

Enterprise  
**Lifecycle**  
Management



# The **IT** Asset Management Challenge

**The complexity** of the IT environment, increasing government regulations and the need for accountability are leading CIOs to invest in lifecycle management as the best means to achieve all of their goals. Lifecycle management is the management of assets from the moment they are considered for purchase or lease until the final disposal of the asset. IT asset management programs that are departmentalized, manual, incomplete and informal cannot address the enterprise-wide IT asset management requirements. Centralization through lifecycle management is necessary to provide a common ground for data and informational needs across the organization.

**Offering a central “hub”** for asset management, Eracent’s Enterprise Lifecycle Management™ (EnterpriseLM) is an intuitive and scalable solution that provides quick access to an extensive array of asset characteristics and processes required to manage those assets, including procurement and leasing, financials, contracts, licensing, service summaries, standardization, vendor information, warranty and maintenance details, disposal records and audit trails. Significant benefits to lifecycle management can be realized through performing the processes more efficiently. The ultimate goal of providing strategic information regarding these assets in the aggregate and individually is provided through EnterpriseLM’s comprehensive reporting and ad hoc querying capabilities.

**As the grassroots** of successful asset management, EnterpriseLM begins by offering business process support enabling customers to achieve significant cost savings through operational efficiencies, improved leverage with suppliers and the advantages of gaining control of the environment.





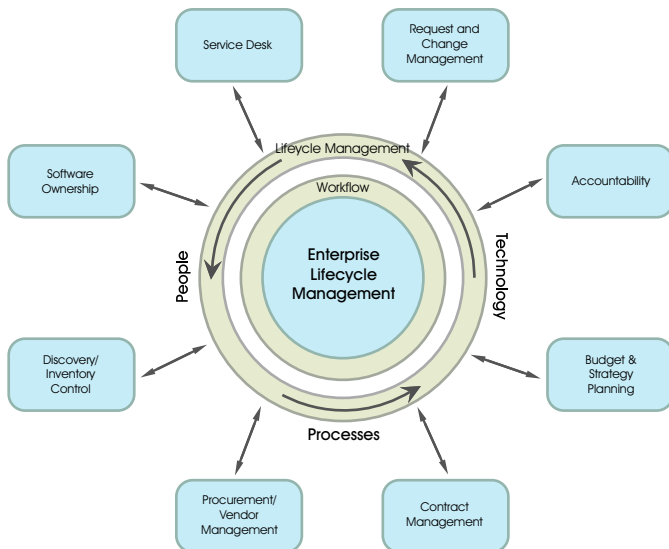
**A central IT asset lifecycle management system addresses a wide spectrum of issues, including:**

**EnterpriseLM facilitates these goals for Finance, Operations, Service Management**

<b>Discovery/Inventory:</b> Control Standardization Security	>> Which cost centers and/or individuals are responsible for the assets and where are they located? >> Which assets have been purchased but never discovered? >> What is the level of compliance to standards for hardware and software?
<b>Software Ownership:</b> Compliance Portfolio management Savings	>> Which assets have not been used for more than 60 days? >> Would a named user license be more cost-effective for the number of users rather than an enterprise license? >> Are software licenses harvested at hardware disposal time?
<b>Procurement/Vendors:</b> Deal management Consolidation	>> What did we negotiate with our vendors? >> Are my vendors complying with the negotiated terms and conditions? Are they billing us correctly?
<b>Contracts:</b> Savings Risk reduction	>> What contracts/agreements are expiring and which assets are impacted? >> What is the exposure to software re-purchase if we outsource our hardware?
<b>Service Desk:</b> Deliver the right service Reduce need for service	>> What services have been delivered during the maintenance period and is the level justified? >> Is the Service Desk using warranties and maintenance agreements correctly?
<b>Request/Change Management:</b> Service levels Policy enforcement	>> What assets are available for redeployment? >> Have all assets been collected from employees leaving the organization?
<b>Budget and Strategic Planning:</b> Justification Support corporate initiatives Chargeback	>> What are the projected costs and staffing requirements in order to refresh the platform? >> What should I budget for next year? >> If we outsource, do we keep the technology or include it in the outsourcing deal?
<b>Accountability:</b> Legislative compliance Risk reduction Sustainability	>> Are we SOX compliant, with documented processes for financial transactions? Have we eliminated the risks to that financial process? >> Am I making any unnecessary payments (i.e. month to month lease payments, maintenance on assets no longer used, etc...)?

**EnterpriseLM functionality** is designed to move your ITAM staff from supporting current processes to proactive management by leveraging workflow, email notification and scheduled reporting mechanisms, and to the ultimate ITAM goal of managing by exception. The flexible design allows processes to grow organically within the organization, supporting areas of strength and providing the infrastructure to improve weak areas.

**EnterpriseLM's open** solution enables organizations to capture and consolidate asset information from a wide range of sources, integrating data sources and maximizing the existing investment in systems.



**The powerful functionality** of reconciliation between discovered data (what is there) to the lifecycle repository data (what should be there) is delivered via a reconciliation engine that raises the asset management impact from just tracking an inventory to true ownership management. With EnterpriseLM, the IT asset management program can now manage the entire sphere of asset characteristics in a way that delivers value to the users, to the process and to the budget. The business now drives asset management, selecting the level of detail to be managed and the “how” based on the individual needs of the organization.

## THE POWER OF EnterpriseLM

**EnterpriseLM is an open and flexible solution** designed to consolidate and simplify asset management with an intuitive interface and process-oriented features.

The visibility of the processes is greatly increased and with EnterpriseLM providing the structure, these processes can now be rolled out across offices, absorbing local issues that have halted efforts in the past.

**Spreadsheets of financial data**, previously impossible to link with the assets, are now centralized to ease use and maintainability. The roadblock created by paper contracts or procurement documentation is eliminated so that vendor management becomes a reality. Leveraging agreements and enforcing contract terms can be powerful negotiating tools for the organization. Bridging the gap between service delivery data and the financial and contractual aspects of assets, EnterpriseLM is the key to making the right decision on when to refresh, whether to lease, or even to analyze the loss and theft of equipment.

**Without a scalable and centralized** means of managing data and processes, opportunities are missed or never uncovered. This solution enables organizations to uncover new opportunities for savings and cost eliminations.

## IMPLEMENTATION EASE

**Not all lifecycle management solutions** are created equal. It is rare to find a product that has the functionality to solve the business issues, the technology to fit into any environment, the ability to integrate smoothly and the flexibility to support your unique mix of processes and workflows. EnterpriseLM has captured this set of capabilities in a way that is easy to implement and maintain while your business practices evolve over time.

**Implementation of EnterpriseLM** is significantly more efficient and simpler than other similar products because of the application of best practices in the design of features and to the implementation tasks. Not only is the user interface intuitive and easy to use, but many of the features within this solution have been designed to eliminate the coding typically required by other ITAM solutions. EnterpriseLM provides ‘wizards’ to step a user through activities and the wide range of configuration options enable customers to set up the solution to meet their business needs and processes.

**The critical step** of integrating with existing systems is aided by a graphical mapping tool, reducing time and effort and eliminating the need to write code. Since integration is no longer a road block, EnterpriseLM becomes a nexus for linking many systems within the organization.

#### Sample List of Integrations

Service Desk	Fixed asset/ERP	Procurement
Accounts payable	Human Resources	LDAP directories
Legacy data	Barcode/RFID	EnterpriseAM

**Role-based security** encourages customers to extend the access to asset information to a wide range of users so that the value of the data is available directly and without security concerns. The unique and flexible security mechanism allows users to view data based on role or functional organization and to only see the information specific to their needs. Not limited to viewing, the fully functional web-based interface enables those authorized to answer questions through easy to generate instant queries or through ad hoc and regularly scheduled reports.

**EnterpriseLM provides** the framework and the process support to manage assets from procurement through disposal, not limited by type of asset or the systems surrounding the tool. With this process-oriented solution, ITAM practices reduce costs and risks and increase accountability and policy enforcement. Business opportunities that become apparent using EnterpriseLM include asset redeployment, invoice verification, canceling maintenance on assets no longer in use, sourcing consolidation, lease management and many more. EnterpriseLM enables real achievement through the ability to analyze the data and generate decisive reports within minutes instead of weeks or months.

**EnterpriseLM users** achieve great analytical capabilities from the product's ability to relate the varied elements of an asset such as configuration, costs, contracts, licenses as well as the complex relationship between software and hardware assets. Audit functionality supporting internal and external audits is particularly valuable as the organization faces the challenge of managing a continually changing environment. Manage the exceptions, find the holes in the processes, and determine the continued value of an asset type through EnterpriseLM.

## MEETING EXECUTIVE GOALS

**Eracent's Enterprise Lifecycle Management** (EnterpriseLM) enables organizations to meet organizational goals for cost avoidance, risk reduction, compliance and accountability by increasing the maturity and impact of IT asset management. Strategic decision making is no longer hampered by inadequate and incomplete information. With a large portion of the organization's budget invested in technology, EnterpriseLM's contribution to the bottom line is considerably more than the traditional functional silo approach can ever produce.

**While executive management** breathes easier with real control of the IT environment for the first time, the value delivered by EnterpriseLM is felt at all levels of the organization. Budget managers know what they are paying for and have control over the distribution of assets. The Director of Security can take advantage of the standards and well-documented environment to close down avenues of risk. Contingency plans now have real meaning to support reconstruction, not just data stored without understanding how it is used.

**Ignorance is not bliss** when it comes to managing an enterprise's IT assets. What unnecessary risks and costs is your organization facing today? Contact Eracent to learn more about what differentiates our solutions and allows our customers to successfully address the wide range of challenges organizations face today.

#### Contact Us At:

Phone: +1.908.537.6520

Email: [sales@eracent.com](mailto:sales@eracent.com)

#### EMEA Sales & Product Information:

Bristol, UK

+44 (0) 1454-203615

Email: [Info@eracentemea.com](mailto:Info@eracentemea.com)

#### Corporate Headquarters:

Eracent, Inc.

8133 Easton Road

Ottsville, PA 18942

Email: [info@eracent.com](mailto:info@eracent.com)

[www.eracent.com](http://www.eracent.com)