IBM

Tivoli. software

Employ discovery and asset management products to effectively and efficiently manage hardware life cycles.

Highlights

- Employ an end-to-end asset management solution to control the costs and financial impact of all hardware assets across the infrastructure

- Help reduce hardware acquisition and management costs with system-wide discovery, management and procurement processes

- Gain a clear, holistic view of interdependencies between applications, computer systems and networking devices

- Improve service delivery by increasing uptime and standardizing warranty coverage and processes

- Increase the lifetime of hardware assets through more effective change management

- Help meet internal and regulatory compliance requirements

Today the one sure thing a company can count on is an ever-changing business environment. Major organizational changes — including mergers and acquisitions, shifts to outsourcing and evolving compliance requirements — demand that business-critical IT systems remain cost-effective and reliable. A strategic asset management solution is a critical factor in maintaining top IT performance.

In fact, a recent survey reported that 80 percent of CEOs agree that collaboratively integrating business and technology is key to business growth and innovation.* Yet, instead of making strategic and innovative IT decisions, many IT leaders and managers spend too much time trying to analyze and manage their hardware assets. From hardware purchase to hardware

retirement, companies are confronted with a flood of IT equipment challenges, such as:

- Increased hardware costs, especially across organizational silos.
- Unreliable and insufficient data to make strategic IT decisions.
- Little or no visibility to manage assets and their configurations across the infrastructure.
- Lack of proper hardware standards to support an end-to-end hardware life cycle.
- Internal and regulatory compliance violations due to lost equipment, expired leases and more.
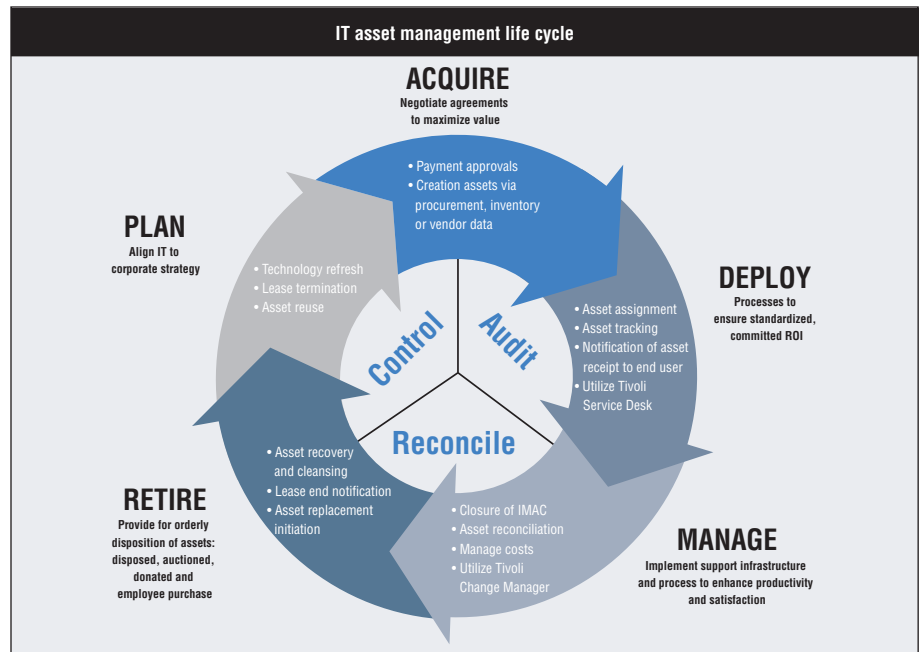
As hardware assets move through each of the five stages of life-cycle management (plan, acquire, deploy, manage, retire), they require well-defined, structured processes and solutions that deliver value to your company.

IBM Hardware Asset Management brings together two powerful IBM software products that help you avoid hardware life-cycle management problems: IBM Tivoli® Application Dependency Discovery Manager and IBM Tivoli Asset Management for IT. Together they provide the tools you need to discover, analyze, plan, execute and monitor all your hardware assets. The solution delivers:

• Procurement and asset discovery integration for end-to-end life-cycle management.
• A potential lower total cost of ownership (TCO).
• A flexible, easy-to-configure, Web-architected solution built on J2EE™ — leading, standards-based technology — featuring advanced business process management.
• An easy-to-upgrade asset management system that keeps configurations of the asset management application intact.
• Closed-loop automation across business silos.
• A configurable user interface, dashboards, key performance indicators (KPIs), reports, ability to create new applications and more.

Discover asset locations across the enterprise

In complex, distributed environments, one of the greatest challenges in hardware asset management is discovering assets across your enterprise. Tivoli

IBM Hardware Asset Management helps manage each phase of the hardware life cycle — from planning and acquisition to retirement.

Application Dependency Discovery Manager is used for the discovery of hardware assets and provides a holistic view of the interdependencies between applications, computer systems and network devices to assess the business impact of your IT hardware decisions.

If more detailed hardware inventory data is required, you can deploy a discovery tool from IBM or another existing tool to obtain it. Tivoli Asset Management for IT supports many leading IBM and non-IBM industry discovery tools.

Know the business impact of hardware assets

By analyzing your hardware system's infrastructure and identifying what part of your business will be impacted, Tivoli Application Dependency Discovery Manager helps you to answer tough questions, including: How will system changes to my environment impact my hardware prior to deployment? Where are my hardware assets so that I can support regulatory compliance policies? What business applications will be impacted for expiring lease or maintenance agreements?

Tivoli Asset Management for IT combines purchasing, inventory, financial, maintenance and contract management into one flexible interface. It tracks and manages the complete life cycle of your IT assets and provides workflows to manage the processes for control, audit and reconciliation of authorized versus deployed assets. Tivoli Asset Management for IT helps manage hardware assets by:

- Prioritizing and organizing contract management activity through alerts and workflow.
- Reducing the costs of purchase orders by streamlining the IT asset procurement process.
- Avoiding unnecessary purchases through accurate inventory management.
- Enabling efficient financial control of hardware assets by reconciling what's been purchased, received, deployed and invoiced.
- Identifying and removing older IT assets that are costly to maintain.

Reduce costs through efficient, system-wide discovery and management processes
Designed to work with your existing operational management tools, IBM Hardware Asset Management helps control the associated costs and financial impact of assets at every stage of the hardware life cycle. The solution helps reduce costs by:

- Optimizing procurement processes to consolidate — and get a holistic view of — the costs of hardware purchases, leases, maintenance and risk-management decisions.
- Discovering all assets and their locations, and how each impacts the business.
- Decreasing the need for management and administration support.
- Increasing efficiencies so you spend less time on contract management, maintenance and lease agreements.
- Reducing lease penalties, by understanding what you leased, where the equipment is located and when the lease expires.
- Consolidating purchasing and contracts information to help you negotiate for vendor discounts.
- Standardizing warranty processes to make the most of coverage and reducing past-due warranties.
- Reducing risk exposures due to lost equipment.
- Enabling efficient preparation for internal audits.
- Extending your hardware life cycle with more effective technology migrations.
- Reusing assets that are stored in inventory before purchasing additional assets.
- Reconciling invoices against purchase orders.
- Reducing maintenance costs on assets that are in inventory.

Enhance service delivery by standardizing hardware management processes
Ad hoc hardware management processes create inefficiencies and drive unnecessary costs, especially when each siloed organization has different vendor selection processes, hardware management tools, warranty coverage and procurement processes. IBM Hardware Asset Management improves your service delivery through enhanced process standardization for things like vendor selection, warranty selection and upgrades. Detailed asset information helps drive efficiencies for repairs and upgrades, resulting in improved uptime. By storing specific information such as company/person name, the address where the order was delivered and detailed stocking information, IBM Hardware Asset Management even reduces manual data upkeep. The solution helps you:

- Improve contractor and vendor-selection processes, facilitating better contractor performance.
- Produce data needed for critical decisions and planning of server migrations, server consolidations, data center consolidations and other hardware cost-saving projects.
- Standardize processes and configurations.

- Be notified, via alerts that you set, when hardware needs to be retired and which devices need to be replaced — including projected replacement costs.
- Know about warranty expirations, to help consolidate and determine how much coverage you need and for what devices.
- Establish procurement best practices that aid in research and cost comparisons.
- Use sophisticated reporting that helps pinpoint organizational inefficiencies (overprovisioning, excessive warranty coverage, expired equipment leases and more).
- Employ just-in-time procurement for specific stock levels.

Increase the efficiency of change management and the effectiveness of planning

IBM Hardware Asset Management helps you proactively plan IT modifications as part of your overall IT asset management process. When mergers and other corporate and operational changes are about to occur, you have a tool to manage and report changes. The solution helps divide the components of your change management process into smaller, more manageable pieces, such as tasks, labor, materials,

services and tools. With this granular view, you can:

- Plan, review and report the actual work, resources and costs associated with implementing changes to the IT infrastructure.
- Plan and prepare for technology migrations.
- Notify support staff of upcoming changes.
- Schedule needed rollouts.
- Understand cost impacts before approving system changes in your environment.
- View warranty coverage before approving system changes.

Help meet internal and regulatory compliance requirements

IBM Hardware Asset Management analyzes your asset configurations and allows you to view discrepancies in hardware and standardize management processes, to avoid common problems like overprovisioning and end-of-lease discrepancies. For instance, the solution compares should-be with as-is configurations and helps you establish — and enforce — policies for standardization. These same capabilities can also assist with efforts to address regulatory requirements that prevent unauthorized purchases and nonstandard installations.

Furthermore, the solution offers a unique set of asset comparison views, reports and powerful KPIs that help monitor the health of the entire IT infrastructure. Easy-to-use reporting tools enable you to bring together asset information, view details holistically and then make strategic decisions to effectively plan, budget and manage hardware assets.

Conclusion

The IBM Hardware Asset Management solution offers a complete, integrated way to achieve cost controls and meet service goals — based on industry best practices. It maximizes the performance and lifetime value of complex assets and closely aligns them with your overall business strategy to help you:

- Improve return on assets.
- Lower the total cost of hardware ownership and risk.
- Increase productivity by streamlining asset analysis and management.
- Improve asset-related decisions, service delivery, responsiveness and revenue.
- Facilitate regulatory compliance efforts.

To speed implementation of IBM Hardware Asset Management, IBM Global Technology Services consultants will install and configure the solution to meet your business objectives. One of the world's largest consulting organizations — with a community practice of more than 5,000 global members including operational managers, architects, consultants and software developers — IBM Global Technology Services draws on a broad range of capabilities and a comprehensive portfolio of business and IT consulting services. We deliver services for installation, personalization and testing, documentation and training for key personnel and also offer:

- Time-tested processes and tools, for assurance of reliable results and practical service management design.
- Intellectual capital and proven templates and examples to help speed project execution.

- A wealth of experience designing and implementing asset management systems.
- Predictable and reliable project management–driven results, so you can get it right the first time.
- Deep experience managing a global, heterogeneous, multisourced infrastructure with both large and small data centers.

For more information

For more information about how IBM Hardware Asset Management can help your organization more efficiently manage the complete life cycle of your hardware assets, contact your IBM representative or IBM Business Partner, or visit **ibm.com**/tivoli

About Tivoli software from IBM

Tivoli software provides a set of offerings and capabilities in support of IBM Service Management, a scalable, modular approach used to deliver more efficient and effective

services to your business. Helping meet the needs of any size business, Tivoli software enables you to deliver service excellence in support of your business objectives through integration and automation of processes, workflows and tasks. The security-rich, open standards–based Tivoli service management platform is complemented by proactive operational management solutions that provide end-to-end visibility and control. It is also backed by world-class IBM Services, IBM Support and an active ecosystem of IBM Business Partners. Tivoli customers and business partners can also leverage each other's best practices by participating in independently run IBM Tivoli User Groups around the world — visit www.tivoli-ug.org

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