IT ASSET MANAGEMENT SERVICES

Delivering identification, verification, control and tracking of assets across their lifecycle

PIVOT'S UNIFIED PORTFOLIO OFFERING

Through our Unified Portfolio, we deliver solutions across the full lifecycle of our customer's technology investments.

SERVICE CHANNELS

- Integration
- Professional
- Deployment
- Workforce
- Managed

SOLUTION DISCIPLINES

- Workplace
- Digital Infrastructure
- Security
- Cloud
- Emerging Technology

SERVICES VALUE STREAM

Assess → Design → Implement → Manage → Optimize

IDENTIFY TECHNOLOGY ASSETS AND MANAGE THEM

The enterprise IT environment encompasses a diverse and growing inventory of assets, including new classes of devices and services that did not exist a decade ago. Few organizations have visibility into all IT assets across business units, geographic locations and offsite IT infrastructure. Inventory and configuration information becomes quickly outdated as the IT environment and corporate structure changes.

IT asset management (ITAM) is concerned with the identification, verification, control and tracking of components, along with their financial and contractual aspects. A mature ITAM program provides the insight needed to control costs, increase utilization, reduce risk, improve compliance and make smarter decisions regarding future technology investments.

Pivot Technology Solutions offers comprehensive IT Asset Management Services that help organizations identify technology assets and manage them across their lifecycle. Designed for the digital business, Pivot's strategic asset management program provides comprehensive insight into the IT estate that reduces the complexity of managing total cost of ownership and mitigating risks.

The solution features automated asset discovery, hardware and software management, and flexible reporting. Pivot's next-generation ITAM platform accelerates the collection and normalization of asset data, helping customers move rapidly toward ITAM maturity and gain greater asset intelligence through the correlation of data across multiple systems and tools.

THE CHANGING VIEW OF ITAM

Digital transformation is changing the very definition of "technology asset" as well as the way assets are deployed, managed and used. Furthermore, IT leaders no longer

STRATEGIC ASSET PLANNING

As part of our ITAM solution, Pivot offers advisory and strategic planning services for our customers and their vendor partners, internal business units and executive management. We provide objective recommendations on technology direction across platforms to ensure all contributors are driving to achieve the organization's objectives. Pivot advisory and strategic planning services are designed to assist business leaders with:

- Identifying opportunities to reduce costs and risks associated with technology assets
- Developing a strategic vision for technology refresh programs
- Establishing hardware and software standards based on industry and technology trends
- Meeting business and technology needs through innovative solutions and approaches
- Participating in the evaluation, testing and benchmarking of third-party products.
- Evaluating how new solutions will integrate with currently deployed platforms

have control over many of the assets that determine business outcomes, creating a critical need for a robust and mature ITAM program with trusted processes and organizational alignment.

Many organizations have implemented various tools to track hardware and software assets, but few are satisfied with these solutions. ITAM tool implementations often fail to meet cost/benefit expectations due to a lack of governance and the processes needed to effectively integrate them into IT and business workflows.

While many business leaders continue to view ITAM as a tactical function focused on the physical aspects of the IT environment, IT leaders are increasingly looking to leverage ITAM data to support multiple IT, business and regulatory activities. ITAM must either rise to this challenge or risk becoming irrelevant.

PIVOT'S ITAM SOLUTION

Reliable data is a prerequisite for an effective ITAM program. Pivot's Ingestion Engine automatically collects information related to technology assets from any data source, including IT service management, client device management and infrastructure management systems. This powerful tool significantly reduces the time required to acquire asset data, enabling Pivot to jumpstart the customer's ITAM program.

Once captured, the data is cleansed, normalized and securely stored in our Configuration and Asset Management Database, providing real-time visibility for planning, management and disposition. The result is a complete and accurate list of technology assets that can be shared by all IT service management processes.

Hardware asset management covers several classes of equipment, including client, mobile and digital infrastructure, along with their relationships and historical data. By tracking full asset, configuration and status information for all devices across their lifecycle, our team of asset specialists can

manage technology assets to mitigate risks and reduce total cost of ownership.

Software asset management is seamlessly integrated within Pivot's ITAM solution to aid in audit compliance and controlling the software spend. Primary focus is on automated comparisons of license entitlements with discovered software and management of increasingly complex software licensing schemes.

Pivot's ITAM Report Card combines outcome-based key performance indicators and volume-based metrics to provide a clear and holistic view of an organization's portfolio of technology assets. Our reporting tool is also highly flexible, enabling us to quickly analyze key data points from an executive level.

BUSINESS BENEFITS OF ITAM MATURITY

Our ITAM specialists conduct a thorough analysis of the information captured by the Ingestion Engine to identify opportunities, gaps, redundancies and risks. Based upon the results of the analysis, along with the customer's requirements and desired outcomes, the Pivot team develops a detailed plan for achieving a more mature and efficient ITAM program.

Once implemented, Pivot's ITAM solution creates an overarching program that provides greater visibility into technology assets across the enterprise. As a result, ITAM can reduce asset costs by as much as 30 percent through redeployment of hardware and software, tracking missing equipment and returning leases on time. ITAM also aids in the identification of underutilized devices or applications to drive efforts to reclaim those assets for reuse. Accurate IT asset information also reduces risk by helping service desk staff troubleshoot problems more quickly.