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Manage all your assets on a single platform
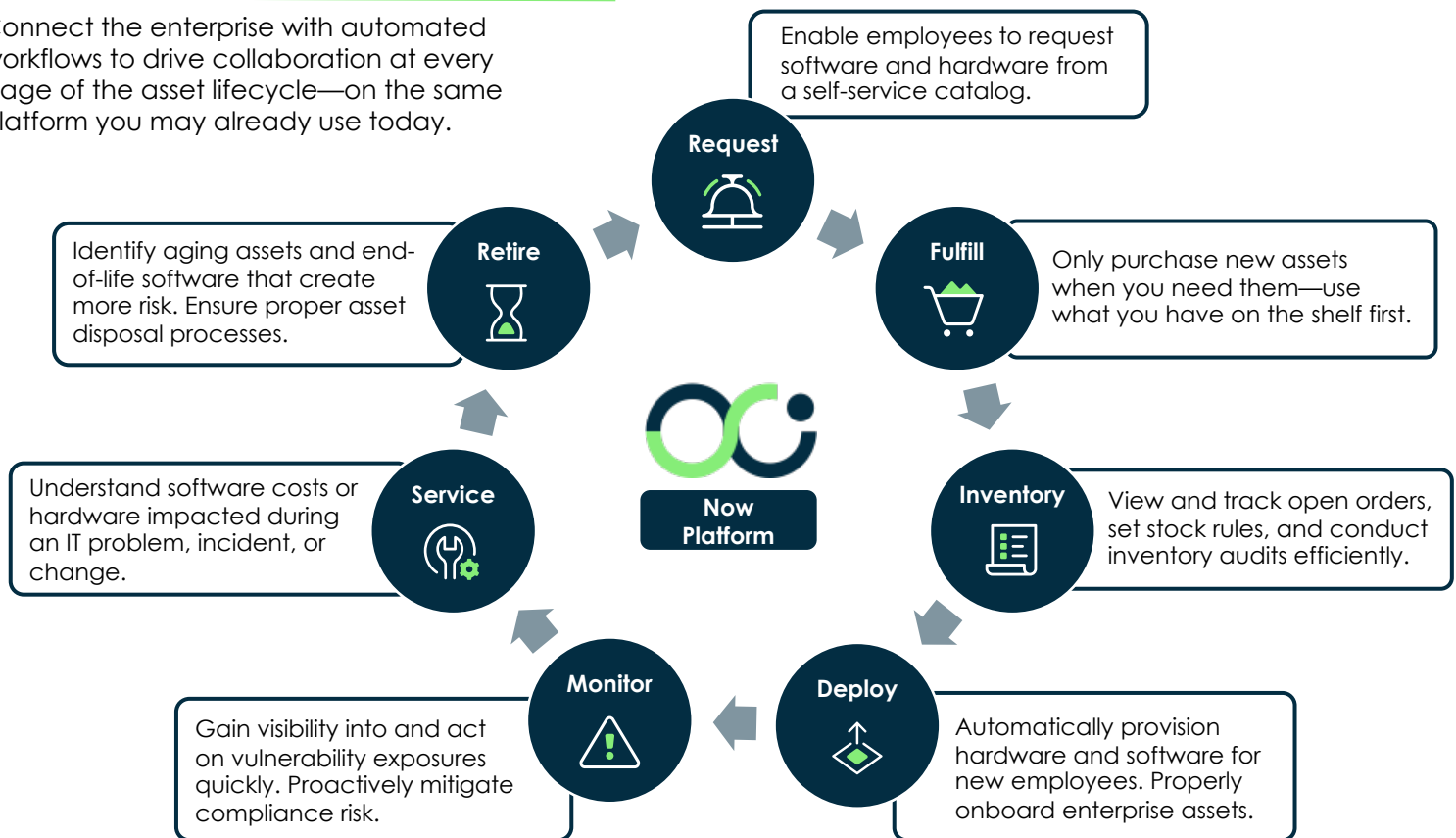## A unified approach to technology and enterprise asset management

Better manage the end-to-end lifecycle for all asset types with a single-platform asset management solution

ServiceNow provides a central platform of IT and enterprise assets to reduce CapEx and OpEx, mitigate asset risk, and improve transparency automate the full technology lifecycle to make it easier to get work done. Leverage a single system of action—combine all data and workflows for Software Asset Management (SAM), Cloud Cost Management (CCM), Hardware Asset Management (HAM), and Enterprise Asset Management (EAM) on the same platform where the rest of the business is secured, integrated, and highly operational.

Get to ITAM and EAM outcomes quickly

Connect the enterprise with automated workflows to drive collaboration at every stage of the asset lifecycle—on the same platform you may already use today.

Enable employees to request software and hardware from a self-service catalog.

Request

Retire
Identify aging assets and end-of-life software that create more risk. Ensure proper asset disposal processes.

Fulfill
Only purchase new assets when you need them—use what you have on the shelf first.

Now Platform

Service
Understand software costs or hardware impacted during an IT problem, incident, or change.

Inventory
View and track open orders, set stock rules, and conduct inventory audits efficiently.

Monitor
Gain visibility into and act on vulnerability exposures quickly. Proactively mitigate compliance risk.

Deploy
Automatically provision hardware and software for new employees. Properly onboard enterprise assets.

Use asset data everywhere

Track and manage asset data across all organizations that touch or leverage it. You'll gain greater insight, actions, and ability to automate when your asset data can empower security, risk, ESG, operations, service management, and your employee experience.

Keep up with change

What changes to asset management requirements do ITAM teams see for the near future?[1]

1. **Higher levels of automation**
2. **Greater attention to ESG initiatives**
3. **Expansion beyond IT assets**

1. "A business view of IT asset management: Current state and near-term outlook." ServiceNow & EMA

If automating asset management makes sense
Simplify it with a solution on a platform

Reduce CapEx and OpEx

Our business environments are requiring that we reduce spend on unoptimized software, hardware, enterprise assets, and cloud services. That means regularly reclaiming and reallocating assets where needed.
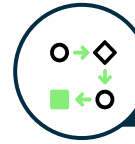
We also need to avoid unbudgeted costs from compliance audits, policy obligations, and unmanaged clouds, while identifying and controlling shadow IT spending. Plus, we need to ensure assets are performing well, so strategic maintenance planning is critical to efficient operations.

Establish transparency and data accuracy

Automation greatly reduces the time to outcome for day-to-day asset management tasks. We want to empower the entire organization with trustworthy, centralized asset data to connect our teams and drive automation at every stage of the asset lifecycle.

Every team within the business heavily depends on assets to get their work done, so it's important that every team involved in managing assets has access to accurate asset information, the key driver in automation.

Improve asset utilization and sustainability

Maximize the value of every asset while ensuring you're buying only what you need and not leaving assets on the shelf. This can include software licenses, hardware sitting in a stockroom, cloud resources that are running unchecked, or enterprise assets that no longer meet business needs.

By feeding critical asset information to your ESG teams, you can be a key partner in reducing the environmental impact of your assets

Do more by connecting all your assets through a single platform

HAM

SAM

Cloud

Enterprise

Hardware Asset Management

- Manage hardware assets from acquisition through disposal
- Control inventory across stockrooms and work from home locations
- Reduce the cost of purchasing and managing assets
- Simplify asset management processes with prescriptive workflow

Software Asset Management

- Gain greater cost and usage visibility of software and SaaS
- Optimize license usage of owned software and buy only what you need
- Mitigate vendor audit risks and maintain compliance
- Workflow trustworthy software data to security, procurement and IT change

Cloud Cost Management

- Discover your cloud resources and identify consumption patterns
- Right-size cloud resources to match usage and eliminate wasted spend
- Identify optimization opportunities including areas of high spend and idle clouds
- Manage on-premises software being brought to cloud

Enterprise Asset Management

- Maximize the useful life of physical assets with end-to-end lifecycle management
- Develop strategic maintenance plans across locations and asset types
- Increase productivity for asset managers and field technicians with optimized workflows at every stage of the lifecycle
- Right-size inventory levels to align business needs with stockroom and warehouse best-practices

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