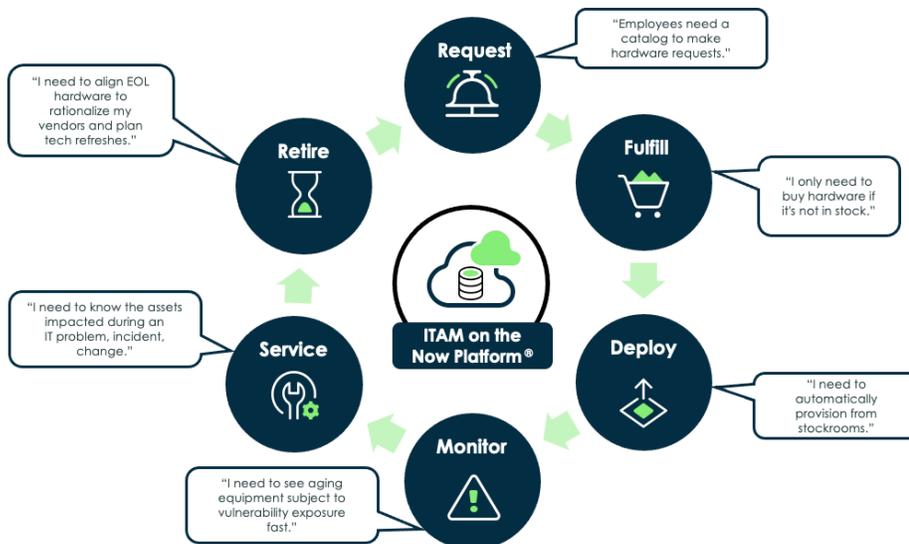## ServiceNow Hardware Asset Management

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 siloes. 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.

❝

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."
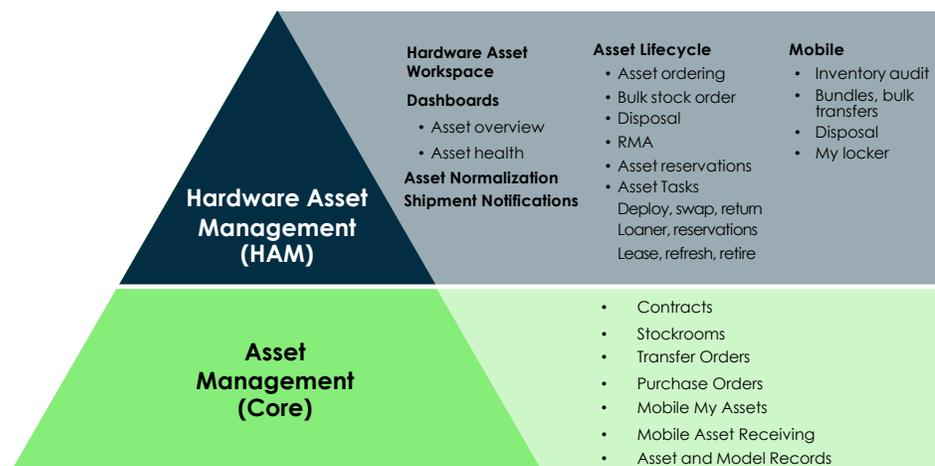
-Large services company

Latest Innovations

- Asset management executive dashboard
- Contract and renewal management
- Asset workspace – procurement – sourcing

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

Get the white paper

Hardware Asset Management builds workflows 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

Paris	Quebec	Rome	San Diego	Tokyo
• 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)	• Asset management executive dashboard • Contract and renewal management • Asset workspace–procurement – sourcing

"

Achieved 96.5% hardware assets normalized out of the box.

-Global retailer

Tokyo 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.

Asset management executive dashboard

When you have at least two ServiceNow ITAM products (Software Asset Management, Hardware Asset Management, or Cloud Insights) you can provide an executive experience for overseeing software, hardware, and cloud technology assets and resources. This helps you manage KPIs to help save costs, reduce risk, or identify which assets are in various lifecycle stages.

Contract and renewal management

Deliver a guided experience for renewing your hardware and software contracts. Highlight recommendations, actions, and data for both hardware and software contracts and renewals.
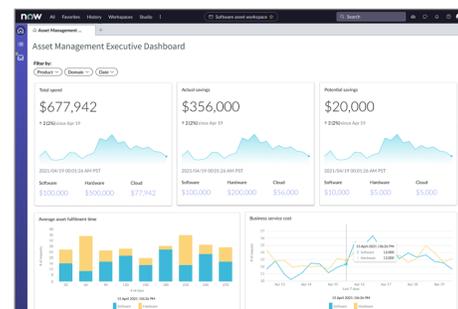
Provides workflow for single or multiple contracts and their renewals across multiple stages of the purchasing process. Automate hardware warranty and maintenance contract renewals.
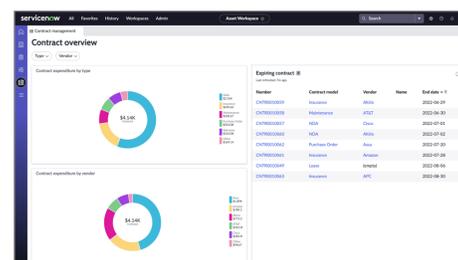
Asset workspace – procurement – sourcing

Gather sourcing requests from multiple storerooms or through purchase order creations. Source quick consumption from local stock, or transfer items from one storeroom to another. Create purchase orders within the same sourcing workflow when assets are not available. Speed up sourcing when all options are available in one workflow.

Better together opportunities

Nearly all of these new capabilities highlight the ability for ServiceNow asset management products – including Hardware Asset Management, Software Asset Management, and Cloud Insights – to work together to provide a more comprehensive asset management solution than any technology partner.

Asset management executive dashboard

Contract and renewal management

servicenow.

servicenow.com/HAM