

# First Horizon

Mitigating risk and effectively managing assets with intelligent asset management

## CLIENT PROFILE

Industry: Financial Services  
Company: First Horizon National Corporation  
Employees: 4,300

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## A Trusted Financial Services Provider for 150 Years

Customers have entrusted First Horizon National Corporation (First Horizon) with managing their finances since the company was first established in 1864. Today, the family of companies provides regional banking, wealth management and capital market services. First Horizon's 4,300 employees serve 390,000 consumers and 48,000 businesses from offices in and around Memphis as well as capital market offices around the globe.

**"With CA Technologies asset management solutions, we can control costs and simplify compliance."**

### Stormy Smelcer

Vice President of Procurement Operations, First Horizon National Corporation

## Tracking a growing volume of assets

With customers demanding a wider variety of digital channels for accessing their accounts, First Horizon's IT estate was growing rapidly in volume and variety. Manual inventory processes made keeping track of more than 6,000 software titles and 5,700 hardware assets very time-consuming.

As Stormy Smelcer, Vice President of Procurement Operations at First Horizon National Corporation, explains, "We spent an unacceptable amount of time trying to pull together information from a multitude of sources. As soon as we finished the asset reconciliation, it was time to start over again because the IT environment is continually changing."

With poor visibility into software assets and license entitlements, over-licensing and non-compliance were real risks. Realizing it could no longer keep up with its assets by tracking them manually, First Horizon began searching for an easy-to-use asset management solution that would integrate with its IT environment and improve efficiency of its procurement processes.

## Automated asset discovery and management

Following the implementation of CA Client Automation, Smelcer and her team set about building a comprehensive inventory of First Horizon's IT asset base. The automatic asset discovery capabilities provided by CA Client Automation enabled them to build a complete picture.

**By partnering with CA Technologies for asset management, First Horizon has been able to:**

- Identify previously unknown assets, enhancing security
- Simplify and accelerate procurement processes, improving efficiency
- Increase asset reuse, reducing costs
- Reduce the risk of software audits and fines

"At the end of last year, we only had 85 unidentified hardware assets on our fixed asset list. This gave us the visibility we needed to effectively track hardware through the lifecycle process, which is critical to minimizing the procurement of unneeded equipment, equipment walking away with potentially confidential information on it, and expenses associated with writing off equipment that cannot be located," remarks Smelcer.

First Horizon then built on CA Client Automation, implementing CA IT Asset Manager. The asset management solution provides a detailed inventory for each asset, including support and maintenance details for hardware, and licensing information for software that shows exactly how each vendor licenses its software. Built-in intelligence notifies the company of any licensing issues, mitigating the risk of non-compliance.

Today, the CA Technologies solution tracks hardware, plus standard and non-standard software assets. Tight integration between CA Client Automation and CA IT Asset Manager enables First Horizon to move easily between its discovered IT inventory and detailed asset information. Employees now have better control of their own assets too; self-service capabilities improve asset visibility and simplify purchasing processes.

### Reduced risk and cost with intelligent asset management

The CA Technologies solution has saved First Horizon money by enabling the company to move from manual to digital asset management processes. As Smelcer confirms, "By automating hardware and software discovery and asset management, the team can focus on areas where we can add even more value."

With a complete picture of its IT environment and a centralized self-service process for employees to request assets and software, First Horizon has begun standardizing its IT asset portfolio, which will further help reduce cost and complexity. This increased visibility will not only reduce licensing costs and help with compliance; it will also prove vital for business continuity in the event of a disaster. "With the CA Technologies asset management solution, we can control costs, simplify compliance and ensure we make the most of our investment in IT assets," concludes Smelcer.

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