ServiceNow Enterprise Asset Management

Optimize enterprise asset investments

All organizations rely on diverse physical assets, from revenue-generating frontline devices to back-office equipment. However, as asset complexity and volume increase, manual processes hinder transparency and control. The solution is clear: organizations must fully automate enterprise asset management (EAM) across the entire lifecycle. Faced with time constraints to meet financial goals, organizations are embracing digital workflows for process modernization. They're grappling with managing assets using costly legacy systems or disjointed point solutions. This directly impacts revenue due to insufficient asset lifecycle visibility, unaddressed asset sprawl, inaccurate inventory, risk exposure, and limited scalability.

Enhance decision-making transparency

ServiceNow® Enterprise Asset Management empowers organizations to manage the entire lifecycle of physical assets. Attain asset status with precise data across all classes to make data-driven decisions. Optimize the investments your organization makes in its assets by meeting financial and operational goals.
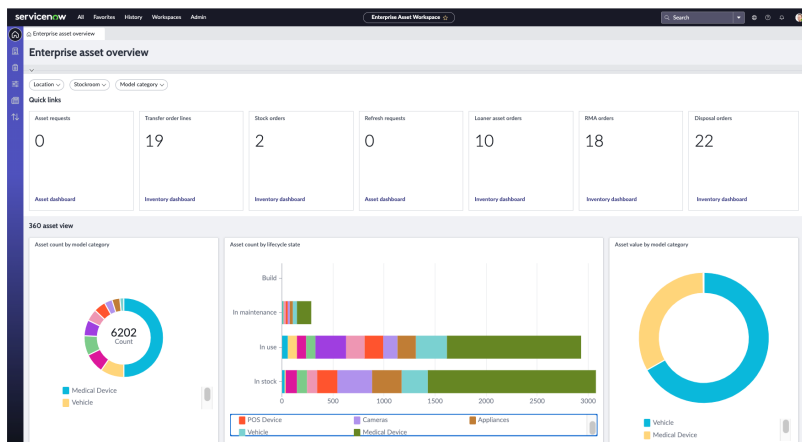
Cut costs and expenses

ServiceNow Enterprise Asset Management helps extend asset life and avoid unexpected downtime by better planning, maintaining, and using what you own. Improve balance sheet performance by fine-tuning asset inventory levels, avoiding stockouts and deadstock. Help enable asset showbacks to lines of business.

Boost efficiency through process enhancement

Streamline processes and automate EAM workflows. Improve productivity and policy adherence when you easily transfer assets and parts, track shipment details from carriers, reclaim unused items, and simplify end-of-life procedures.

Mitigate asset-related risk

The Enterprise Asset Workspace ensures full asset traceability and dependable records for regulatory compliance and audits. Minimize exposure by documenting new assets, analyzing risk heatmaps, and planning refreshes.

Enterprise Asset Workspace - Overview Dashboard

> *Devices are ready for employees and clinicians on day one, and all that is enriched with data.*
>
> — Hospital system

Value of EAM grows on the ServiceNow Platform

One platform to connect asset operational and financial data, following each physical asset through from planning, acquiring, and deploying to retirement.

Control tower

Functions like a control tower to manage the complete enterprise asset estate and precisely model each asset type so you know what you own and where it is.

Mobile ready

Mobile enabled to keep track of assets, manage tasks, perform actions, check inventory, and more while on the go.

Field service integration

Integration with ServiceNow Field Service Management ensures seamless maintenance execution.

Ready to learn more?

Learn how to modernize and automate enterprise asset management

ServiceNow.com/EAM

Automate enterprise asset lifecycles

With ServiceNow, your asset management gains a comprehensive view spanning asset classes, types, and industries, enabling informed strategic planning based on financial data like costs and depreciation.

• Access an overarching dashboard grounded in intricate asset relationships and multi-component data structures.

• Monitor and resolve open issues with data accuracy and completeness throughout various asset lifecycle stages.

• Track assets and spare parts as they move throughout the organization and across locations.

ServiceNow streamlines enterprise asset processes, automating tasks from planning to retirement with prescriptive workflows such as the following:

• *Acquire-to-deploy:* For new asset requests, bulk refurbishments, or replacements, start by checking inventory. Choose local stock, warehouse transfer, or initiate procurement with ERP integration. Automate reservations and loaner equipment within the system.

• *Maintenance-return-recall:* Address nonfunctional assets by swapping and checking warranty or service contract status. Perform actions on multi-component assets as one entity or its components separately. Handle on/offsite repairs, replacements, and recalls seamlessly.

• *Reclaim-resale-disposal:* Automate asset reclamation, evaluation, and retirements during operational transitions. Resell assets at end of life, using a task-based approach to track and document disposal.

Model and track linear assets

Efficiently handles many asset types, including linear assets at section or segment levels, which is often a challenge for enterprise asset managers. Empower your asset managers to build and track linear asset geometries—including overlap and intersect. Associate individual assets along linear routes, a perfect fit for overseeing roadways, tracks, trails, pipelines, cables, utilities, and beyond.

Manage asset inventory for efficiency

Boost response times by aligning inventory levels across locations using a workflow-driven approach. Efficiently manage equipment and parts acquisition, including integrating the employee catalog for new asset requests. Assets can be received at central warehouses, branch stockrooms, or in the field via mobile scanning.

Enhance stockroom operations by closely monitoring serialized assets and consumables to optimize inventory. Seamlessly import Advanced Shipment Notifications (ASN) for proactive asset preparation pre-delivery. Implement auto-replenishment rules, stock transfers, and bulk orders. The platform sends alerts for crucial actions, addressing data gaps or inconsistencies promptly.

Plan enterprise asset maintenance

ServiceNow Enterprise Asset Management helps prolong asset life by facilitating regular maintenance for physical equipment across locations. Develop maintenance schedules tied to models or assets based on user-defined rules triggered by time, use, or condition.

Validate maintenance via documentation for audits or inspections. Execute maintenance plans by assigning planned or ad-hoc work orders, complete with parts requirements, to ensure technicians are prepared to complete task via Field Service Management. Maintain accurate asset data through removals or swaps prompted by work orders. Analyze work history and trends to guide future allocations and purchases.

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