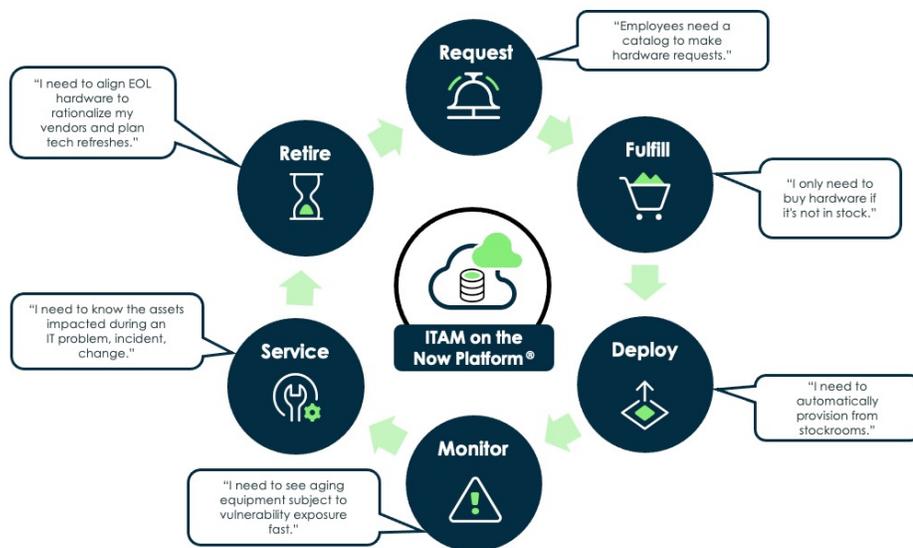# ServiceNow Hardware Asset Management

Part of a complete IT asset management solution

Hardware challenges and the risks they pose

Every digital business runs on IT assets, which serve as the foundation for generating revenue and creating a better employee and customer experience. In order to pivot or build resilience, the business needs to know what assets are owned vs. leased, how much they cost, where they're located, who's using them and how often, when they're being configured, and the value they deliver.

Asset managers and others in IT often work with multiple, disparate tools, leaving teams working in data silos. Want to know how well an organization is doing with their assets? See how much they've automated the stages of their hardware lifecycle.

Reduce costs and risks

At the beginning of the lifecycle, ServiceNow® Hardware Asset Management (HAM) often minimizes stockroom inventories and wasted resources. And at the end of the lifecycle, planning your hardware refreshes using valuable end of life (EOL) and end of service (EOS) insights helps minimize risks to critical business systems running on aging assets and saves you money with systematic purchasing processes. It also helps you comply with security policies for lost or stolen devices, regulatory requirements, and environmental protection regulations related to asset disposal.

Achieve greater visibility through trusted data

Visibility starts with trusted data that's easy to understand and is normalized to maintain a clean, central system of record. Get a big picture view and prove where assets are in each lifecycle stage and lean into the insights needed for planning, strategy, and business agility. Improve your quality of asset data through automation and align financial and service management practices to maintain data accuracy.

Automate your asset lifecycle to drive greater efficiency

Automate your IT lifecycle with out-of-the-box, prescriptive workflows based on industry practices that eliminate manual processes. Workflow asset lifecycle and business processes help create greater efficiency and better employee and customer experiences without relying on a host of point tools. Know when it's time to retire, return, or recycle assets and certify that they were wiped and disposed of properly.

> 66
>
> ITAM Technology or Service Innovation of the Year Nominee— ServiceNow Prescriptive Hardware Workflows
>
> -The ITAM Review

> "We have a 60% reduction in time to perform audits now, and also much greater confidence in our numbers and overall data quantity."
>
> -Large services company

Latest Innovations

Hardware Asset Workspace

• A purpose-built workspace for asset managers with a modernized look and feel and unified navigation
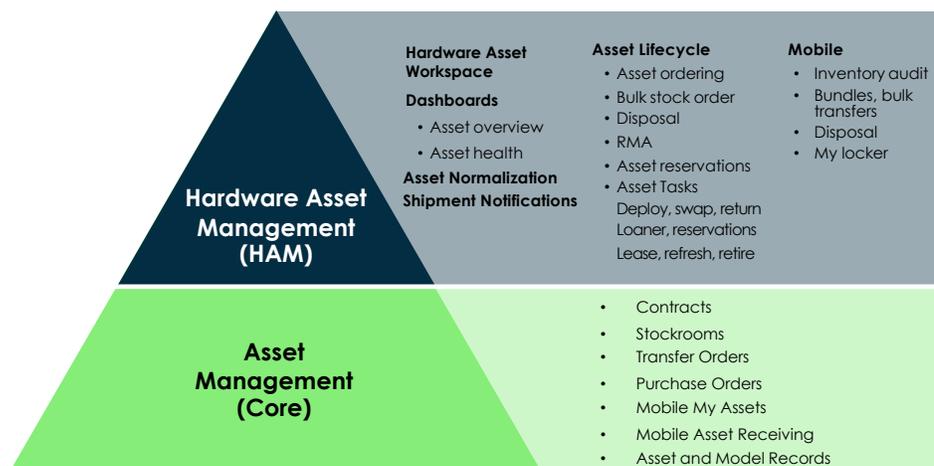
IT Asset Offboarding

• Automate the request, reclamation, and removal of hardware and software with prescriptive tasks that make work flow

Automating HAM: How to workflow the 7 stages of the asset lifecycle

Learn how to make work flow by automating the HAM lifecycle from request to retirement.

Get the white paper

Hardware Asset Management (HAM)	Hardware Asset Workspace	Asset Lifecycle	Mobile

	Dashboards
	• Asset overview
	• Asset health
	Asset Normalization
	Shipment Notifications
		• Asset ordering
		• Bulk stock order
		• Disposal
		• RMA
		• Asset reservations
		• Asset Tasks
		  Deploy, swap, return
		  Loaner, reservations
		  Lease, refresh, retire
			• Inventory audit
			• Bundles, bulk transfers
			• Disposal
			• My locker

Asset Management (Core)		• Contracts • Stockrooms • Transfer Orders • Purchase Orders • Mobile My Assets • Mobile Asset Receiving • Asset and Model Records	

Hardware Asset Management builds on Core asset management capabilities.

Asset lifecycle workflows

The asset lifecycle journey starts when someone requests an asset. Each automated workflow will take a different action based on whether the asset is in stock, needs to be transferred, or needs to be purchased. These automated workflows remove the need to manually update each asset record or configuration items (CI). Assets lifecycles can also be tracked within inventory and as part of a loaner asset process or to identify when leased assets come due.

At the end of an asset's lifecycle, you can create disposal orders for hardware and consumable assets. This workflow will help you verify proper asset disposal, which guides you through five asset disposal tasks—planning, scheduling, verification, departure, and the final confirmation of the disposed assets.

Inventory and stockroom management

Manage your inventory and stockrooms whether you have one or many. Set up stock rules to automatically purchase or transfer stock from another location, including bulk asset transfers. Also use advanced shipment notifications to create assets in the system and track them in transit. Audit your inventory as scheduled or blind audits for asset stockrooms, offices, or data centers.

Create asset bundles from existing assets in your inventory to track, reserve, or deploy as a single entity. Workflows also help you transfer assets from one location to another or reserve, track, and recover loaner assets.

Leveraging mobile to manage assets

Employees and individuals can scan and receive assets and see information about those assigned assets through their My Assets feature on the Now Mobile app. But you can also leverage your mobile devices to manage assets by scanning assets to receive them into stockrooms and for performing asset audits on location to verify inventory accuracy.

Asset visibility and dashboards

Performance analytics dashboards help you visualize data over time, analyze your business processes, and identify areas of improvement. View your key metrics on your hardware and consumable models and assets for the entire asset lifecycle in the hardware asset dashboard. Additionally, see health related information such as assets with higher incidents, missing purchase information, infrequently discovered assets, and assets ready for retirement.

Asset normalization and content service

Having inconsistent, stale, or inaccurate data is frustrating and leads to manual work and questionable decisions. Opt-in to the hardware asset content service and quickly normalize 129 model classes with asset data for thousands of known manufacturing and consumable models and model numbers. The content service also automatically populates the asset lifecycle data to help your know when assets are out of warranty.

HAM programs work with ServiceNow

The Value of HAM for IT

Asset
- Associate software to hardware and the responsible people or teams

Operations
- Automate deployment and end-of-life processes and certifications
- Discover assets and enhance data from multiple sources
- Map critical infrastructure to business services and refresh according to asset age or number of incidents

Service
- Instantly access asset details when answering support calls, incidents, or providing knowledge articles via virtual agents
- Identify asset incident trends to aid resolutions and future asset buying decisions

Security
- Know un-supported hardware that has vulnerable firmware
- Track assets down to components such as hard drives

Field Services
- Manage nearly every aspect of equipment, parts, and truck inventories, and do it through mobile

Employee workflows + HAM
- Streamline onboarding and offboarding with automated workflows and asset tracking

Innovation and velocity in Hardware Asset Management

Orlando	Paris	Quebec	Rome	San Diego
• Multi-asset receiving (multi-scan) • Mobile My Asset	• Normalization • Hardware library • Lifecycle flows—asset, bulk stock, and disposal orders • Asset dashboard • Asset inventory audit • Deploy, swap, and retire automation	• Lifecycle flows—HW refresh, loaner request, and lease returns • Asset bundles/kits • Bulk transfers • Mobile disposal scanning • Remote asset receiving	• Asset health dashboard • Return merchandise authorizations (RMA) • Asset Reservations	• Hardware Asset Workspace • IT Asset Offboarding (HAM+SAM)

> ❝ We are seeing many large customers implement HAM in short timeframes—often from 7-10 weeks.

San Diego platform release

The latest ServiceNow Hardware Asset Management capabilities will help you stay productive on day-to-day lifecycle management activities and simplify the technology asset offboarding process with prescriptive, automated tasks.
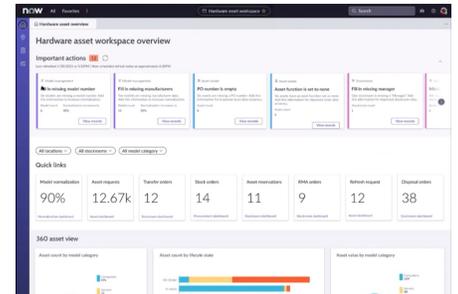
Hardware Asset Workspace

Hardware Asset Workspace on Next Experience serves as a command center for asset managers to track and manage their assets—driving efficiencies at every stage of the lifecycle. This modernized workspace provides a single-pane view of the hardware asset estate, directing users to critical action items and automated optimization recommendations that drive HAM outcomes. Take the guesswork out of lifecycle management processes and keep asset records accurate and always up to date.

IT Asset Offboarding

Inefficiencies in offboarding can result in missing, lost, or stolen assets that never get returned, improper asset disposal that increases potential security risks, or unauthorized users gaining or keeping access to sensitive business information through software. HAM works with ServiceNow® Software Asset Management to create a simplified, automated way of managing assets through the asset offboarding process.

Hardware Asset Management (HAM) helps customers determine the first appropriate path to either redeploy, repair, retire, dispose, or return an asset. Software Asset Management (SAM) puts the workflows in place to uninstall software, revoke license and device allocations, and revoke software-as-a-service subscriptions assigned to the user.

Hardware Asset Workspace – Overview Dashboard

> ❝ Achieved 96.5% hardware assets normalized out of the box.
>
> -Global retailer

servicenow.

servicenow.com/HAM