Valuemation USU
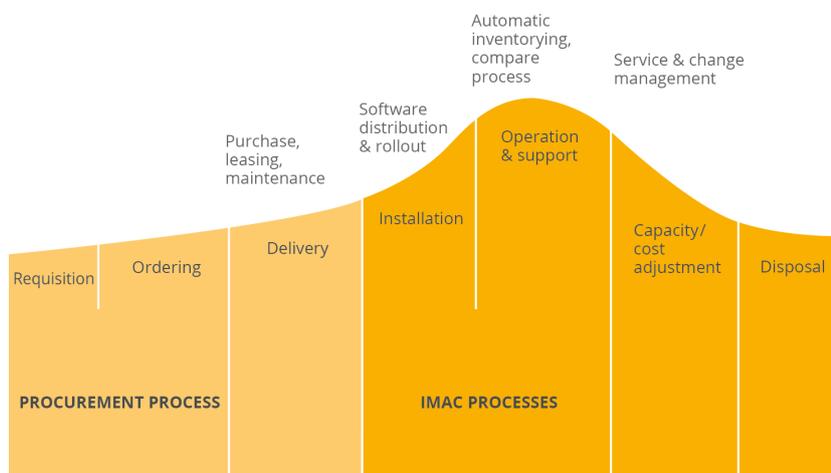
YOUR SOLUTION FOR IT ASSET MANAGEMENT

The constant pressure to cut costs forces you to consolidate your IT landscape, standardize hardware and software and monitor compliance with standards. In order to protect your company against the risks arising from software audits, you have to be able to prove you comply with license agreements at all times. That requires a high degree of transparency over all your IT assets. At the same time, service customers are making higher and higher demands as regards quick and high-quality service delivery. That has to be supported in automated form – from ordering of IT products and services to fulfillment. You can do that only with an integrated solution for IT asset management.

BENEFITS

Valuemation enables you to

cut costs by consolidation of your hardware/software assets and systematic reduction of excessive stocks

ensure compliance in use of software and identify whether you have too many or too few licenses thanks to rule-based license reporting

increase the efficiency of service request management and fulfillment thanks to standardization and automation of ITIL®-based processes

increase customer satisfaction by offering IT products and services in a state-of-the-art service shop

reduce risks in supplier management by actively managing suppliers who are strategically and operationally important

Requisition | Ordering | Delivery — Purchase, leasing, maintenance | Installation — Software distribution & rollout | Operation & support — Automatic inventorying, compare process | Capacity/cost adjustment — Service & change management | Disposal

PROCUREMENT PROCESS | **IMAC PROCESSES**

Support for all IT asset management processes

Objectives

—— Valuemation supports all activities to do with controlling and administering service assets. You have all relevant information available centrally at one point, and so complete cost control and compliance verification, over the entire asset lifecycle – from initial requests, to procurement, inventorying and installation to disposal. As a result, you establish the strategic and operational foundation for cutting IT procurement and running costs lastingly, increasing the return on your IT investments and taking well-informed decisions.

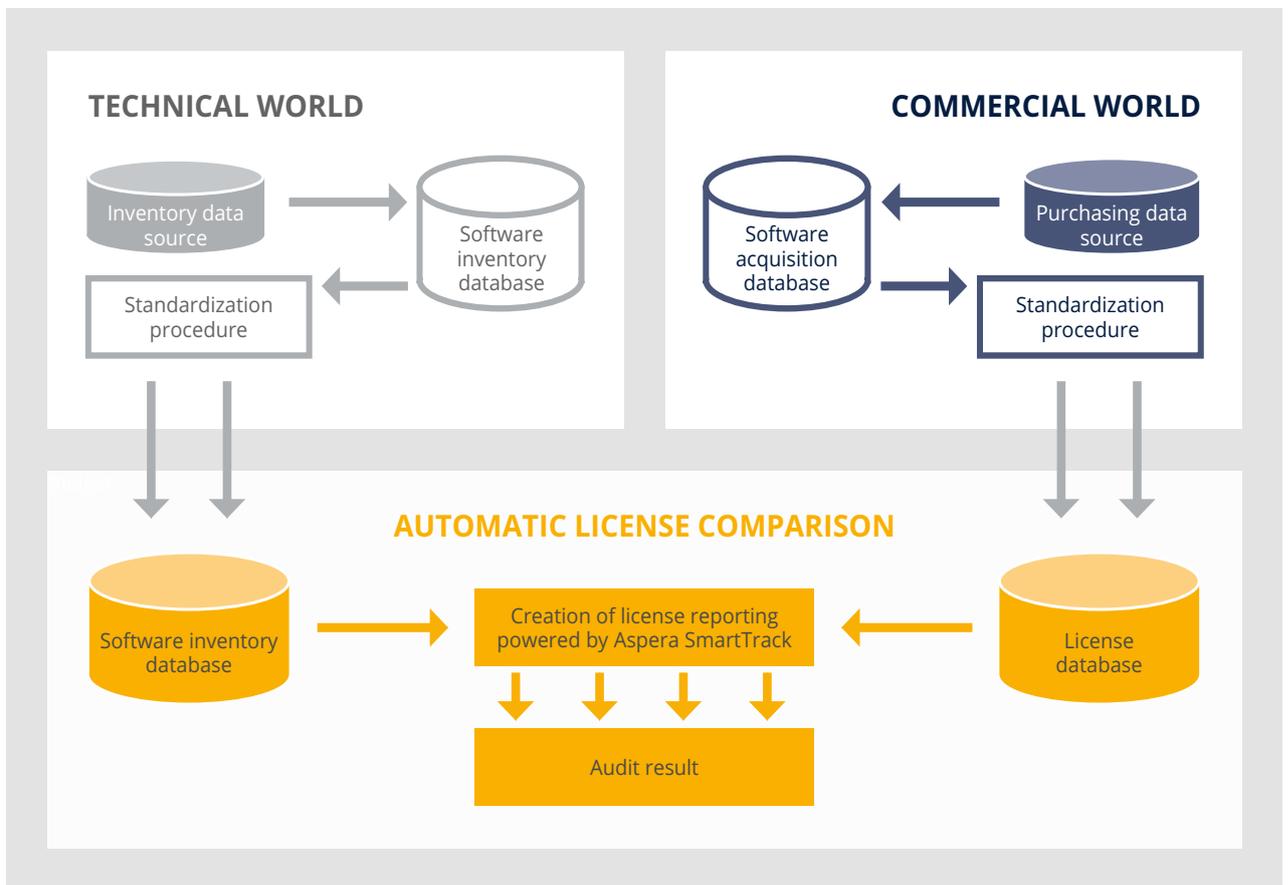## Proactive Control Instead of Reactive Intervention

—— Usage-based deployment of hardware and software reflecting actual needs creates the basis for compensating for reductions in the IT budget and freeing up resources for new investments. Valuemation gives you a comprehensive overview of all the required, existing and used service assets and their current status from the technical, commercial and organizational perspective. Key information on license and maintenance agreements, usage-based costs and suppliers is available centrally. That enables you to implement proactive, comprehensive cost control and detect system bottlenecks and risks quickly so that you can take prompt action.

Cutting Costs Lastingly

—— A high degree of standardization in the IT landscape is necessary to reduce total operating costs. By reducing the number of asset variants, you cut the time and effort involved in procurement and supplier management, as well as IT running costs. Valuemation allows you to pool purchase volumes as well as reduce the number of orders and suppliers. You identify assets no longer needed or used and can reassign or dispose of them, while existing license or maintenance agreements are adjusted automatically.
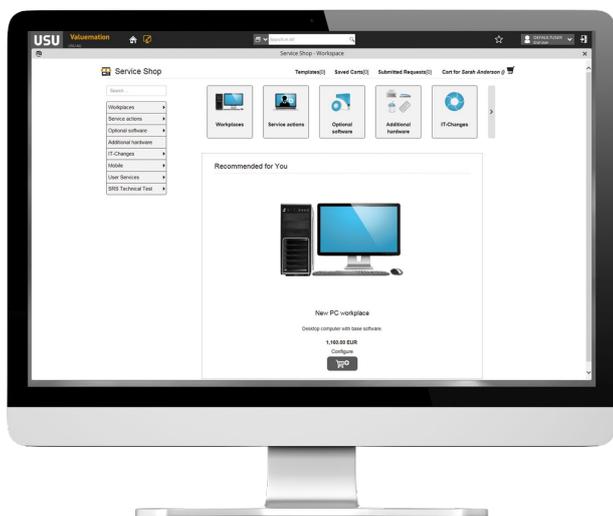
Ensuring Compliance

—— So that software licenses can be used in a contractually and legally compliant manner, regular, automated comparison between the licensed and actually installed software is required. As a result, you always have accurate knowledge of any deviations and can respond immediately in the event of under-licensing. You document compliance with legal requirements and contractual terms and conditions in an audit-proof way, fully preparing you for a possible software audit. You can also use Valuemation to adjust the type and number of software licenses to meet your actual needs and control them selectively by appropriate licensing models and metrics, thus preventing over-licensing.

Automatic license comparison

Offering a High Quality of Service

—— Valuemation offers end users and service customers an attractive service shop that allows personalized selection and ordering of predefined products and services. The basis for this is a service catalog and a service level agreement (SLA) with agreed, specified services and IT products. IT products and services can then be requested from them in line with the user's specific authorization and are then forwarded to be approved in an automatic and rule-based manner. Valuemation guides you step by step through the request process and offers you an insight into the current status of the request at all times.

Attractive service shop for end users

Efficient Procurement of Service Assets

—— Standardized and largely automated processes support you in all steps – from ordering, inventory control, procurement, order processing including posting goods received, verifying and paying invoices to provision. You capture and register all relevant data for your service assets right while they are being procured and inventoried. Automated data transfer via standard interfaces to your ERP systems or integrated configuration management database (CMDB) ensures that the same data is not entered/updated twice and that all data remains consistent in both upstream and downstream systems.

Establishing Reliable Processes

—— Valuemation supports you in IT asset management with predefined, standardized processes based on ITIL® best practices. These can be adapted flexibly to your specific requirements and organizational processes. The powerful workflow engine enables you to model, adapt and implement processes on your own so that they are ready to run right away. The uniform manner in which

tasks are performed means you offer a consistently high level of service quality. You also ensure audit-proof data quality thanks to comprehensive and automatic documentation of all process steps over the entire asset lifecycle.

Managing Contracts Professionally

—— The ever-increasing complexity of contracts for the procurement and use of IT products and services necessitates focused controlling so that you can monitor compliance with agreed services by suppliers and service providers. Thanks to Valuemation, important contents and terms and conditions in contracts are documented centrally, and all those involved are informed at all times about the contracts that currently apply or need to be renewed in the foreseeable future. A notification agent automatically reminds you of payments due or upcoming cancellation periods, for example. That means you can negotiate more advantageous terms and conditions in good time or plan maintenance and service cycles better.

Managing Supplier Relationships

—— So that you can provide IT services reliably, you have to minimize risks from dependence on individual suppliers or inadequate delivery quality. Valuemation allows you to create transparency on the operational and strategic importance of your suppliers by classifying and continuously assessing them on the basis of standardized criteria. As a result, you can manage supplier relationships actively, respond promptly to complaints and improve your negotiating position.

Reliable Service Delivery

—— Valuemation forges a bridge between the commercial and technical IT world. Automatic comparison of the technical inventory data and organizational and commercial data means service desk employees have quick access to applicable contracts and up-to-date, reliable data on the service assets in question in the event of a fault or malfunction, for example. Standardized fulfillment processes let you speed up rollout of new service assets and so increase the quality of service and customer satisfaction. At the same time, release and change management helps you minimize any risks of outages in IT operation thanks to prompt identification of critical service assets.

The Valuemation solution for IT Asset Management comprises these integrated modules:

- Asset Manager
- Software License Manager
- Inventory Manager
- Software Deployment Manager
- Release Manager
- Service Request Manager
- Contract Manager
- Procurement Manager
- Supplier Manager

USU's Valuemation Suite at a Glance

—— Valuemation is a modular, well-integrated suite for efficient support of your operational IT service management. You can soon get your solution up and running thanks to preconfigured, out-of-the-box ITIL®-based processes. If changes are made in future, Valuemation's flexible architecture platform ensures outstanding expandability and scalability and so investment security. You can make adaptations by customizing the solution on your own – without the need for programming or the cost of service work by outside parties. Even complex organizational structures, roles and permissions can be mapped with it quickly and easily. Apart from modules for specific IT service processes, there are overarching Valuemation solutions for these subject areas:

Software, Consulting and Support from a Single Source

—— Your IT systems are replaceable – but not the know-how of your product and solution partner! As a software and consulting firm, we specialize in developing and rolling out solutions that are tailored fully to the specific requirements of IT service management. USU's process model for rolling out ITSM solutions is based on best practices and our many years of experience from more than 500 successful customer projects.

We will be pleased to take responsibility as general contractor for your project – from design of the concept to implementation. We also provide you with competent assistance in continuous functional and technical further development of your solution during operation in the shape of consulting, training and support services.