Managing the asset life cycle
The continuing trend towards robust and reliable e-business infrastructures and the difficulty in managing mobile assets in the workforce are creating new information technology (IT) challenges for companies. Verifying that technology and business objectives are synchronized around a sound management strategy is crucial to success and improving competitive advantage. Many businesses lack accurate records regarding the IT assets they own or lease, and for companies that do have inventory records, the information is frequently inaccurate.

With IBM Asset Services, our professionals can help you address the challenges of asset management, while potentially lowering your total cost of ownership (TCO) and increasing your IT infrastructure ROI. The people of IBM Global Services can provide expert consulting, implementation and outtasking solutions to help manage your assets from requisition to disposition.

Assessing infrastructure costs and optimizing e-business value
Understanding TCO is crucial for effective cost management and asset optimization. Using proven methods, our experienced consultants can help your business get control of the asset management process and implement strategies to help reduce costs, mitigate risk and create business value. Our consulting services are based on our industry-leading Systems Management Solution Life Cycle, which incorporates a structured approach. The four key phases of this approach include selecting a strategic solution approach, designing the solution, implementing the solution and delivering one-time and ongoing services.

Highlights

- Consulting services to help reduce infrastructure costs and optimize e-business value
- Consulting Services, Implementation and Rollout Services, Sourcing Services
- Information for more effective asset management decisions
- Help streamline operations with e-procurement solutions
- Comprehensive change management services to help improve infrastructure control
- Planning and deployment services to more effectively enable an e-business infrastructure
During our consulting engagement, we can complete a cost analysis and assessment of key IT management and support processes, including:

- Procurement
- Asset management
- End-user operations and support
- Technology forecasting and budgeting
- IT contract analysis and optimization (for example, lease, maintenance, software license, etc.)
- Asset disposition and alternatives to hedge technology obsolescence
- Inventory management
- Integration to key systems (for example, service desk, general ledger, human resources, systems management, etc.).

Assessing TCO for informed IT decisions
Our team will complete a detailed TCO assessment and measurement analysis of your entire IT environment, and provide information to help make sound business decisions. We calculate your TCO based on three cost profiles: life cycle development costs, charge-back and IT administrative costs and soft costs.

- Life cycle/development costs (for example, procurement costs, warranty maintenance) are the costs of obtaining, maintaining and supporting IT assets throughout their life cycle.
- Charge-back and IT administrative costs (for example, planning and forecasting, technical support) are the value of the IT function to the enterprise.
- Soft costs (for example, software use, system/server downtime) indicate the impact of IT management practices on your enterprise, providing a checkpoint against substandard processes.

Creating a business strategy with effective IT management solutions
Once the TCO study is complete, our team can deliver a detailed management report. This report includes an optimum IT asset profile for your business, a current asset management cost assessment, and recommendations for improvements.

In addition to working with you to develop an effective strategy, we can help implement the proposed changes that address areas including workflow and processes, standard operating procedures for asset management, and asset management policy statements. You can also receive an internal marketing plan to assist with organizational communications as changes are rolled out to the enterprise. Our consultants can address areas including:

- Asset requisition, order management and asset disposition strategies
- Software license management and software distribution strategies
- Lease tracking and management
- Warranty and maintenance strategies
- Unauthorized change prevention strategies
- Centralized versus decentralized IT management
- Systems management integration
- Service desk integration or consolidation, single point of contact, single point of control
- Financial integration
- Human resource integration
- IT forecasting and budget control.

Developing a comprehensive picture for competitive results
Our asset management strategy is designed to provide a clear picture of IT as it relates to your everyday business activities, helping you make informed decisions to stay competitive in an e-business world. Our consultants can manage the implementation and rollout of major e-business infrastructure projects by helping ensure that contractual obligations, delivery and deployment deadlines are met.

You can also significantly increase the overall value of your business with the right asset management strategy. Our team can help you augment your existing service desk management processes, assist you in managing it, or manage it for you, depending on your needs. We will work with you to create a strong alignment among your e-business infrastructure, service desk and overall IT operations.

Improving IT management through accurate information
A detailed inventory audit by our skilled consultants can provide a more complete picture of your organization's technology resources, thereby supplying you with the data for more effective asset management. We help you create accurate, up-to-date records of all existing software license agreements and reconcile discrepancies between physical and contractual assets.
Streamlining IT procurement

E-commerce-based procurement services help you gain control over your technology purchases by directing all of your technology procurement through a single point of contact. Our dedicated team works with your staff to:

- Streamline your order entry system to include customer-enabled order entry, tracking, and discrepancy maintenance
- Review each of your orders to verify that it meets company standards and administrative requirements
- Notify you of vendor change requests
- Process change-order requests
- Advise you of any constrained hardware, off-the-shelf software or services that may affect the delivery schedule, and work with vendors to resolve the problem
- Provide order status to your acquisition contact.

We will work directly with your approved vendor to procure hardware and software products, second-source products that are unavailable from the primary vendor and issue purchase orders on your behalf. In addition, we can confirm order placement and verify shipment, and handle return processes for incorrect shipments.

Our vendor-neutral acquisition service provides valuable flexibility in making your IT price and availability decisions. Together, we can standardize your environment, thus helping to ensure an effective and efficient support structure.

Managing change to improve control

In today’s business environment, asset management entails much more than simply tracking equipment. It requires consistent and effective management to deliver and support technology throughout your enterprise.

Our professionals help ensure that IT changes—such as moving, adding, changing or removing assets—are completed efficiently and recorded in an asset repository. We can standardize the process to improve the accuracy of inventory tracking, giving you fast and easy access to vital information in support of your technology forecasting needs. Our team can also provide an ongoing asset portfolio cost analysis to help you optimize your IT spending.

With increased merger and acquisition activity taking place in today’s business world, Asset Services can also help you resolve many of the issues associated with IT consolidation activities. Our consultants can help you transition to a single technology infrastructure and verify that the right asset management practices are in place for success.

Our “tell-me,” “help-me,” and “do-it-for-me” services offer a range of services designed to provide the right level of assistance to meet your unique business needs. We have experience in each phase of the solution life cycle and can apply the methods, models, and examples necessary to help you select the optimum solution approach to a given strategy.

We can offer you assistance across the various aspects of your service desk environment including the following:

- Analysis ranging from quick assessments to detailed strategy development
- Tracking, managing, or upgrading of enterprise assets
- Asset discovery and inventory tools

Let us help you design, develop and deploy the right asset management solution for your business today.

Enabling an e-business infrastructure

Our team can play a vital role in supporting major corporate initiatives such as e-business or enterprise resource planning, helping you learn to effectively manage enterprise-wide change while continuing to deliver service. You have the potential to gain control over the various IT and business assets to help reduce costs.

We can also provide your help desk with information to help you achieve a higher rate of first-call customer resolutions, an important metric used to measure the success of IT and customer support.

For more information

To learn more about IBM Infrastructure and Systems Management Services and IBM Global Services, contact your IBM sales representative or visit:

ibm.com/services

Also, visit the IBM Infrastructure Resource Management Services Web site at:

www.ibm.com/services/ism/irm