

# ServiceNow Hardware Asset Management

## 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

ServiceNow® Hardware Asset Management minimizes stockroom inventories and resource waste. Leveraging end-of-life (EOL) and end-of-service (EOS) insights for hardware refresh planning cuts costs, reduces risks to critical business systems on aging assets, and enhances cost-efficiency through methodical purchasing. This improves compliance 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 begins with clear, understandable, and normalized data, upholding a clean, central system of record. Obtain a comprehensive overview, tracking asset locations across lifecycle stages for informed planning, strategy, and business agility. Elevate data quality via automation and harmonize financial and service management practices to uphold data accuracy.

## Automate your asset lifecycle to drive greater efficiency

Streamline your IT lifecycle with pre-built, guided workflows rooted in industry practices that replace manual tasks. Workflow-driven asset lifecycle and business processes enhance efficiency and enrich employee and customer experiences, reducing dependence on multiple tools. Identify the optimal moment for asset retirement, return, or recycling, ensuring proper wiping and disposal certification.

## Slash costs or optimize with workflow? YES.

### The value of Hardware Asset Management on the Platform

#### Asset

- Associate software to hardware and responsible people or teams

#### Operations

- Automate deployment and EOL 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 for 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 experience + HAM

- Streamline onboarding and offboarding with automated workflows and asset tracking

#### Sustainable IT + HAM

- Support ESG initiatives with an adaptive hardware estate

[Read the case study](#)



**Asset lifecycle workflows**

The journey begins with a request. Automated workflows react based on stock, transfer, or purchase needs, eliminating manual updates to records and CIs. Asset lifecycles can be monitored in inventory, for loaners, or leased assets. Upon lifecycle's end, generate disposal orders for hardware and consumables. This workflow ensures proper disposal, guiding through tasks—planning, scheduling, verification, departure, and certification. Also, execute donation orders to contribute to charities.

**Inventory and stockroom management**

Efficiently oversee your inventory and stockrooms, whether singular or multiple. Automate stock rules for purchases and transfers, including bulk asset transfers. Utilize advanced shipment notifications for asset integration and transit tracking. Conduct scheduled or blind audits for asset stockrooms, offices, or data centers.

Create asset bundles from existing inventory to seamlessly track, reserve, or deploy as one entity. Workflow integration streamlines asset transfers, reservations, tracking, and loaner recovery.

Operate warehouses and stockrooms with greater precision by linking assets to pallets and tracking assets at the aisle and space level. Improve request fulfillment time by using service locations and connecting stockrooms geographically with distribution channels to handle unique configurations.

Track and manage hardware procurement from a unified dashboard in the Hardware Asset Workspace. Drive outcomes through recommended activities, alerts, and actionable insights regarding open requests, purchase orders, pending transfers, and more.

**Leverage mobile to manage assets**

Scan assets and access details through My Assets on the Now Mobile app. Use mobile devices to receive assets into stockrooms and conduct on-site audits for accurate inventory checks.

**Asset visibility and dashboards**

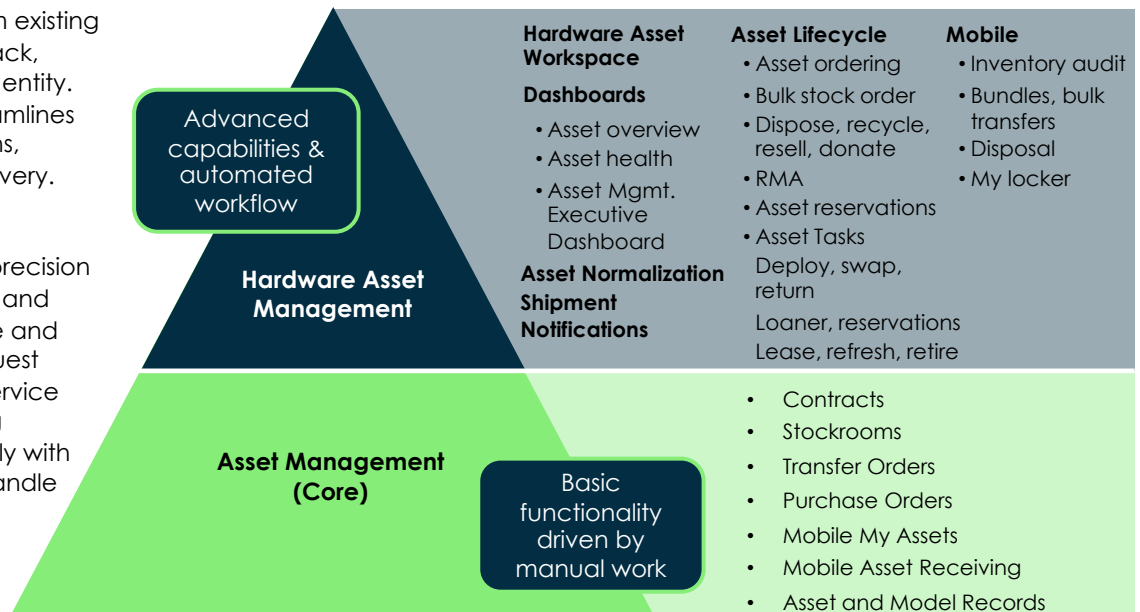
Key metrics for hardware and consumable assets throughout the lifecycle are presented in the hardware asset workspace. This workspace helps visualize data over time, aiding process analysis and improvement. It also showcases health data, including assets with higher incidents, absent purchase details, infrequently discovered items, and assets set for retirement.

**Asset normalization and content service**

Inconsistent, stale, or incorrect data causes frustration and manual efforts. Choose the hardware asset content service for swift normalization of 125+ model classes with data for numerous manufacturing and consumable models. It auto-fills asset lifecycle data to track asset warranties efficiently..

**Top 10 latest innovations**

1. Hardware Asset Management success portal
2. Zero touch refresh
3. Asset inventory and distribution enhancements
4. Hardware asset workspace – procurement
5. Asset donation workflow
6. IT asset offboarding (HAM+SAM)
7. Pallets for inventory
8. Asset management executive dashboard (HAM + SAM + Cloud)
9. Contract and renewal management
10. Asset reservations



Hardware Asset Management builds workflows on core asset management capabilities.

