

IAITAM ACE

KICKIN' ASSETS
SINCE 2002

ITAM Operations Best Practices

Renee Lottes



NASHVILLE, TN
MAY 9TH - 11TH

Agenda



Our Story



Enterprise asset management solution



Business value and lessons learned



Future Plans



Major gaps discovered in our enterprise data



Lack

- of cross enterprise view of assets
- of standard processes definition and governance per asset type
(purchases/approvals, tagging, tracking, report to controllership, disposal)
- of processes definition for leased assets, client assets, demo units, and ventures and acquisitions



Manual

- audit capability
- and error-prone tracking of devices
- license tracking



Liability

- when assets are purchased by different areas
(information security, data privacy, copyright, thefts, maintenance uncovered, etc.)



Inconsistent

- assets movement tracking generating discrepancies on inventory, depreciation and disposal
- asset management
- asset description in the purchase order, controllership report and local inventory
- discrepancies between GAAP, fixed asset report and physical assets



Incomplete

- data sets



Limited

- compliance reporting capability



Local solutions

- and initiatives in place



Multi-year implementation roadmap

May 2019

- Begin migration for non-workstation assets (through March 2020)
- Established core integrations - ServiceNow Hardware Discovery, CMDB & Ariba BuyNow
- Built process flows: Asset procurement to asset disposal

May'19

September 2019

- Launched EAM Asset Portal

Sep'19

November 2019

- Established software entitlements

Nov'19

March /July 2020

- Completed migration of on-workstation assets
- Launched mobile app
- Began migration for workplace assets
- Established core integrations - SAP and Software Discovery
- Built process flows: controllership and software request mgmt.
- Tracking of consumables
- Build Local Integrations

Mar/
Jul'20

FY21

FY21

- Continue Workplace asset migration
- Migrate workstations & laptops
- Migrate leasehold assets



Agenda



Our Story



Enterprise asset management solution



Business value and lessons learned



Future Plans



IT MEANT ONBOARDING AN ENOURMOUS COUNT OF OVER 10+ MN ASSETS ACROSS 52+ COUNTRIES INTO SERVICENOW

LARGE ASSET VOLUME

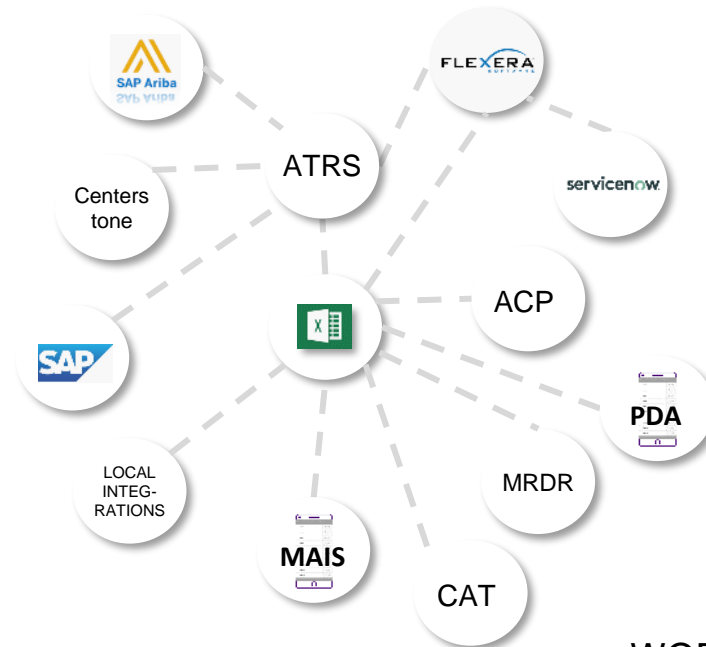
MULTIPLE GEOGRAPHIES

MULTIPLE SYSTEMS

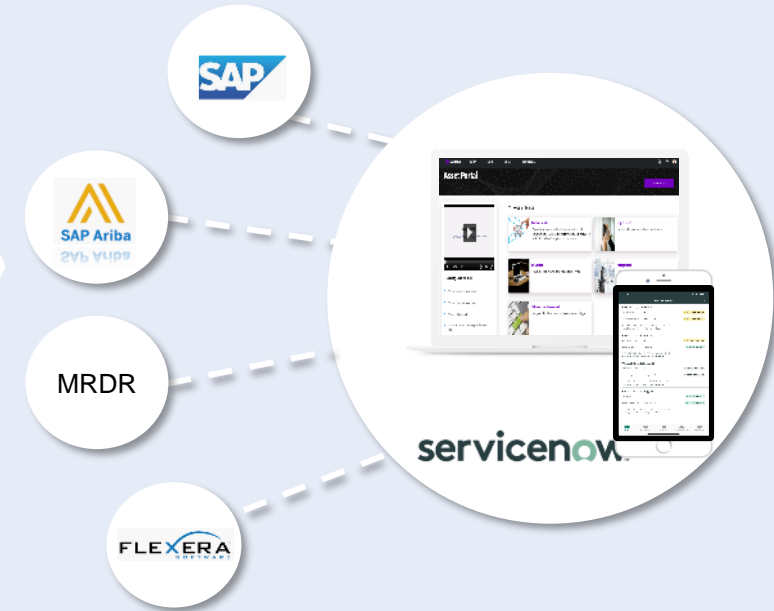
COMPLEX INTEGRATIONS

RE-PLATFORMING

FROM
Disparate Redundant Systems & Manual Work



TO
Single Integrated Solution



ACROSS

HARDWARE ASSET SYSTEMS

WORKPLACE ASSET
SYSTEMS

CONSUMABLE ASSETS
SYSTEMS

52

Countries

10 Million+

Total Assets to be Migrated

\$2B + Asset Value

Estimated Total Financial Ownership

2k+

Total Asset Users

700+

Mobile App Users



IAITAM ACE
KICKIN' ASSETS
SINCE 2002

Four key elements

Global processes

Re-engineered end-to-end **asset lifecycle processes** to get a standard, global solution

Custom portal

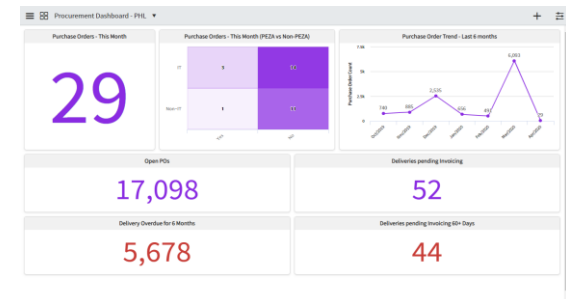
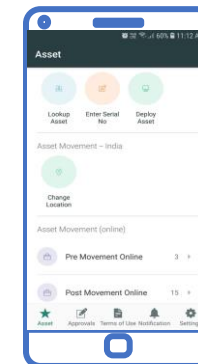
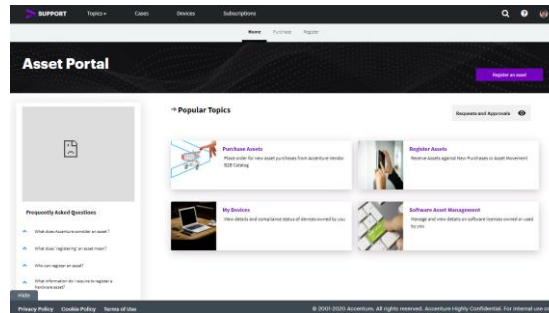
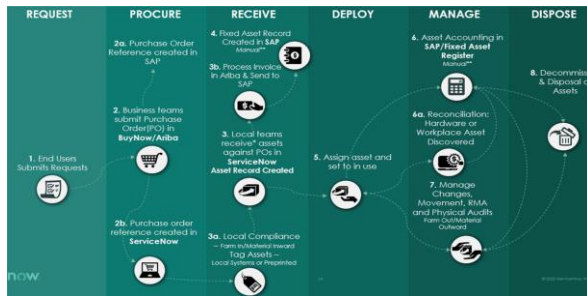
Overcomes limitations of legacy UI and offers **enhanced user experience**

Mobile app

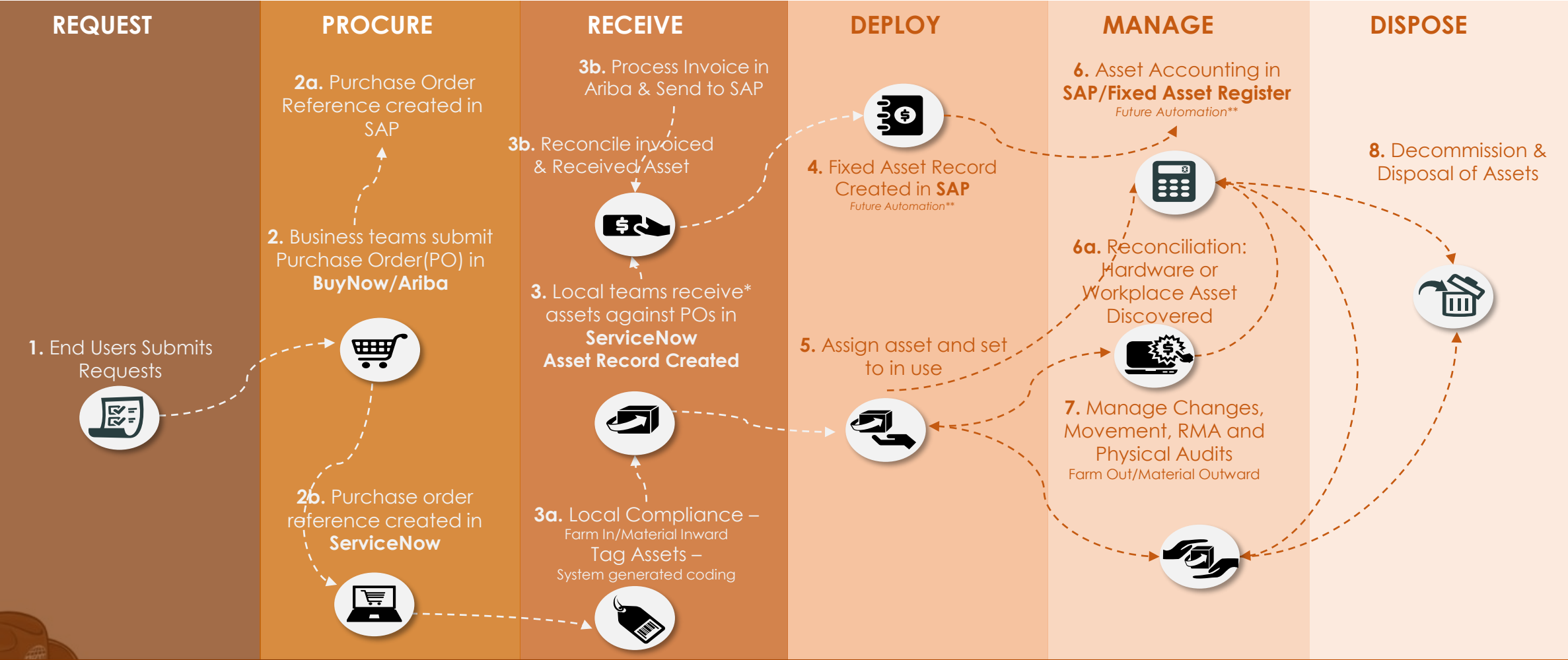
Applets to register assets, view and update asset info and perform **audit on the go**

Dashboards

Actionable dashboards to **report KPIs** and highlight **action items**



WE RE-ENGINEERED END TO END ASSET LIFECYCLE PROCESSES TO GET A STANDARD GLOBAL SOLUTION (1/2)



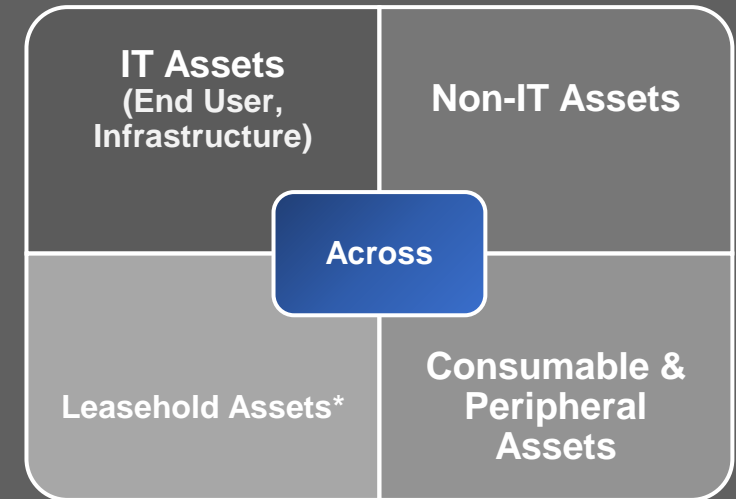
OUR EXPERTISE IN PROCESS RE-ENGINEERING WAS PIVOTAL TO FORMULATE STANDARDIZED PROCESSES FOR OVER 6 GEOGRAPHIES



WE RE-ENGINEERED END TO END ASSET LIFECYCLE PROCESSES TO GET A STANDARD GLOBAL SOLUTION (2/2)

PROCESSES RE-ENGINEERED

1. Registering Assets
2. Asset Tagging/Re-tagging
3. Pre-Receiving and Post-Receiving Compliances as per SEZ/PEZA norms
4. Asset Management
5. Physical Inventory (Stockroom/Production Area/Project Audit/Annual Complete Inventory)
6. Audit and Activity Logging
7. Asset Movement (Non-Project and Project Seat Movements)
8. Asset Maintenance & Pullout
9. Asset Disposal
10. Accruals
11. Fixed Asset Creation
12. Reconciliation of Physical and Financial Assets
13. Asset Data Management
14. For Asset/Finance/Compliance Teams: Predictive stock-keeping, Operations monitoring, Work Management, Compliance Reporting



OUR RICH EXPERIENCE IN DEFINING AND REVAMPING BUSINESS, FINANCIAL AND COMPLIANCE PROCESSES HELPED US RE-ENGINEER OVER 14 BUSINESS PROCESSES



Copyright © 2020 Accenture. All rights reserved.

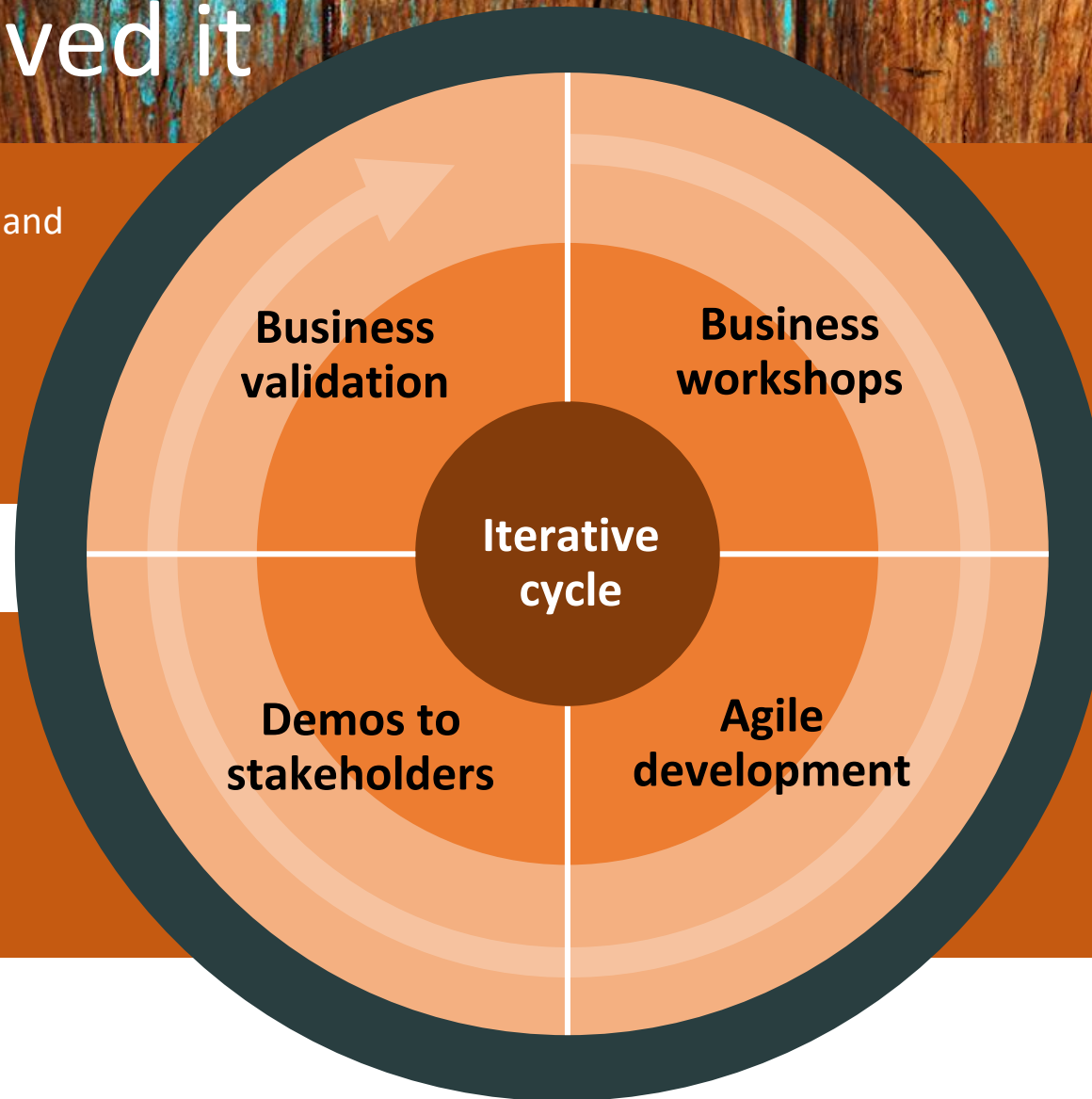
IAITAM.org | ACE 2023 | Nashville TN



How we achieved it

- UAT for technical deployments and full-scale releases
- Robust change management planning with business POCs

- Demos to project leadership
- Demos to business POCs



- As-is process mapping
- Process design workshops
- Process re-engineering

- Committed scrum teams
- Multiple workstreams
 - Portal
 - Core
 - Integration
 - Mobile app



Before Enterprise Asset Management



**Lack of
standardized processes**



No real-time audit capability



**Lack of enterprise level asset
visibility**



**Huge amount of time and
manual effort for asset
reconciliation**



**IAITAM ACE
KICKIN' ASSETS
SINCE 2002**



Agenda



Our Story



Enterprise asset management solution



Business value and lessons learned

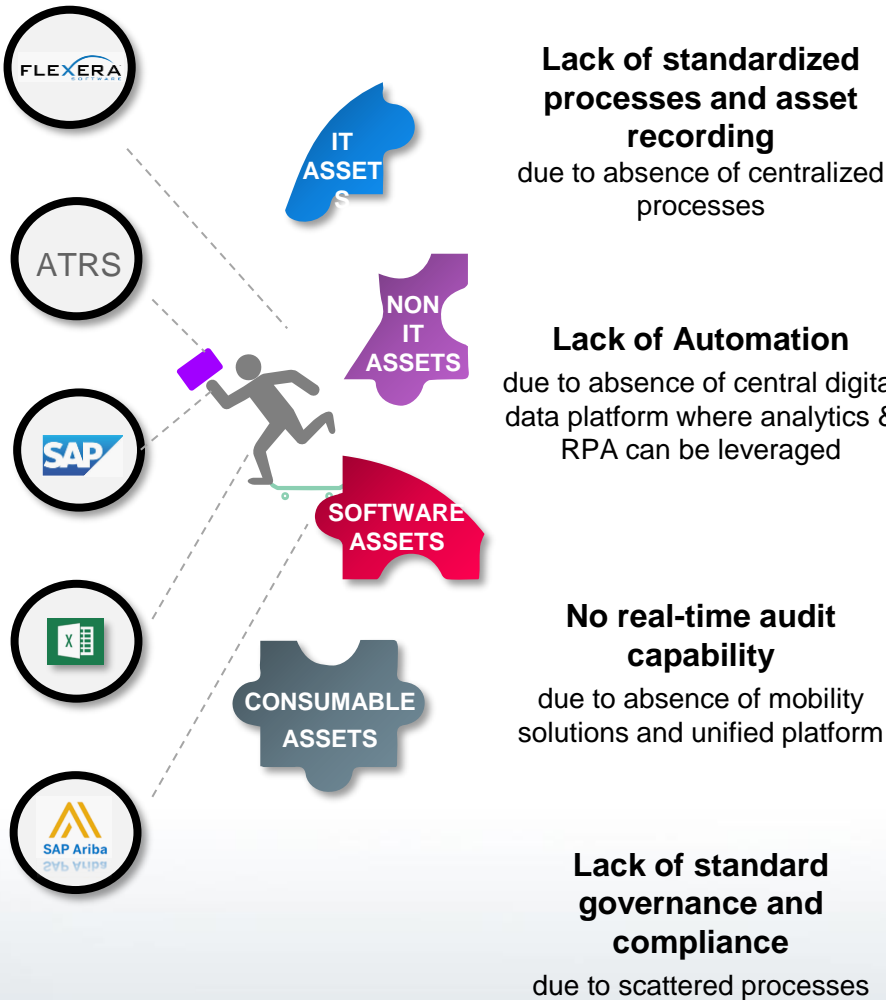


Future Plans



NOW the REDEFINED AND DIGITIZED PROCESSES are enabling better and faster asset management

THEN



now

One Platform | One Governance model | End-to-End Integrated



Standardized the asset management process



Centralized IT and non-IT assets, providing **enterprise visibility**



Auto-discovery of assets and auto-assignment of incidents



Automated and real-time Audit capability



Established governance and compliance policies



↓ **40%*** Asset Registration Time (ISA)

↓ **50%*** Inventory Audit Time per Facility

↓ **25%*** Asset Issue Resolution Time

↓ **7%*** Reduction in Reassignments

NOW WITH REDEFINED AND DIGITIZED PROCESSES COMPLIANCE TEAM CAN MANAGE & PERFORM BETTER

Vendor Interaction Automation

THEN..

- **Manual follow-ups with vendor** for obtaining delivery schedules and compliance documents

NOW..

- **Auto-dispatch of emails** to vendors
- **Auto-capture of compliance documents** from vendor response with email trails



Accurate Capacity Planning

THEN..

- **No clear backlog** as team worked on multiple systems for different processes

NOW..

- **Single, definitive, actionable backlog** of all asset processes
- Managers can forecast incoming work volume



Visibility into Turnaround Times

THEN..

- **Lack of visibility** due to processes scattered over systems

NOW..

- **Complete Visibility** into end to end process turnarounds
- **Breached SLAs** are highlighted



Optimized Work Management

THEN..

- Work distribution was **inefficient**
- Heavily **reliant on systems** instead of business process

NOW..

- **Transparent, process based** work allocation
- Allocation & **Progress monitoring** on actionable dashboards



Faster Compliance Reporting

THEN..

- **Multiple reports, multiple systems**, no consistent reporting standards
- Time wasted in organizing data for compliance reporting

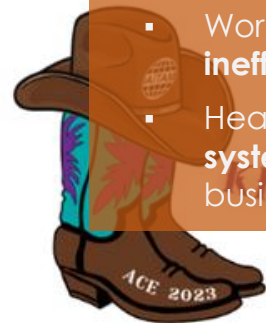
NOW..

- Reporting in one **consistent format**
- **Ready for submissions** to authorities

COMPLIANCE
REDEFINED

POWERED BY

now™



SINCE 2002

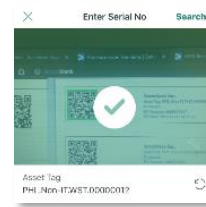
NOW WITH AN ALL NEW ASSET MOBILE APP ASSET OPERATIONS HAPPEN AT BLAZING SPEED

ASSET RECEIVERS



QUICK
REGISTER
AND DEPLOY

SCAN



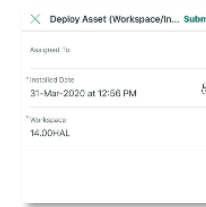
Scan Asset Tag
(QR/Barcode)

1. REGISTER



Scan and Update Serial
Number

2. DEPLOY



Update Location and
Asset User

↓ 40%

Asset
Registration
Time (ISA)

ASSET MANAGERS



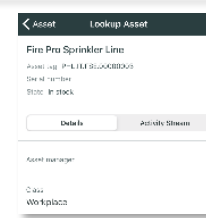
ONE TOUCH
ASSET
LOOKUP

SCAN

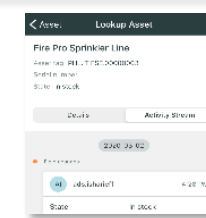


Scan Asset Tag
(QR/Barcode)

1. VIEW / EDIT ASSET



Asset Details with
Edit option



Asset Activity
Stream

↓ 25%

Asset Issue
Resolution time

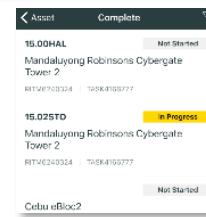
- ✓ Update Assets On the Go
- ✓ Add pictures / documents / comments to asset record
- ✓ View history of movement, repair, etc. for the asset

ASSET OPERATIONS



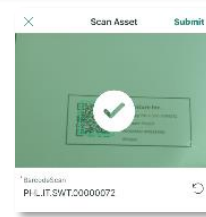
ASSET AUDIT
VIA MOBILE

1. SELECT LOCATION



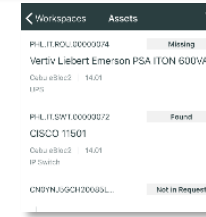
List of Locations to be
audited

2. SCAN



Scan Asset Tag
(QR/Barcode)

3. VIEW AUDIT RESULTS



View Audit Report
for scanned locations

↓ 50%

Inventory
Audit Time
per Facility



IAITAM ACE
KICKIN' ASSETS
SINCE 2002



Recipe for success

CHALLENGE		Success Factors
Project resource skill gaps	➤	Staffing the right people with the right skills and executive sponsorship is critical
Development roadblocks	➤	Cross-workstream communication and trusted partnership with stakeholders
Scope creep	➤	Phased deployment approach and engage stakeholders early and often
Requirement complexity	➤	Automate and simplify where possible and design partnership with ServiceNow
Low solution adoption	➤	Robust change management strategy, custom UI & mobile app to drive optimum user experience and collaboration with ops support



Agenda



Our Story



Enterprise asset management solution



Business value and lessons learned



Future Plans



With mounting pressures to optimize costs and unlock efficiencies across IT, OT and Facility Infrastructure...

KEY CHALLENGES ACROSS

IT Hardware
and Software



OT
Infrastructure



Facility
Assets

Disconnected
Tools

Manual
Processes

Increased Cost
and Risk

Lack of
Network and Process
Visibility

Reactive Threat
Response

Sub-optimal / No
Lifecycle Automation

Sub-optimal Inventory
& Spares
Management

Unplanned
Maintenance
Downtime

Difficulty in capital
management &
reconciliation

...and many more
hidden challenges

...asset managers must target solutions that directly
address the barriers to achieving this vision



Thank you and Questions



IAITAM.org | ACE 2023 | Nashville TN



CONNECT WITH US



FACEBOOK



TWITTER



INSTAGRAM



IAITAM.org | ACE 2023 | Nashville TN

