



ITSM & ITAM SOFTWARE

# Achieving transformational change with integrated *assyst* ITAM



***itSMF USA***  
*The IT Service Management Forum*

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# assyst ITAM: the gateway to intelligent IT

How can your organization combat the growing risks of failing to effectively manage its IT assets? The consequences of inefficient processes, limited focus and a lack of dedicated investment in ITAM-ITSM integration could have a substantial financial impact on your business.

Organizations are becoming increasingly focused on developing their IT Asset Management capabilities to reflect the market growth expected over the course of 2017. Industry research currently lists ITAM as one of the leading priorities for organizations<sup>1</sup>, with Gartner predicting further growth of the enterprise software market throughout 2017 which will increase progressively through to 2021<sup>2</sup>.

*“Globally, the enterprise software market will grow by 7.3% in 2017, reaching \$394.8 billion in constant dollars, a slight increase over the previous iteration. In U.S. dollars, enterprise software is expected to grow 5.5% in 2017, slower than the 4Q16 forecast. This is predominantly due to a stronger U.S. dollar against the euro, though the impact of exchange rate shifts is effecting multiple regions. Through 2021, we expect the market to grow at a 7.2% CAGR in constant currency.*”

*This breaks down as an 8.8% CAGR for enterprise application software, and a slower 5.8% CAGR for infrastructure software, in constant currency.”*

But while ITAM optimization is considered a priority for many – 55% of ITAM teams now sit within an ITSM-related department<sup>3</sup> – the reality is that over half of enterprises still use spreadsheets to track licenses.

Market research company Opinion Matters found that companies wasted an average of \$407 in software licenses per year, which included unused software costs of \$221 plus the cost of shelfware (roughly \$186 per machine).

The key challenge that most organizations appear to be facing right now is being able to fully integrate ITAM into their business models. Axios research highlighted that 93% of the organizations surveyed were yet to achieve this result.

71% of respondents stated they had multiple asset tools, but these were not integrated, while a further 21% said they had limited integrations with their tools. The remaining 7% had just one consolidated tool<sup>1</sup>.

The impact of not having a truly integrated ITAM-ITSM solution is lack of overall operational functionality and of the ability to track and oversee Asset Management across all business functions. The knock-on effect of this can cause a reduction in efficiency and, eventually, revenue for the wider business.

So, what exactly is holding users back from adopting a fully integrated ITSM-ITAM solution? Currently, research tends to point towards three main challenges that organizations are facing, which are preventing them from climbing the ITAM Maturity ladder. These are:

1. Reducing costs
2. Reducing risk
3. Improving service

Although organizations aim to address all three simultaneously, this can often be harder than one expects. But with the right people, process and tool structure in place, businesses can begin their journey towards a more streamlined Asset Management framework.

Integrating disparate tools is a daunting task, so organizations are often unable to capitalize on information sharing between ITAM and ITSM processes. However, the fully developed, integrated assyst ITAM Suite - the leading IT Asset Management solution from Axios Systems - helps erode these challenges faced by most organizations.

Being able to master the four traditional “pillars” of ITAM is a key part in driving an effective Asset Management tool that resolves business challenges and improves efficiency within the ITSM department.

Along with software audit preparation and tighter network security, the benefits of such an ITAM strategy are difficult to ignore.

Using Axios’s own implementation, the four use cases in this whitepaper will highlight tangible efficiencies that demonstrate the need for an integrated solution.

# The 4 Pillars of *assyst* ITAM

Before we attempt to decipher the transformational aspects of a truly integrated solution, it is necessary to first understand the structure and function of ITAM itself.

The four “pillars” of ITAM hold the management and monitoring sides together and provide a clear and effective blueprint for all ITAM processes and actions in an organization. While it is not critical to meet all four, possessing the ability to optimize them will aid your organization’s chances of becoming more efficient.

So, what are these four pillars and how can they help reduce cost and risk while improving service?

**1**  
Hardware Asset Management (HAM)

HAM allows users to easily allocate, track, update, and control all hardware assets within their organization, which enables them to facilitate a true end-to-end management of assets. This improves the overall visibility and availability of assets and streamlines business efficiency as well.

A key attribute of HAM is that users are able to determine the status of hardware – whether they are used or unused. This allows for the retirement and/or reallocation of assets, thus effectuating valuable cost savings for the business.

**2**  
Software Asset Management (SAM)

One of the key benefits of SAM in improving the overall service delivery of an organization is the ability to monitor, track and control usage of software assets in an enterprise environment. This allows compliance to be achieved.

Using SAM means you can avoid over-subscription of license fees and underuse of licenses, which in turn reduces spending on licenses that are not needed.

**3**  
Client Automation

Automation is now commonplace in most walks of life and it is the same within the ITAM framework. By allowing automation to carry out the simple, time-consuming, and often laborious tasks, such as manual patching, installs, time-to-go, and auditing equipment, an organization can save both time and money.

Client Management and Automation is a mainstay in ITAM because it provides enhanced visibility over asset ownership and processes, mitigated risks, and ease of deployment while enabling scripts to be executed remotely.

**4**  
Performance Monitoring

From Alarm Management and Notifications to Systems Performance and Capacity Planning, Business Service Monitoring plays a key role in reporting across the entire enterprise, as well as determining how successful an ITAM implementation will be. Effective metrics allow your organization to gauge how well it is performing against the rest of the business. More importantly, these metrics will highlight areas upon which you will need to improve to better resolve your business challenges.

# ITAM Use Case 1

## Improve Support with Up-To-Date Asset Details

Since 1988, Axios Systems has delivered innovative ITSM and ITAM solutions to help its customers not only manage and optimize their infrastructure, but also enhance their service delivery across diverse business functions, from IT to HR and Facilities Management to Finance.

The Axios Support team serves hundreds of internal end users, which span five continents (Europe, North & South America, Asia, Africa, and Australia). Users in these regions are typically either office-based, remote, or on client sites.

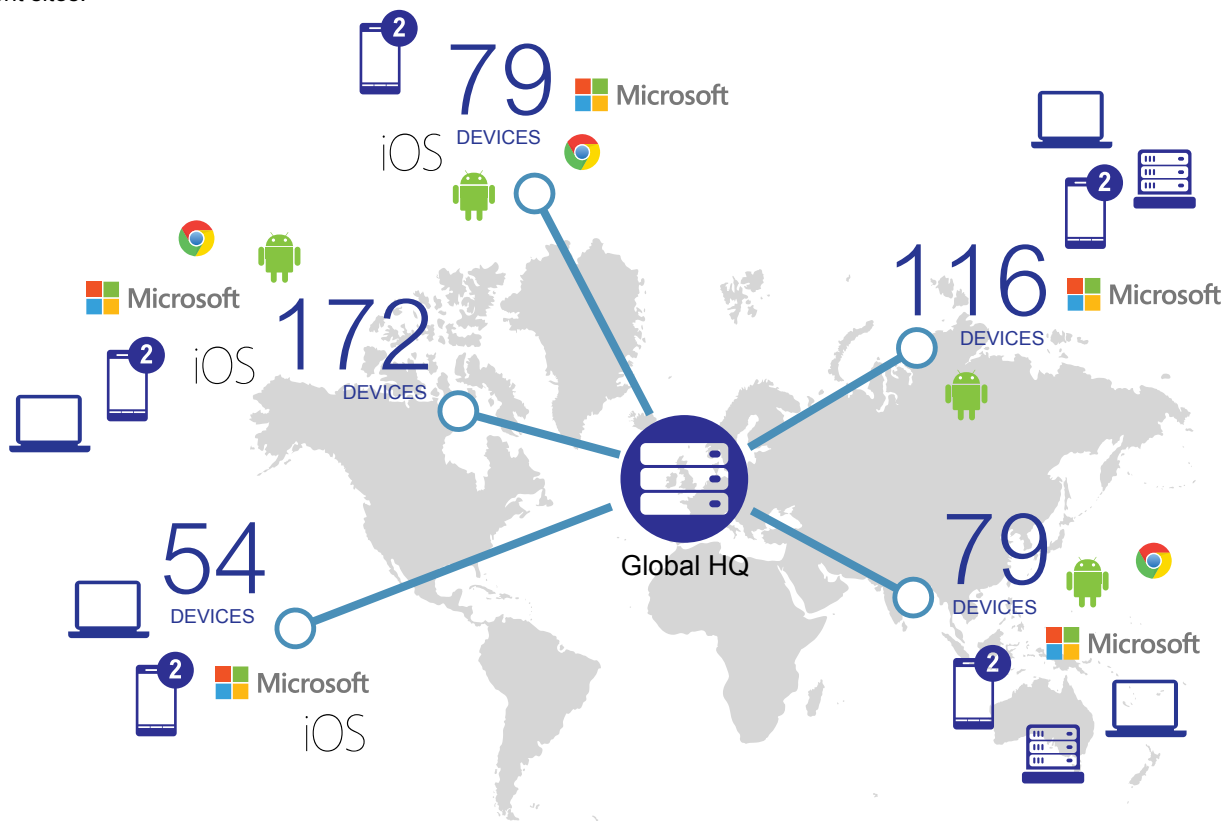
The need for comprehensive visibility of processes, incidents and changes was clear. The first use case centers on how Axios staff were able to improve their visibility across the networks using a fully developed ITAM solution with an effective data center and up-to-date CMDB.

### Business Problem

With remote sites across the world and a growing number of mobile staff, Axios needed to ensure that they had full visibility and control over the devices on its network.

One of the common challenges in not having an effective ITAM solution in an organization is not knowing how many devices are present per site, OS and/or device category. Axios too struggled with the challenges of dynamic asset changes in an increasingly agile environment. This is what Axios experienced before implementing its assyst ITAM Suite solution internally.

As a result, Axios found its CMDB could be, in some cases, one step behind, which in turn undermined its Incident, Change and Problem Management processes.



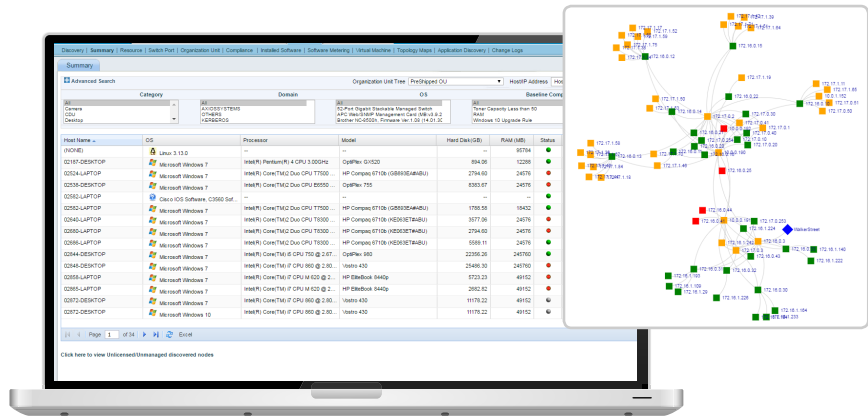
Hypothetical business - Illustration only

# ITAM Use Case 1 Improve Support with Up-To-Date Asset Details *(Continued)*

## assyst ITAM Suite solution


Having developed an ITAM solution that was able to combat the above challenges, Axios leveraged the automated network discovery scheduler across multiple sites, domains and subnets. This enabled Axios to maintain an up-to-date CMDB, which supported all of its ITSM processes.

The up-to-date inventory provided its DevOps teams with the information they needed to proactively plan for upgrades to Operating Systems, as well as hardware and software upgrades.




## Business Benefits


After implementing the assyst ITAM Suite, Axios experienced a radical transformation in the everyday Asset Management and tracking. As a result, Axios can now:




Accurately identify how many devices Axios has on its network by site, domain, subnet, device type, and OS




Easily identify lost or stolen devices, i.e., devices that have not been checked in



Better plan for hardware and software upgrades



Operate with clear visibility over all assets with an up-to-date CMDB



### Axios Recommends

Stay on top of IT inventory and easily issue updates at any time. With the assyst ITAM Suite, you can detect networked devices for a variety of Operating systems and control asset spending with maximum visibility and assurance.

Using the remote control capabilities, the Support Center can collaboratively solve problems regardless of location. With the integration of assyst ITAM Suite, remote sessions were captured to understand the troubleshooting and fed into Axios's robust knowledge base. Easily accessible asset details then allowed staff to quickly see any changes in configuration potentially causing issues with automation, thus enabling quick fixes.

Having understood the criticality of adopting an ITAM solution that supported staff both on-location and remotely, assyst ITAM transformed the company's overall operational efficiencies, increased communication, and provided greater clarity over the status, availability, and location of all assets.



## ITAM Use Case 2 Software Re-harvesting

Much like the data center functionality of Hardware Asset Management, the license repository of SAM allows you to store all of your organization’s licenses in one central, secure and fit-for-purpose repository, as well as linking ITAM and ITSM records (such as map software, purchase orders, vendors, contracts, and support tickets).

Nowadays, the cost of software is increasing – it delivers a total value-added GDP of \$1 trillion – therefore, the importance of getting the right solution in place the first time is greater than ever. The second use case details how Axios avoided unnecessary costs through the implementation of the *assyst* ITAM Suite.

### Business Problem

IT managers need to reduce the costs of software procurement while at the same time optimizing value from existing software assets. More often than not, they end up paying the unnecessary expense of acquiring new licenses, because they lack the correct tool or process to help identify existing software licenses and applications currently unused or underused.

This is a common occurrence within the industry, and Axios Systems is no different. Because Axios often receive requests for standard software, such as Microsoft Project, Axios needed to determine whether there were any existing, available software licenses. If not, they had to find out if there were any licenses for software that were installed but unused in the last 90 days that could be re-deployed elsewhere to avoid unnecessary purchases.



# ITAM Use Case 2

## Software Re-harvesting (Continued)

### assyst ITAM Suite solution

Axios Systems used assyst ITAM to detect which machines had Microsoft Project software installed. Then, of those machines, Axios needed to determine how many users within the company were actively using the software. They did this by enabling Software Metering.

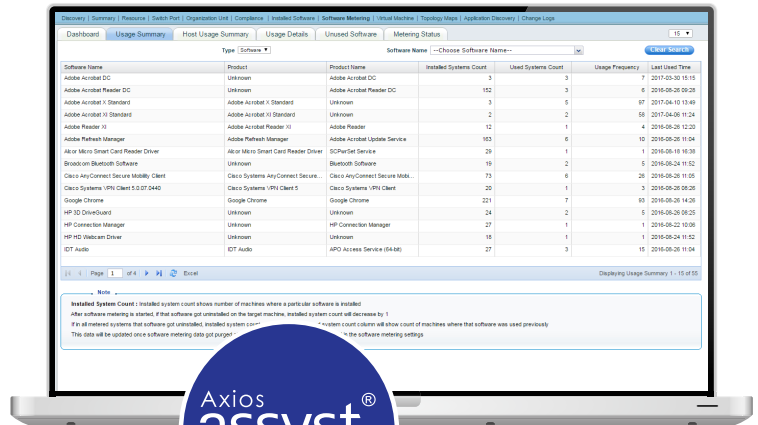
Software Usage Metering tracked and monitored licenses in real time. By adopting this, Axios was informed of what was being used, by whom and how often. This allowed for greater insight into the status of licenses and a clearer view of software that was unregistered, unlicensed or unused.

Implementing the assyst ITAM Suite enabled Axios to ensure that only the permitted number of licenses were in use at any given time.

It also allowed Axios to re-harvest the used applications and re-assign them to where they were required. This mitigated any unnecessary software purchases that would have otherwise eaten into the IT budget of the company.

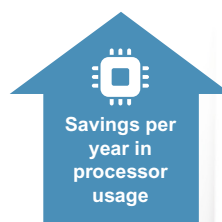
### Business Benefits

After assyst ITAM Suite was implemented, it was estimated that Axios achieved significant savings by easily redeploying existing applications elsewhere in the business.



Software re-deployment savings

\$103,000



### Axios recommends

In order to generate a greater return on investment (ROI) from your existing software purchases, Axios recommend that you track use patterns of software and reallocate underused resources for optimal business value. The assyst ITAM Suite can help you achieve savings of up to 25% in metered software savings..





# ITAM Use Case 3 Client Automation

Listed as one of the key ITSM trends for 2017, IT Automation is at the heart of most organizations’ business strategy. From self-service IT portals to password reset functionality, automation takes away the mundane, labor-intensive manual tasks and frees up the IT staff for greater value-added jobs.

Its importance and influence on ITSM solutions is not to be underestimated. But far from steadily increasing year on year, recent research from Gartner suggests organizations are making a calculated choice on what and when to automate.

*“Through 2019, the labor required to execute one unit of work within consulting and implementation (C&I) will decline by 4% per year.”<sup>5</sup>*

A hallmark of assyst ITAM, Client Automations, such as Patch Management and Software Request Management, are the facets driving organizations towards greater control over deployments within your environment and cost savings.

We will highlight two common Client Automation use cases that Axios have implemented within the organization.



### Axios Recommends

Control software requests and deployments with the assyst ITAM Suite to prevent productivity and profitability from slipping due to poor processes. Deliver consistent and cost-effective service from your Service Catalog by optimizing the business benefits offered from the assyst solution.

## Software Request Management

### Business Problem

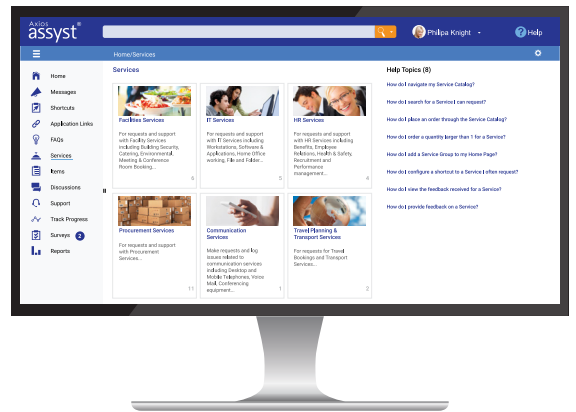
Axios’s Desktop Support Team is responsible for ensuring employees have the software applications they need to perform their roles. Due to the number of different roles across the company, ranging from Software Developers to Sales Managers and Finance Accountants, each one requires different types of applications to be deployed, maintained and supported.

### assyst ITAM Suite solution

In order to improve consistency and speed of deployment, Axios leveraged the Software Deployment capabilities within the assyst ITAM Suite solution and integrated them with the assyst Service Catalog.

With this completed, end users could then select from a list of pre-approved software from the assystNET Service Catalog, which was then deployed via the assyst ITAM Suite without any manual intervention.

assyst ITAM Suite also ensured Configuration Items are automatically updated upon successful installation and that the request is closed, allowing users to keep their CMDB up to date. Requester information was also linked to the asset to ensure relationships were easily visible for Axios’s Support Teams.



### Business Benefits

After implementation, Axios’s team was able to fully control the software request, approval and deployment process. Automating a process that would normally have demanded more man-hours has reduced required resources from technical staff across the organization allowing them to concentrate on more business-critical issues. This key functionality has delivered greater process optimization and encouraged better IT-business alignment within the company.

## ITAM Use Case 3 Client Automation *(Continued)*

### Patch Management

#### Business Problem

Most organizations find it difficult and often time consuming to stay on top of security patching. Simple information, such as the number of patches present or missing, severity, size and status of patches, and even the links to the knowledge articles, can take a long time to locate.

Security is paramount. Therefore, Axios had to have dedicated resources managing patches to ensure standards were kept. The company was actively looking for ways to automate this process, and the *assyst* ITAM Suite was the answer.

#### *assyst* ITAM Suite solution

Axios set up simple Patch Management policies and applied them to both Windows and Linux devices. Once these were installed, Axios began to see the transformational effect *assyst* ITAM had on its processes. Axios could easily identify which patches had already been applied, as well as determine ones that were missing.

In addition to the enhanced visibility, the *assyst* ITAM Suite also enabled scheduling and automation of the approval of new patches at convenient times, while having the ability to separate any sensitive machines into individual patching groups.

#### Business Benefits

- Increased security posture
- Improved audit trail
- Improved visibility through reporting
- Up to \$15,000 of savings through increased automation

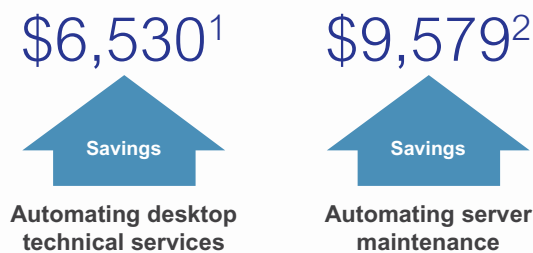
The benefits found in the implementation of the *assyst* ITAM Suite were that it significantly reduced the amount of time and manual effort to ensure security risks and vulnerabilities were minimized within Axios's system. This had an increase in overall productivity and higher levels of employee satisfaction.

The end result of this automation is that Axios staff are more efficient and know that the IT estate is adequately protected at all times. This means that they can spend more time dealing with business-critical tasks.

### Axios Recommends

Mitigate risk and save up to 56 working hours a month by adopting an ITAM solution that provides assurance with automated Windows patching. Implementing the *assyst* ITAM Suite helps you easily segregate patch groups to effectively manage sensitive machines, improve your security posture, and ensure all equipment is up-to-date and compliant.

#### Patch management automation savings



<sup>1</sup>They noted that up to twenty eight hours were spent on Windows Patching each month, with the average salary paid for this work amounting to \$19 per hour. By replacing this manual work with automation, an enterprise can save \$6,530 per year.

<sup>2</sup>Additionally, server maintenance was carried out at the same frequency and demanded the same hours per month at a cost of \$28 per hour. Savings achieved on this were approximately \$9,579.



# ITAM Use Case 4

## Performance Monitoring

A cornerstone of ITAM's effectiveness and a fundamental pillar in Asset Management has always been monitoring and reporting metrics. These determine whether all the hard work implementing a solution has paid off. It is also a key indicator of how to improve the services you deliver to your clients.

Business Service Monitoring encompasses many different types of metrics that help IT teams understand and take control of their assets, both physical and virtual.

From Alarm Management to System Performance and Desktop Support, the ability to accurately report service quality and problem resolution is an important Key Performance Indicator (KPI) in driving efficiencies within your organization.

The final use case focuses on how the *assyst* ITAM Suite can help you proactively monitor your business-critical services.

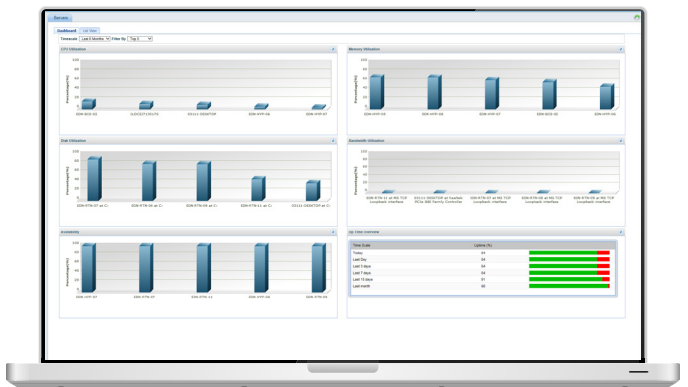
### Business Problem

Over the last two years, many of Axios's customers have decided to switch from an on-premise to SaaS deployment. As a result, the Axios DevOps team needed to ensure that the infrastructure required to deliver the *assyst* ITAM Suite as a SaaS offering was constantly available to its end users.

### *assyst* ITAM Suite solution

For Axios to remedy any potential issues that often occur when taking ownership of an entire infrastructure, a series of proactive measures were put in place.

Axios replaced its existing monitoring tools that failed to deliver on ROI and were difficult to configure and support. Axios also opted to implement *assyst* ITAM to manage the SaaS infrastructure in order to gain further control over the complex distributed IT environment through automation.



### Business Benefits

By leveraging the discovery and monitoring capabilities within the *assyst* ITAM Suite, Axios was successful in achieving reduced ongoing administrative effort for its DevOps team, in addition to providing them with a holistic view of all business-critical services.


*assyst* ITAM Suite also facilitated a faster Root Cause Analysis and enabled the team to proactively schedule maintenance and hardware/software upgrades to the SaaS offering.

This proactive method achieved a reduction in service disruption, as effective monitoring, Alarm Management, and Notifications were enabled.

Axios noted that by re-allocating SQL Server CPUs – i.e., only paying for what they needed – they were able to save around \$83,000 per year.

Tangible benefits included an increase in ROI and an improved service for end users who were able to channel their efforts into more valuable projects aimed at customers.





### Axios Recommends

The *assyst* ITAM Suite really comes to the fore when installing proactive reporting metrics to mitigate issues that may arise. Instead of carrying out unnecessary tasks – e.g., running a CPU when it is not required – *assyst* records and sets a baseline for these, and through alarms and notifications, it allows users to re-allocate resources elsewhere in the business.

## About Axios Systems

For almost 30 years, Axios Systems has been committed to delivering innovative IT Service Management (ITSM) and IT Asset Management (ITAM) solutions that help customers not only improve their infrastructure operations, but also enhance service delivery across business functions, including HR, Facilities Management and Finance.

Axios's enterprise software, *assyst*, including our top-ranked Service Catalog, brings to market the latest in real-time dashboard technology, social IT management, mobility, reporting, resourcing and forecasting. We offer a series of solutions and templates that enables an immediate return in customer satisfaction and cost reduction, including tangible business benefits to each of our clients. *assyst* is accredited for all 16 PinkVERIFY™ ITIL® processes, and Axios was the first vendor to achieve this within a single solution.

 [www.axiossystems.com](http://www.axiossystems.com)

 [/axiossystems](https://www.youtube.com/channel/UCaxiossystems)

 [/axios-systems](https://www.linkedin.com/company/axios-systems)

 [@Axios\\_Systems](https://twitter.com/Axios_Systems)



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