SSI's Guide to Optimizing Your IT Asset Management

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IT professionals play a critical role in many businesses. They oversee many areas of your organization to keep departments running smoothly. With this job comes much technology to monitor, update, deploy, and track—this can cut deep into your business' bottom line when it's not managed correctly. With that said, it's essential to have support for all your IT department needs.

This eBook is a guide to optimizing your IT asset management, where you'll learn the ins and outs of technology management from the beginning of the process to completion. We will also look at what to consider when choosing the best company and software for asset management within your business.

Asset Management Explained

As companies grow more dependent on digital solutions, whether in healthcare or public safety services, they all require technology for many roles.

IT asset management is managing your technology for your business, such as computers, tablets, and other relevant equipment. **When your digital assets are managed, it helps your business understand:**

- What are the hardware and software elements that make up the company's IT systems?
- How are they used?
- What is the cost of maintaining these resources?
- When did the company acquire them?
- What are the license expiration dates, etc?

On the surface, this seems simple to manage. However, when your business heavily relies on technology to function like in a hospital setting—it's essential for the organization to have proper gear in working order. For some industries, employees are responsible for providing computers, tablets, and other devices to dozens of sites throughout the country, depending on the company's size. This means a person manages the tech throughout its entire IT lifecycle at a particular company.

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An IT professional is responsible for the following if they are spearheading the IT asset management for your organization:

- Searching for the best product within your budget
- Purchasing items based on location
- Communicating with the warehouse on shipping and time allotment to get the products
- Creating a deployment process to get the products to necessary sites on time
- Tracking and monitoring items as needed
- Coordinating potential installation and building needs based on the product purchased

Once these tasks are complete, IT professionals are responsible for any updates to all the products and the replacement of products over time until the process repeats from the beginning. This list alone is a lot for someone to organize manually. Plus, if this isn't managed properly, it could cost your business much money in the long run. So how do you streamline the process for the best results? Begin by optimizing your IT asset management plan for your company's long-term success.

Optimize Your IT Asset Management

Gone are the days of multi-step processes to get the equipment you need for your business to operate on a day-to-day basis. Companies with industry knowledge and decades of experience can support your employees while providing the lowest prices for the devices you need. Still, there are other considerations when it comes to optimizing your IT asset management. Simplifying the IT lifecycle is the best place to begin with optimizing your IT asset management. In many cases, the software is essential for this to be successful. It's also necessary to consider how the optimization process will boost productivity. That means you can remove unnecessary work from your plate and work on other areas of your job.

Customization is a pivotal factor in viewing all your assets including hardware, software, licenses, widget configurations, and more. You'll also want to consider transparency. Look for software that gives you access to real-time analytics that deliver supreme visibility throughout the IT value chain. With this information, you can gain new insights into performance trends and forecasts and drastically enhance overall operations by anticipating trends based on current environments and past performance.

IT professionals can agree that integration is vital for technology and software, and asset management is no different. When looking for software, you want to find a digital solution that offers integration of asset tags and serial numbers by automatically feeding data after placed orders, saving both time and resources while significantly improving accuracy.

Cybersecurity is critical to consider if you're in charge of thousands of devices and several sites. Ensuring your hardware and supporting software are appropriately secured and up-to-date is essential. Deployment of antivirus software with updated signature files is beneficial and cost-effective long-term. Finally, accessibility to both patch and update management are crucial. Digital giants are notorious for constantly have updated patches and updates to install. Instead, you need an automated way to push out these updates according to a schedule that you set based on your needs.

The above examples will begin the optimization process for your asset management. **Here are other system necessities that can increase efficiency and accuracy for your organization in this process:**

- Asset data loaded when shipped
- Scanner-based inventory module
- Inventory and activity reports
- Scanner-based deployment module
- Automatic inventory updates
- Device service management and history
- Various deployment options
- Deployment relocation and retirement reports
- Warranty, service, time, and location tracking

Overall, finding the proper software to handle this process for your organization takes deliberation on where you need the most support.

Don't Forget About Value-Added Services

It's essential to learn what other benefits are offered to your company if you choose a particular software. It's vital to find a company looking to build a long-lasting relationship with your organization and your employees for support rather than working with a company that sees you as a dollar sign. You're not walking into a store, purchasing one product, and walking out the door. There are more steps to complete when it comes to asset management and finding the best solution.

Here are some value-added services that you should inquire about with the business:

▶ Custom Solution Design

Ensures successful projects and long-term integrations. Establish, maintain, and enforce IT standards. Using this store-site concept, you maintain standards with a secure platform.

▶ On-going Training for Your Team

Routinely schedule meetings with the management team and manufacturers for education and remote training.

▶ Inventory Systems and Reports

Find custom solutions that will help you receive, deploy, redeploy, and dispose of IT assets. Assist with reports highlighting essential data.

▶ Vendor Management

Seek support with managing key vendor relationships, pricing, contracts, maintenance contracts, and warranties.

▶ Custom Logistics

Evaluate new facilities before shipping products to ensure useful staging and safely transfer and deploy equipment.

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Using ServiceNow to Support Your Business

Strategic Sourcing Inc. revolutionized IT operations with a cloud solution for asset management. With a single-pane-of-glass platform, ServiceNow can consolidate your IT services while improving team members' overall production.

ServiceNow provides a variety of solutions to help you better run your business, including:

- IT Management
- DevOps
- Service Organization
- IT Operations Management
- Security Operations
- IT Business Management
- Governance, Risk, and Compliance

Learn More About ServiceNow

Optimizing Your IT Asset Management is Essential

There are many software options available when it comes to IT asset management. Although securing the best digital solution and its features is very important, you also want to consider the company behind the software.

When questions arise, you want to have a positive, relationship-focused partnership with the company you work with to keep your IT assets managed long-term. Digital and online solutions are crucial for businesses to implement into their company strategies. If you haven't considered streamlining your IT asset management, now is the time to make this a priority to save time and money.

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