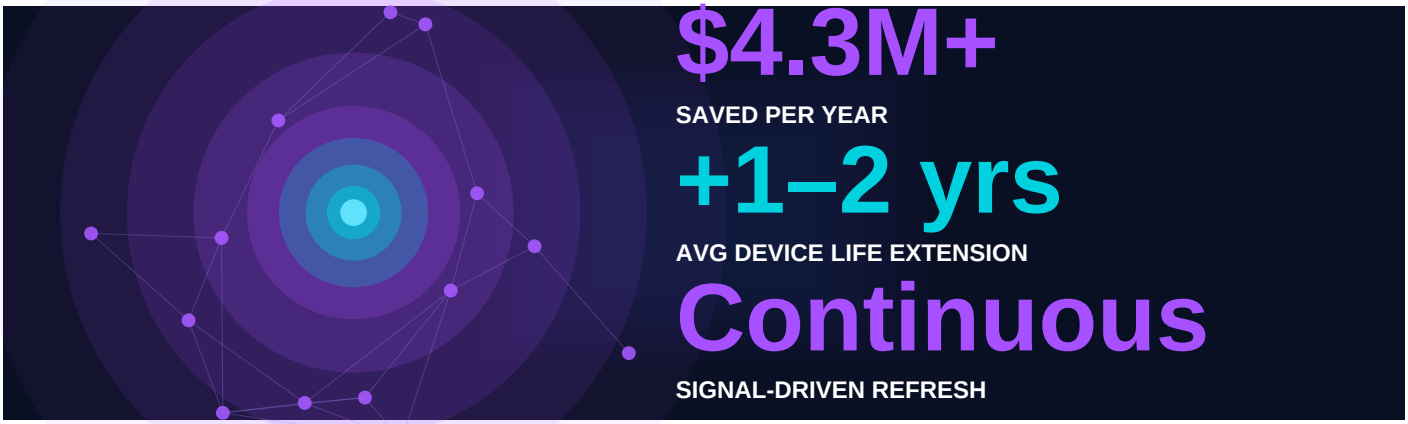
$4.3M a Year Saved by Replacing the Calendar with Signals.

The savings are the difference between what an age-based refresh cycle would have retired and what a signal-governed cycle actually retires. Fewer unnecessary replacements. Longer useful life on devices whose operating signals say they're still healthy. Fewer emergency refreshes triggered by end-user incidents on devices that were degrading before their calendar date.

XOPS replaces the assumption that every device wears at the same rate with continuous evidence about how each one is actually operating. Devices retire when the Device Position calls for it — not before they need to.

> ***"We stopped replacing devices because the calendar said so. Every refresh now has a real reason behind it, and every device we keep in service has real signals telling us it's fine to keep."***
>
> IT Asset Management Lead

After signal-driven refresh took hold, the customer began expanding XOPS coordination into adjacent operational programs — from pre-purchase inventory governance to broader lifecycle domains. Additional case studies will follow as each program's outcomes mature.



Smart Refresh on the XOPS truth control plane.

XOPS is the truth control plane for the modern IT estate: one reconciled Device Position across every system of record, evaluated continuously against real signals, and governed until reality matches the outcome declared. Smart Refresh is one program that runs on it; more are already running at the same Fortune 500 customer.

Learn more at xops.io or speak to our team to map your path.