

Case Study

How Upwork's IT Team Turned Global Device Management into a Two-Click Process with GroWrk

Upwork

The world's work marketplace

600+

Employees

30+ countries

Location

1 year

Time with GroWrk

The Challenge

- U.S. shipping was slow and burdened by customs paperwork.
- Local vendor coordination led to delays, SLA issues, and manual tracking.
- Offboarding was slow, manual, and time-consuming.
- Poor inventory tracking hurt security and compliance.
- Hardware delays often caused SLA breaches.

The Solution

- GroWrk now acts as Upwork's de facto asset manager for global teams.
- Enabled zero-touch provisioning via Autopilot, Jamf, and Okta.
- Centralized vendors, inventory, and logistics in one platform.
- End users can handle onboarding, address confirmation, and tracking themselves
- Real-time inventory supports compliance and audits.
- Lightened IT load during internal team reductions.



Results That Matter

Onboarding/offboarding time saved
2+ hours daily: "Just two clicks" to initiate a collection.

Employees onboarded
230+ with 60 more in progress

SLA Compliance
100%

Speed and reliability
2 day delivery to India

One centralized platform

Immediate ROI

"The value of GroWrk is giving back time to the IT team."

— Shauna MacMillan, IT Manager at Upwork