Employee Self-Service and Workflow

AppStore Plus™ Portal

Manual processes for requesting IT assets and software licenses can be challenging:

- Extensive paper or email trails are often required
- Decisions get delayed or requests slip through the cracks
- A lack of visibility into available assets and licenses results in unnecessary purchases.

The Solution

Eracent's AppStore Plus™ Portal manages and automates critical aspects of IT asset management (ITAM) and software asset management (SAM) processes. The workflow-based platform extends self-service capabilities throughout your organization, empowering a broad base of people to perform tasks related to IT assets and software licenses. Its web-based interface is designed for simplicity and ease-of-use, providing a focused set of options and controlled access to products and services.

Benefits

- Eliminates paper or email-based processes
- Reduces manual intervention and turnaround times
- Controls unnecessary purchases by enabling requests to be fulfilled from existing stock
- Increases the value realized from IT investments by redeploying and reusing them
- Provides auditable process steps and user updates
- Enables flexible configuration to match your processes through an industry-standard workflow platform.

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Supported Processes include:

End-User Requests and Approvals - Employees may request assets, licenses and services via the portal. They can search for items that are in your organization's authorized catalog, or they may request off-catalog items. Users may also be presented with lower cost or free alternatives. Multiple levels of approval are supported, and end users may be kept informed of their request status at any time.

Requisitioning / Provisioning - Once a request has been approved, a notification can be sent to individuals or groups who are responsible for fulfilling requests. For each approved item, they can quickly see whether there are any available in current stock that can be allocated, or if a new item needs to be purchased. Details may be shared with your procurement system at this stage.

Automated License Distribution and Reclamation - Approved software requests may be scheduled for automated installation on the requestor's machine via ITMC Discovery, SCCM, or other software distribution tools. The portal also supports automated harvesting of licenses that are not being utilized based on pre-defined usage thresholds.

Flexible and Extensible Workflow

The AppStore Plus Portal workflow platform can be easily integrated with other Eracent applications and third-party solutions that manage Procurement, IT Service Management, SAM, Software Distribution and other processes.

This integration supports end-to-end data and process flows for many common tasks, and enables asset management teams to increase the breadth and quality of the services that they provide to their organizations.

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