

# IBM Tivoli Asset Management for IT

## Highlights

- Help control the costs of IT assets with a single product installation that tracks and manages hardware, software and related information through every phase of the asset life cycle
- Redeploy underutilized assets to avoid overpurchasing
- Support budgeting, procurement and maintenance by analyzing relevant data regarding contracts, leases, licenses, warranties and more
- Mitigate risks associated with compliance violations arising under license agreements and regulatory requirements

From desktops, laptops and servers to software, contracts and maintenance agreements, managing the thousands of IT assets spread across your organization can be a difficult task. Just when you least expect it, another obstacle occurs — a server crash, a system-wide virus or a compliance violation. Manually tracking and managing inventory data is costly, time-consuming and error-prone. IT asset managers need a way to manage software, hardware and related information across the infrastructure, and to control costs related to procurement, budgeting and compliance — throughout the asset life cycle.

IBM Tivoli® Asset Management for IT helps provide complete IT asset management, including inventory, financial, maintenance, procurement and contract information, in one easy-to-use Web interface. This unified product, built from the ground up on the IT Infrastructure Library®

(ITIL®) standard, helps you manage all asset types — IT and non-IT — throughout their life cycle. Tivoli Asset Management for IT also enables asset management and service-desk functions to work together seamlessly via a single product installation, a single user interface, and a common data layer and workflow engine.

Tivoli Asset Management for IT can help you:

- Gain visibility regarding what assets you have, where they are, who is using them and what they cost.
- Minimize unnecessary software and hardware purchases and negotiate more effectively for volume discounts.
- Support internal and external audits and mitigate regulatory and license compliance risks.
- More accurately forecast future IT needs and align IT activity with business requirements.
- Make strategic purchasing decisions and control procurement costs.

## Manage all IT assets with a single product

By enabling you to manage each step of the asset life cycle, Tivoli Asset Management for IT helps you quickly and efficiently manage your IT investments and better control burgeoning costs related to compliance, procurement, budgeting and forecasting. It manages data regarding a multitude of assets, including but not limited to:

- Desktops.
- Laptops.
- Servers.
- Mainframes.
- Printers.
- Routers.
- Hubs.
- PBXs.
- Switches.
- Mobile devices.
- Contracts.
- Software licenses.
- Maintenance agreements.

You can easily adapt Tivoli Asset Management for IT to your existing environment and configure it to better meet your business objectives. It uses more than 160 out-of-the-box, role-based reports to support effective decision making and deliver business intelligence. Key technology components include:

- Built-in configuration tools, including an application designer, to configure the product's Web interface to each individual user's needs.
- An embedded process automation system to create dynamic, customizable workflows.
- A thorough database that stores and tracks IT-related asset information.
- A comprehensive escalation and notification engine that sends automatic alerts regarding IT asset management issues, incidents and problems.
- A standards-based approach that makes integrations with key enterprise business applications, auto discovery and system management tools far simpler than with other products.

## Manage assets throughout every step of the life cycle

From planning, acquisition and deployment to management and retirement, Tivoli Asset Management for IT allows you to carefully manage all your assets throughout the life cycle, to help control costs, enhance planning and reduce waste.

**Plan** — Support IT budgeting and accounting cycles; align your IT budget with business asset requirements; determine appropriate hardware and software for new initiatives; specify technology refresh cycles and dates; analyze and plan leases and terms; reuse assets returned to inventory; and

determine asset reliability by leveraging service-desk data.

**Acquire** — Negotiate vendor agreements; set approval workflows for asset requisitions, purchase requests and purchase orders; redeploy underutilized assets; automatically reorder based on stock levels; receive assets; validate invoices; and link to contracts.

**Deploy** — Automatically create asset records; tag, assign and deploy assets; and track asset changes, movements and returns.

**Manage** — Perform asset reconciliations to compare authorized versus deployed assets; record moves, additions and changes, including lost and stolen assets; account for cost of asset operation; manage service requests against assets; support internal and external audits; and manage warranty and contract renewals.

**Retire** — Strategically plan and track end-of-life options in adherence with corporate and regulatory requirements; track asset cleaning; manage asset disposal, auction, donation or employee purchases; return leased assets; provide end-of-life data to finance.

**Deliver flexible asset management for key roles in your organization**

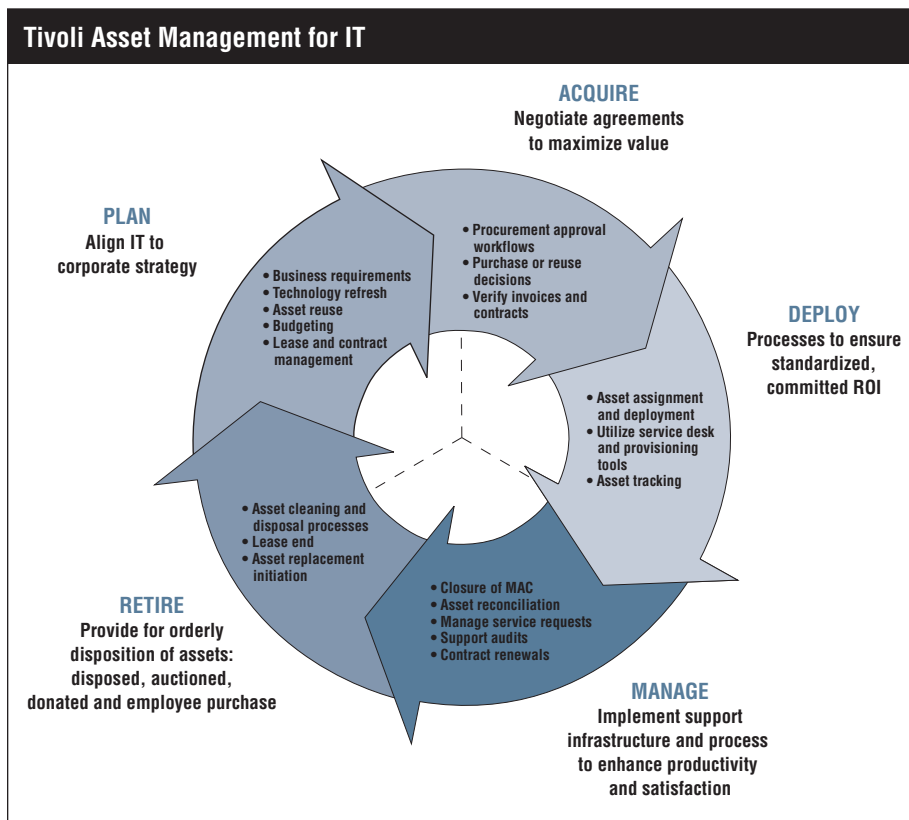
Tivoli Asset Management for IT offers a convenient user interface that can easily be configured in ways that make the most sense for each user, depending on their role in the asset life cycle, including:

- Hardware and software asset managers.
- Inventory administrators.
- Contract managers.
- Financial analysts.
- Account support specialists.
- Resource capacity administrators.
- Application administrators.

**Help avoid unnecessary purchases via comprehensive asset tracking**

Tivoli Asset Management for IT delivers thorough and accurate asset tracking that produces meaningful information you can use to effectively reallocate unutilized or underutilized assets to avoid overpurchasing. With Tivoli Asset Management for IT, you can:

- Discover and store asset information and relationships, such as parent, location, vendor, availability status and maintenance costs.
- Plan and manage asset reconfigurations, moves, additions and changes.
- Assign assets to users, general ledger (GL) accounts and locations.



*Tivoli Asset Management for IT enables you to manage your IT assets throughout every step of the life cycle.*

- Integrate with auto discovery and system management applications from IBM and other vendors.

**Ease budget planning for IT assets**

Imagine having immediate access to vital financial information for budget planning and cost allocation. Tivoli Asset Management for IT makes it possible. Once you establish GL account fields, you can track full asset and asset service costs, as well as establish and reconcile chargebacks.

Then you can leverage up-to-date asset cost data to reconcile with enterprise resource planning (ERP) financial systems, streamline vendor payments and enable better planning and expense control — including forecasting the financial resources required to complete specific IT projects and aligning these with business requirements. Tivoli Asset Management for IT provides true end-to-end cost measurement, giving you total visibility into the financial impact of assets.

### **Create approval workflows for your purchasing processes**

Tivoli Asset Management for IT helps you manage asset requisitions, purchase requests and purchase orders through approval workflows you define before allowing purchases. With Tivoli Asset Management for IT, you can:

- Automatically generate requisitions, purchase orders and purchase requests.
- Receive and record physical inventory items.
- Reconcile invoices with purchase orders and receipts, and link to contracts.
- Manage multiple vendor quotations and manage vendor agreements.
- Define standard terms and conditions.

### **Manage assets according to business and regulatory compliance requirements**

With Tivoli Asset Management for IT, you can more easily manage software license agreements, leases, warranties, service, procurement and maintenance contracts. Robust contract functionality helps you compare terms and conditions and asset procurement agreements with vendor invoices, helping you to avoid costly overpayments and unauthorized purchases. You can use simple business rules to establish “authorized” versus “deployed” configurations, as well as the relationships between and among associated assets.

Tivoli Asset Management for IT also supports your ongoing regulatory compliance efforts, such as Sarbanes-Oxley and international financial reporting standards. According to industry analysts, 30 to 40 percent of businesses will find themselves fielding a software audit in the next few years. A solid software asset management (SAM) program is imperative for helping to control unauthorized purchases and mitigating the legal and financial risks of noncompliant software installations. Tivoli Asset Management for IT addresses SAM requirements by allowing you to:

- Store IT contracts and software license agreements in a centralized location.
- Standardize naming conventions for individual software packages.
- Specify suite names, versions and components.
- Identify and reconcile licensed use with actual use across your entire organization when combined with IBM Tivoli License Compliance Manager products.

### **Change management promotes proactive planning**

Support change management capabilities with Tivoli Asset Management for IT to proactively plan for modifications as part of your overall IT asset management process. This functionality helps

parcel 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.
- Notify support staff of these changes.
- Schedule rollouts.

### **Eliminate multiple asset repositories**

Large, heterogeneous IT organizations often have multiple asset repositories. Businesses evolve over time and implement point solutions for human resources, IT infrastructure management, customer relationship management, service management and asset management as budgets allow.

Tivoli Asset Management for IT makes it unnecessary to maintain multiple asset repositories. It is designed to integrate seamlessly with your existing products and systems, and includes integration tools that enable you to easily link to enterprise business applications as well as auto discovery and systems management applications, so asset information can be maintained and viewed through a single interface.

### **Leverage service-desk data to streamline asset management**

When Tivoli Asset Management for IT is used alongside service desk tools such as Tivoli Service Request Manager, your IT asset management team can leverage data from the service desk about the frequency and nature of issues with IT assets, to support tasks and decision making such as:

- Addressing issues of problematic assets with the vendor and renegotiating contracts.
- Purchasing extended warranties on IT assets.
- Extending or shortening the life of an IT asset.
- Determining that your organization will no longer use certain types of assets.
- Being able to determine cost of downtime to the organization for various asset classes to help justify purchasing an asset upgrade.
- Planning and budgeting for appropriate asset inventory based on incident and problem trends.

These extended capabilities enable the IT asset management group to more efficiently and cost-effectively manage the IT asset life cycle.

### **Increase service-desk efficiency**

Tivoli Asset Management for IT manages the asset life cycle and stores, updates and maintains inventory, financial and maintenance data, as well as contract and procurement information. When used alongside service-desk tools such as IBM Tivoli Service Request Manager™, your organization is better able to help the service desk meet service level agreements, increase customer satisfaction and control costs.

When asset management and service-desk functions work together, your organization can expedite service request handling as well as incident and problem resolution, reduce escalations and maintain optimal service levels. Tivoli Asset Management for IT works with Tivoli Service Request Manager to answer questions such as:

- What type of asset is associated with this service request?
- How is the asset configured?
- Did we purchase or lease the asset?
- Who is the vendor?
- What are the contract terms?
- What is the warranty agreement?
- Where in the procurement process is the asset?

Tivoli Asset Management for IT is designed to work together seamlessly with Tivoli Service Request Manager as a unified solution on a common platform.

### **Expand asset management capabilities with these products**

Tivoli Asset Management for IT integrates with products like Tivoli License Compliance Manager, IBM Tivoli License Compliance Manager for z/OS®, IBM Tivoli Provisioning Manager, IBM Tivoli Configuration Manager, IBM Tivoli Application Dependency Discovery Manager and IBM Tivoli Network Manager IP Edition for end-to-end service management. It is unified on the same platform with Tivoli Service Request Manager for service-desk capabilities and with IBM Maximo Asset Management for enterprise asset management capabilities.

Together, these products support the IBM Service Management strategy to help align your IT functions with your business objectives.

### **Conclusion**

Tivoli Asset Management for IT delivers end-to-end IT asset management from a Web interface on a single, unified



platform. Use Tivoli Asset Management for IT to help:

- Reduce costs related to IT asset procurement, management, inventory, maintenance and contracts.
- Mitigate risk associated with regulatory and license compliance.
- Enhance service levels and increase customer satisfaction.
- Better align IT activities with the requirements of the business.
- Increase service-desk efficiency.

#### For more information

To learn more about how Tivoli Asset Management for IT can help your organization track and manage all your IT assets throughout their life cycle, contact your IBM representative or IBM Business Partner, or visit [ibm.com/tivoli](http://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](http://www.tivoli-ug.org)

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