



## ServiceNow Asset Management Implementation

### Client:

The client is a premier provider of secure logistics and security solutions with nearly 60,000 employees, operations spread across 1,100 facilities, and a fleet of 12,000 vehicles.

### Initiative:

The client's ServiceNow instance was used extensively for incident and change requests, but the asset management capability was underutilized.

### Business Challenges:

Our team worked with an asset management process that had been significantly customized; there was no centralized procurement system. We had to identify the sources for all hardware and software assets (procurement system and discovery sources) and normalize the data coming from multiple sources by using software and hardware product model information. We had to overcome the challenge of producing software compliance results by working closely with asset management teams across various countries.

### Key Facts

- *Discovered 10% of Hardware Assets that had been sunset/retired were still maintaining contracts. By eliminating these contracts, the company has saved close to \$1 million dollars*
- *Discovered up to 20% of some software licenses were overprovisioned, which we helped eliminate by tightly integrating with catalog management, resulting in a potential savings of millions of dollars*
- *Found up to 30% of software licenses were under provisioned; rectifying helped to avoid paying penalties from software vendors of several hundred thousand dollars*
- *Established and streamlined the integrations with existing procurement systems to reduce the gap between procured versus used*

## Technical Solution:

We first focused on improving asset management, assessing gaps, and identifying the reasons behind the gaps; we then performed the necessary corrections. By leveraging our proprietary processes, we strengthened the client's asset management solution. We also identified and cataloged all hardware and software assets, while improving the overall software license compliance. We designed, developed, and implemented these processes based on our best practices framework, and integrated ServiceNow with multiple sources to consolidate configuration and asset data.

## Business Results:

As the customization in the asset management process had created various communication hurdles, we decided to use the ServiceNow out-of-the-box functionality throughout the lifecycle of a configuration item (CI) and its relationships. This led to better visibility from other ITSM applications to all the CIs. Furthermore, we captured details (related to location, domain, CPUs, etc.) of the contractual information for all critical assets, including hardware and software, by integrating ServiceNow with BDNA and various procurement systems.

We produced reports that identified the sources for software contract information, including the number of entitled licenses compared to usage, and the compliance level that allowed the client to identify potential cost savings or compliance issues.

We have periodic follow-up workshops on software/hardware asset management with IT and business teams to drive efficiency and adopt the latest best practices. We have also revamped the configuration management process, which has led to a 25% improvement in service management efficiency and significantly reduced administrative overhead within one year.

## About Trianz



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