

Hardware Asset Management Services

There is a lot of focus on Software Asset Management (SAM) at many organizations and rightly so - the costs and complexity associated with managing software are significant, as are the rewards for doing it well. However, it is often done at the expense of Hardware Asset Management (HAM), which is too often overlooked and neglected – the management of physical components (desktops, laptops, mobile devices etc.) and computer networks from the procurement stage to the retirement of the asset.

Those who overlook or ignore HAM do so at their peril. It is an essential component for a mature and successful IT Asset Management (ITAM) program – and can be the cause of significant financial costs, business risk, and inefficiency if not managed effectively.

Changes in regulatory and compliance requirements, technological advances, and especially increased financial performance pressures have made HAM an essential practice. These changes have caused a dramatic shift in the attention being paid to how hardware assets are deployed, managed, and used. A new, more sophisticated and rigorous approach to HAM has become a “must have” to be effective.

For most organizations, however there is still a number of unanswered questions and confusion around what is required for such a program:

- What hardware assets do you have defined in your environment and which ones are being tracked?
- Do you know where all of your end user and data center assets are, at any given time?
- What hardware attributes are being collected and how accurate is the information?
- Are processes in place for managing hardware through the full lifecycle of the asset?
- What hardware information is essential for the accurate licensing of software?

Hardware Asset Management

Key Resources

- ITAM Process experts
- Discovery & Inventory Tool specialists
- Data Quality experts
- Contract analysts
- Software Licensing experts

If you answered “No” or “Don’t Know” to any of the above, then you are not alone - most organizations are overwhelmed with the enormity of the task or lack understanding of how to improve their situation.

Siwel’s Hardware Asset Management Services helps organizations understand the nature of their hardware assets and the tools and processes necessary for their effective management.

Why Siwel's Hardware Asset Management Services?

The unequivocal truth is that software cannot be installed and run without hardware, somewhere. That means, for your SAM processes to be effective, you also need to know where your hardware is, what your hardware is and who is using it. You need HAM for successful SAM.

In addition, good HAM is now considered essential to maximize the efficiency of IT Service Management processes as well – good quality data for the CMDB is essential, as is accurate and complete information for the Service Desk to utilize.

More recently, the impact ITAM has on IT Security has been recognized. Not only vulnerabilities through old hardware and software on the networks, but the risks associated with the loss/theft of laptops and mobile devices.

Siwel has recognized these truths since the inception of our initial Software and Hardware Asset Management offerings, more than 18 years ago. As a result, our services are built upon the understanding and need to establish efficient and effective HAM processes and to manage accurate and complete HAM data.

Siwel understands what is required to support your organization's Hardware Asset Management processes and our team includes:

- ITAM process experts with knowledge of industry standards and best practices relating to the full asset lifecycle
- Technical specialists experienced with a number of asset discovery/SAM repository tools
- Analysts with expertise in assessing and managing asset data quality
- Software licensing experts who understand the which products and licenses are based on hardware metrics
- Contract specialists with over 100 years of contract experience as enterprise clients, software auditors, CPAs and publisher contract negotiators who understand the impact payment schedules, warranty support and leasing can have on a business

These experts will work with your internal team to:

- Understand appropriate purchase, leasing, disposal and support/warranty terms
- Identify any geographic or regulatory terms that may apply to management of hardware
- Review the current lifecycle of your hardware assets and identify any gaps or risks – from request and procurement through to retirement and disposal
- Review and utilize existing tools and systems that capture or store hardware asset data – such as CMDB, patch management, discovery/inventory agents and tools, ITAM repositories etc.
- Review data quality and accuracy in terms of completeness/coverage and level of detail for licensing and support purposes
- Identify and support interactions with IT Security, Service Desk and other ITSM and support teams

Benefits of a Mature Hardware Asset Management Program

The result of engaging with Siwel is a more mature, robust and effective HAM program. Your IT assets are effectively managed and your organization can better avoid unexpected costs and administrative burdens associated with lost, stolen or "unknown" assets.

Actively and correctly managing hardware assets throughout their lifecycle can lead to a reduction in the amount of money spent by the organization in:

- Reduced maintenance/warranty costs
- Reduced hardware budgets
- Reduced support/replacement costs
- Potential to save money through disposal processes

Having accurate and complete hardware asset data will lead to more accurate and complete software asset management, and so additional cost savings and risk avoidance are possible as a result.

The Service Desk may see gains in efficiency as a result of access to timely and accurate asset data when responding to end user issues or larger system outages.

IT Security for the organization will be strengthened in general as a result of more complete and accurate knowledge of the location of hardware assets and their configuration, preventing data loss and reducing the risk of a data breach.

Accurate data and a better understanding of the hardware life cycle will help the organization make better business decisions relating to forecasts and budgets, regarding updates and refresh of hardware assets.

Why Siwel?

Founded in 1992, Siwel is a woman-owned business that has been developing and implementing successful IT Asset Management solutions for Fortune 500 and middle market companies since 1998. The Siwel team has learned that to be successful you must be "Data Smart" - your ITAM program must combine rich business intelligence with business analytics that enable your organization to support important strategic and financial decisions. Whether you engage Siwel for help with tools, data, contracts, processes, managed services or just industry best-practices, your organization will benefit from the support and services of the foremost experts in the field.