



# Best

Practices Series

# ITIL

Compliance and Eracent  
**Implementations**

*An Executive White Paper*  
**Eracent, Inc.**  
[www.eracent.com](http://www.eracent.com)

## ITIL

**The IT Infrastructure Library (ITIL)** is the most widely accepted approach to IT Service Management in the world. ITIL provides a comprehensive and consistent set of best practices promoting a quality approach to achieving business effectiveness and efficiency in the use of IT systems.

**The aim of ITIL** is to provide a reliable and proven best practice to an organization that underpins the processes of an organization and will improve the quality of service whilst maintaining or reducing costs.

**Eracent can assist** organizations working toward an ITIL recommended best practice within configuration management by providing a solution that captures and inventories the IT and software assets within the organization. To help facilitate this, Eracent provides a comprehensive set of processes and reports to provide the organization with a holistic solution based on best practice and proven customer satisfaction.

**All asset details** and relational asset data (Configuration Items) need to be held in a single repository to provide information and support to all the associated areas of Service Management within the organization. To achieve this requirement, which is the basis of implementing industry recognized best practice methodology, there are a number of areas where Eracent can help: Technology, Processes, Management Information, Customer Interface, License Control.

**Eracent provides** a comprehensive IT asset management database that provides a level of accuracy that is unparalleled in the industry. If an asset management solution is to be the focal point of all asset data, then the information and decisions based on the information in that database are wholly dependant upon accuracy and availability of real time information. Eracent provides the technology to achieve this with a highly scalable and comprehensive solution based approach.

**Processes are incorporated** within technology to provide strategy, scope and objectives that are applicable to maximize the asset management process.

**These processes** are regularly reviewed and amended based upon customer user groups, so Eracent is continually working towards service improvement and value perception. Most importantly, these processes are proven to support the business need based upon continual trend analysis and feedback.

**This process is important** for a number of reasons. However the financial impact on an organization to not hold this information may be the most compelling reason to adopt an IT asset management process. A company needs assurances that the software that it has in its estate is legal and authorised and the software that has been deployed matches the number of licenses owned.

**Similarly**, by having an understanding of all software deployed, the task of updating all IT assets with new versions, releases, security or virus updates is scheduled in a controlled and monitored environment. A core competency of Eracent is software license management; the tools, management reports and configuration database are provided to establish and measure the business impact of non-compliance with company standards, license agreements or change requests. The Eracent solution proactively helps organizations achieve compliance and reduce costs through identifying software that is over licensed, available on retired assets for reuse, out of warranty and is either non-compliant or an anomaly against company standards.

**Any organization** considering implementing ITIL as a “best practice” discipline needs to start with the task of implementing a configuration management database. Eracent with its solution based approach and enterprise class tool set helps you achieve an essential building block in this important first step.

## About Eracent

**Eracent, Inc.** is a world-wide provider of technology for life cycle management of IT assets, uniquely balancing the inventory tracking, financial and contractual aspects for today’s IT environments.

**For more information, go to:**

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