

ServiceNow ITAM Implementation for a global consulting company



Background:

The client, a global consulting company specializing in audit, tax, and advisory services, faced challenges in managing their assets efficiently. The existing manual processes, primarily handled through Excel, were error-prone and lacked visibility. Asset-related processes such as new asset deployment, recovery of lost or damaged assets, and loan processes relied heavily on manual interventions and email approvals.

Objectives:

To streamline and automate the entire asset lifecycle management process, ensuring accuracy, efficiency, and real-time visibility. ServiceNow IT Asset Management (ITAM) capabilities were leveraged to design and implement a comprehensive solution.

Implementation Highlights:

1. CMDB Class Structure Design:

- Defined a robust CMDB Class Structure tailored to the organization's needs.
- Finalized the structure to ensure accurate representation of assets and their relationships.

2. Product and Asset Models:

- Developed and uploaded product and asset models along with model categories.
- Ensured a systematic and standardized approach to categorizing and managing different types of assets.

3. Templatized Import for Asset Data:

- Established templates for importing various types of asset data, including computers, end-user devices, communication devices, peripherals, software packages, and consumables.
- Enabled a seamless and standardized data import process for ongoing maintenance.

4. Data Upload Utility:

- Implemented a user-friendly data upload utility to facilitate ongoing data maintenance.
- Ensured that the system stayed current with the latest information about assets.

5. Service Catalog and Workflows:

- Developed service catalog requests and workflows for key asset management processes.
- Included processes such as Purchase Requests (Hardware/Software), Asset Repair, Report Damaged/Lost Assets, Loan Hardware, Clearance Process, Assignment Acknowledgment, and creation of Configuration Items like mailboxes and distribution lists.
- Integrated reminders and notifications for proactive management.

6. Reports and Analytics:

- Implemented a comprehensive set of asset management reports.
- Included reports on asset aging, warranty due reminders, depreciation calculations, and other relevant metrics.
- Provided real-time insights for better decision-making.



Benefits:

Efficiency Improvement: Automation of asset management processes significantly reduced manual efforts and errors. Streamlined workflows accelerated the entire asset lifecycle.

Visibility Enhancement: Real-time visibility into asset status, locations, and due dates improved decision-making. Users and administrators gained a holistic view of the asset landscape.

Standardization and Compliance: Standardized processes and data structures ensured compliance with industry best practices. Enhanced data accuracy and reliability.

Proactive Management: Automated reminders and notifications enabled proactive management of asset-related activities. Timely alerts for warranty renewals, maintenance, and other critical events.

Cost Optimization: Improved control over assets and their lifecycle led to better cost optimization. Enhanced tracking and reporting facilitated informed budgeting and procurement decisions.

User Satisfaction: Streamlined processes and self-service options through the service catalog enhanced user satisfaction. Faster resolution of asset-related requests and transparent communication.

The ServiceNow ITAM implementation successfully transformed the client's asset management practices, providing a scalable and efficient solution aligned with their business objectives.

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