Getting started:
Knowing what you have!

Asset Management with Ivanti

Can you easily focus on the operational side of IT Asset Management?
Leverage a single view of all your IT assets and gain control of your audit compliance and regulatory mandates.

AT A GLANCE

Whether you are an organisation managing 20,000 IT assets or 2000 IT assets, the nightmare is when your purchased figure sits at 125% of those that are being reported on or in use. **What happened to the other 25%?**

Whatever the true number is for your organisation, it negatively impacts your company's workflow without the right assets for the employees that need them, at the right time.

ITAM MATURITY

Answering the following questions in real-time is essential to ITAM maturity:

- Do I know what each asset class is costing me across its entire lifecycle?
- What if I switch database vendors?
- What is my SAP, IBM, Microsoft and Oracle license position?
- Where and how are my asset costs allocated?
- Are aging assets costing me more than they are worth?
- Which vendor contracts are up for renewal and how have they performed?
- Are you disposing of your assets properly?

ITAM Maturity

Operational processes suffer from discrepances when you do not have real-time data, and introduce unnecessary risk by creating workarounds:

Onboarding and offboarding employees. Preparing and assigning the correct assets to a new employee, and then reclaiming them before an employee leaves.

Software distribution and software reclamation. The processes that govern how software is made available for consumption to employees, and how licensing is maintained and managed as they change roles and their needs changes.

IT Service Support. Making incident, change and request processes asset-centric so that users do not need to know technical information when they seek help from IT. IT can also be more proactive and identify issues with certain assets before an employee needs to seek assistance.

IT Financial Management. By having accurate and real-time visibility of all hardware and software in an organisation, budgeting for hardware refreshes, managing vendor relationships warranties and contracts, becomes much more efficient. In a similar vein, do you know your effective license position (ELP) so that you are ready for your next software audit and can negotiate accurately? License optimisation is an important discipline that needs to be under control and can cater for virtualisation with technology stacks in the cloud.

Asset Lifecycle Management through to proper Disposal. By having accurate and real-time visibility of all hardware and software in an organization you can budget for hardware refreshes, manage vendor relationships, warranties and contracts with efficiency. Establishing a product catalogue of supported hardware and software for your organisation and/or your customers is a critical discipline to optimise.

Operational Security. Put simply, if you do not know what IT assets you have, or where they are, it becomes significantly harder to secure and support them. Security and compliance aspects of IT Asset Management in an accompanying resource,

Getting started

What we really need to know in IT Asset Management is what we own, because once we know what we've procured, we can then use discovery tools to validate - this is why continuous discovery is very important. Whether it's a physical inventory, or it's an agent on a device, we have to support any asset information source, we call those discovery tools.
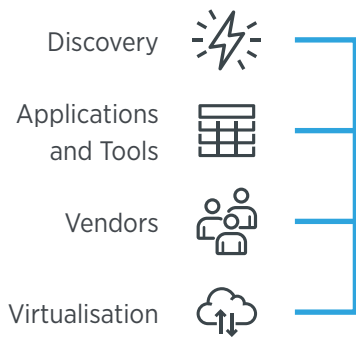
How to start

Over **40%*** of organisations have up to 12 different discovery tools scattered around their environments. That is up to 12 isolated asset repositories (including spreadsheets).

With that in mind, it is no surprise that the first step Fusion5 is to assess and consolidate these tools, designing a continuous process for discovery and reconciliation of all this asset information, making it ready for consumption by your IT Asset Management processes.
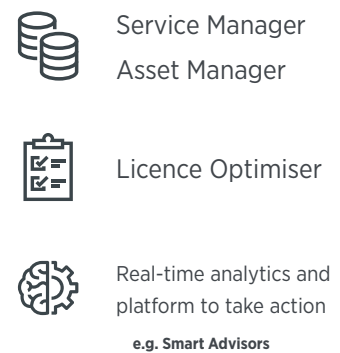
*Gartner

The first thing we look at is establishing a
Provider and Consumer Model and assess your discovery tools.

PROVIDERS

- Discovery
- Applications and Tools
- Vendors
- Virtualisation

CONSUMERS

- Service Manager
  Asset Manager
- Licence Optimiser
- Real-time analytics and platform to take action
  e.g. Smart Advisors
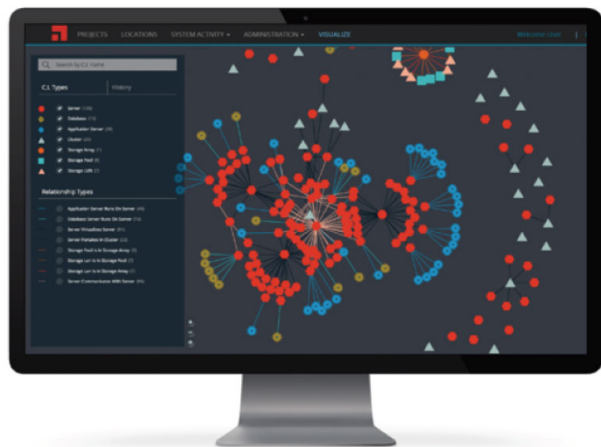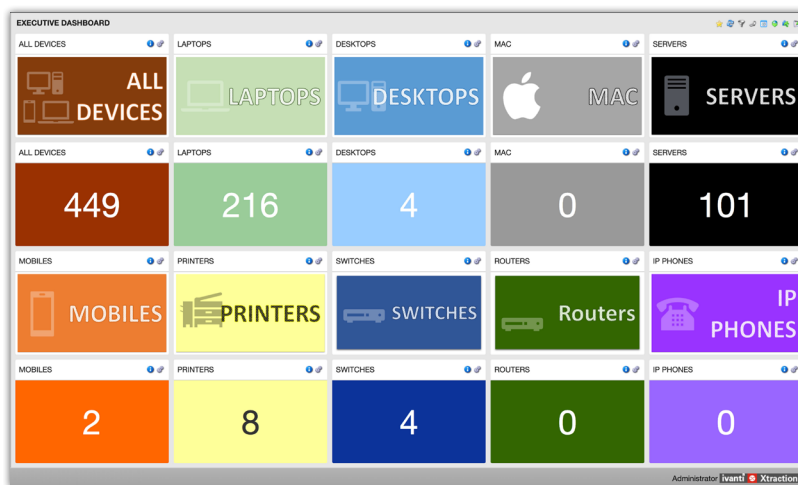
IT Asset Management is 80% process and 20% tools. For continuous and automatic discovery you definitely need a smart tool. We believe that the Fusion5 solution, powered by Ivanti has the world's best discovery tools and with endpoint management and we are ready to bring about asset efficiency for you.

There are **three main landscapes** discovery tools operate in and depending on the landscape some tools are better than others.

In the **datacenter environment** relationships and dependencies between the virtual components are critical, so you need a tool that can discover relationships.
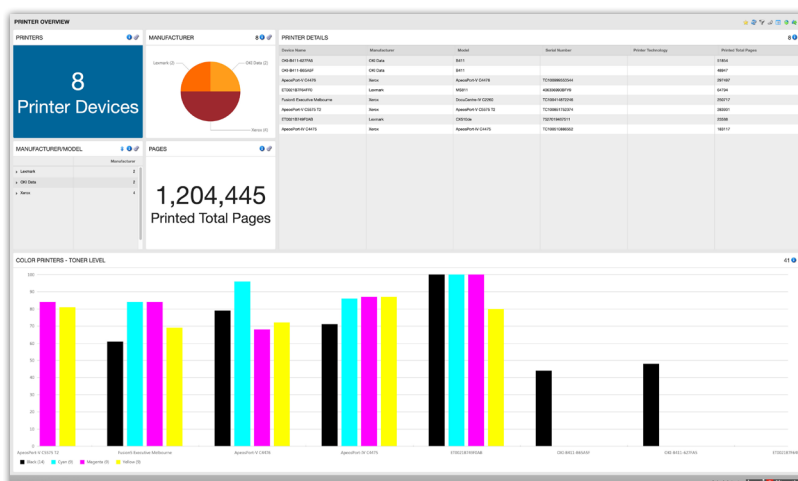

Datacenter Discovery Console

The other two landscapes are **desktop devices** (mobiles devices, laptops and workstations) and **IoT / cloud devices.**

Traditionally every device type has their own management tool and customers are left with the task of consolidating all the information from these various data sources and teams. Things are different now with the emergence of unified endpoint management solutions that can handle any device with an IP address regardless of location, operating system, make or model. Being able to discover any device that accesses the internet, a wireless access point, switch, router or any corporate network in a single tool, is an advantage in streamlining IT Asset Management processes in any organisation.

Insight to action

It is worth noting that when talking about operational aspects of IT Asset Management, fixing the visibility problem is only half of the story. Being able to action the insights that you gain from the consolidated view of your assets is really where the path of Unified IT leads to.

Taking action involves process. The **IAITAM Organisation** has published a set of recommendations established best practices and IT asset management is indeed one of those. Vendors like **Ivanti** have standardised their approach on how to best manage IT assets within an organization, using the IAITAM processes - this is just one of the reasons why Fusion5 has chosen to partner with Ivanti in this space.

In summary DISCOVERY is the very first step of IT Asset Management which is part of the first pillar of our Unified IT framework, regardless of your current ITSM platform. We would be delighted to meet with you and discuss your individual ITAM needs and help you with processes and tools in this space.

Fusion5 Unified IT Framework

IT Asset & Service Management	Operational Security & Event Management	Change Control	Run Book Automation	Operational Excellence

Talk to Edward Zazour, Fusion5's Enterprise Services Chief Technical Officer, now and see how Fusion5 can help gain your single source of truth for your assets.

Our story

About Fusion5

We deliver business solutions that make a difference

Fusion5 offers a full range of digital innovation solutions, applications, consulting services, development, cloud and managed services as well as first class support services for your business. Our expertise covers all your key functional areas, including Enterprise Resource Planning, HR / Payroll, Customer Experience, Customer Relationship Management, Enterprise Service Mangement, and Infrastructure.

We are also known for the vertical specific solutions we've developed across a number of key industries.

Our strategy and implementation teams work with you to improve the way you do business. Use our thought leadership and best practice consultancy to drive your company value. Feel the confidence that comes from having the backup of our highly skilled support services. And we're rightly proud of our track record of delivering projects on time and to budget.

Right now, over 800 customers are using our services. Our success is recognised by our key partners including Microsoft, Oracle / NetSuite, Ivanti, Avolin, and AWS.

Australia Fusion5.com.au +61 3 9922 5519
Ed.Zarzour@Fusion5.com.au

New Zealand Fusion5.co.nz +64 9 379 0525