



## IBM NetWorkStation Management Services: Asset Management Services

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### Highlights

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- ***Provides the Ability to Make Sound Business Decisions Based on Reliable Asset Data***
- ***Builds an Accurate Database Through an Initial Wall-to-Wall Inventory***
- ***Ensures Ongoing Accuracy Through Closed-Loop Processes and Integration with Other Services***

### **Gaining control of the distributed desktop**

For a brief moment towards the end of the last millennium, you knew exactly what assets were in your distributed computing environment. Then someone installed, broke, borrowed, lent, moved or lost some piece of hardware or software. You spent a lot of time and money figuring out what was actually out there. Is your asset database still accurate?

### **Acquiring the ability to make sound business decisions based on reliable asset data**

Managing assets distributed across an entire enterprise is one of the most difficult challenges facing organizations. The only way to ensure reliable data on which to make sound business decisions is through strong closed-loop processes, solid tools and multiple checks and balances applied against the entire life cycle of the asset.

The Asset Management services of IBM NetWorkStation Management are able to provide the solution. IBM Global Services deliver results through Order Management, Software License Tracking and Asset Tracking. Other services such as install/move/add/change (IMAC), Desktop Support and Software Enabling complement Asset Management and are important for input, checks and balances.

Order Management provides purchasing support including vendor sourcing for Information Technology (IT) hardware and software components. Software License Tracking provides day to day tracking,

maintenance of a software license tracking database and reporting. Asset Tracking provides tracking of hardware and software through the complete life cycle of the asset.

The complementary services which help to ensure a closed loop – IMAC, Desktop Support and Software Enabling – do so by checking accuracy of data in the asset database and ensuring entry of new information.

### **Building an accurate database through an initial wall-to-wall inventory**

Before ongoing Asset Management services can begin, a wall-to-wall inventory is often required.

The purpose of a wall-to-wall inventory of desktop systems and software is to build and initialize an ongoing asset database. IBM inventories the network computer environment and records detailed information regarding related devices such as central processing units (CPUs), monitors and modems. Each device is asset-tagged for tracking.

The inventory service has both electronic and physical components.

The electronic inventory collects a high level of detail for each PC. Electronic inventories utilize electronic audit tools to capture detailed specifications on the components installed on a PC, such as processor speed and type, hard disk type and size, network cards and addresses. In addition, a detailed software inventory captures product name and version.

The physical hardware inventory captures external information such as manufacturer, product description, serial number and demographic data.

The information collected in these two inventories is compiled and entered into an asset database. To complete the asset picture, Human Resources (HR) information selected from the HR database is also incorporated. HR information such as name, department, title, location and phone number, plays an important role in managing calls at the Help Desk, as well as in coordinating IMACs.

### **Ensuring ongoing accuracy through closed-loop processes and integration with other services**

All information gathered through the inventory process is checked for accuracy whenever an asset is affected by an IMAC, desktop support activity or maintenance problem call. These integrated processes ensure asset data is as current as possible.

Once the wall-to-wall inventory is complete, ongoing Asset Management services can be successfully rendered.

Order Management provides purchasing support including:

- *Basic consulting with the customer to determine order requirements*
- *Identifying the supplier (sourcing)*
- *Ordering the required IT hardware and software*
- *Managing all approved orders*
- *Paper receiving, arranging delivery and updating information in the asset tracking database where applicable*
- *Activating warranty agreements to ensure customer receives full benefits of all warranties*
- *Depending on needs, the utilization of OrderNow!, IBM's web based procurement system.*

Software License Tracking reconciles inventory against purchases to ensure there are licenses for all installed software. It provides day to day tracking and reporting of software licenses including:

- *Updating and maintaining a Software License Tracking Database*
- *Providing periodic Software License reports*

Asset Tracking provides for the tracking of hardware and software throughout the life cycle from installation through to disposal, including any changes performed during the useful life of the asset.

### **Powerful advantages**

The checks and balances built into IBM Global Services' Asset Management processes, and the linkages in processes of complementary services, help ensure accuracy of asset information.

Without these closed-loop processes and ongoing confirmations, this type of data tends to become out of date very quickly.

The Asset Management service provides standard exception reports for departmental expense or charge-back tracking.

### **Benefiting from proven experience**

IBM's Asset Management services help control runaway costs, protect capital investment and improve end-user satisfaction by arming the Help Desk with the knowledge to resolve the majority of desktop problems on the first call.

The benefits include:

- *Providing the necessary information required to enforce platform standards in the enterprise*
- *Recording and reporting asset warranty status data for reduced maintenance costs*
- *Helping reduce capital losses due to missing or nonstandard equipment purchases*
- *Providing linkages and flow of data between other key services such as IMAC and Maintenance*

- *Facilitating Help Desk efficiency and first-call fix by providing access to HR and asset information stored in the asset database*

### **For more information**

To learn more about IBM NetWorkStation Management Services and IBM Global Services, contact your IBM sales representative or visit: [www.ibm.com/services](http://www.ibm.com/services)



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