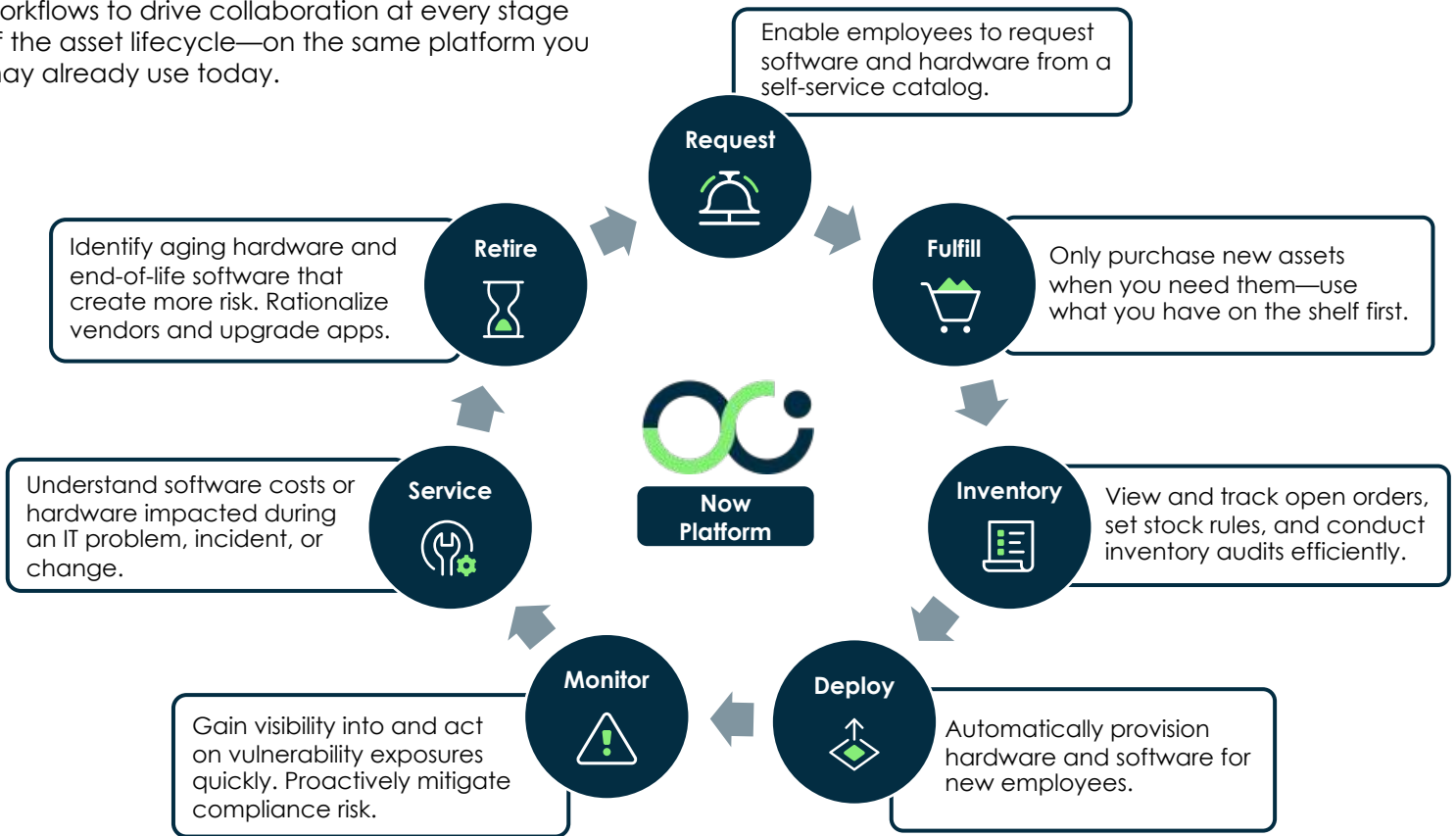# Optimize your technology asset investments

Automate the end-to-end lifecycle for hardware and software assets, plus your cloud resources—on a single platform

ServiceNow provides a central platform of IT assets to reduce technology CapEx and OpEx, reduce technology asset risk, and automate the full technology lifecycle to make it easier to get work done. Leverage a single system of action—combine all data and workflows for Software Asset Management (SAM), Cloud Insights, Hardware Asset Management (HAM), and Application Portfolio Management (APM) on the same platform where IT is secured, integrated, and highly operational.

Achieve optimization faster

Connect the enterprise with automated workflows to drive collaboration at every stage of the asset lifecycle—on the same platform you may already use today.

Request
Enable employees to request software and hardware from a self-service catalog.

Fulfill
Only purchase new assets when you need them—use what you have on the shelf first.

Inventory
View and track open orders, set stock rules, and conduct inventory audits efficiently.

Deploy
Automatically provision hardware and software for new employees.

Monitor
Gain visibility into and act on vulnerability exposures quickly. Proactively mitigate compliance risk.

Service
Understand software costs or hardware impacted during an IT problem, incident, or change.

Retire
Identify aging hardware and end-of-life software that create more risk. Rationalize vendors and upgrade apps.

Now Platform

Use asset data everywhere

Track and manage asset data across all organizations that touch or leverage it. You'll gain greater insight, actions, and ability to automate when your asset data can empower security, risk, ESG, operations, service management, and your employee experience.

If automating asset management makes sense
Then, simplify it with a solution on a platform that makes work flow

Reduce technology CapEx and OpEx

Our business environments are requiring that we reduce spend on unoptimized software, hardware, and/or cloud services. That means regularly reclaiming and reallocating assets where needed.

We also need to avoid unbudgeted costs from compliance audits, policy obligations, and unmanaged clouds, plus identify and control shadow IT spending.
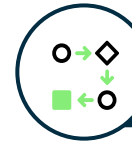
Reduce technology asset risk

A good place to start is with your portfolio strategy and application rationalization, which will reduce your overall risk and the costly risks related to vendor compliance.

Understanding what you have along with workflows to manage everything will minimize lost, stolen, and ghost assets and streamline labor cost risks.

Plus, knowing what you have helps reduce security risks as well.

Automate the full technology lifecycle

Automation greatly reduces the time to fulfill technology requests. It also gives you a chance to align your application portfolio with refresh cycles and rationalize legacy apps.

Knowing what you have is important, but being able to use workflows to resolve vulnerabilities faster, surface regulatory risk indicators, and remove restricted installs is even more impactful.

And improve your employee experience by onboarding/offboarding employees faster with the right assets.

Do more to connect all your technology assets through a single platform

HAM

SAM

Cloud

APM

Hardware Asset Management

- Manage hardware assets from acquisition through disposal
- Control inventory across stockrooms and work from home locations
- Reduce the cost of purchasing and managing assets
- Simplify asset management processes with prescriptive workflow

Software Asset Management

- Gain greater cost and usage visibility of software and SaaS
- Optimize license usage of owned software and buy only what you need
- Mitigate vendor audit risks and maintain compliance
- Workflow trustworthy software data to security, procurement and IT change

Cloud Insights

- Discover your cloud resources and identify consumption patterns
- Right-size cloud resources to match usage and eliminate wasted spend
- Identify optimization opportunities including areas of high spend and idle clouds
- Manage on-premises software being brought to cloud

Application Portfolio Management

- Analyze business apps based on cost, performance, and risk
- Rationalize your app portfolio and eliminate duplicate application functionality
- Evaluate technology stack components and map to critical business services
- Mitigate risk due to end-of-life technologies
- Workflow next steps by creating demands or projects

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