

CA Service Management

Asset Management



At a Glance

Asset management capabilities are an integral part of the CA Service Management solution. They provide an enterprise solution that enables you to holistically manage your company's IT assets. These capabilities enable your organization to determine what assets are available and in use, improve organizational distribution of those assets and increase productivity around license reporting and audit responses. Unlike manual approaches that expose you to cost overages and license compliance risk, you can determine what hardware and software assets are being used, manage associated costs effectively across the organization and manage the license audit process more effectively. This means you can reduce the risk of license compliance and optimize the cost, management and distribution of existing assets.

Key Benefits/Results

- **Deliver business value: reduce risks and costs.** Comprehensive asset lifecycle management with financial, vendor, contract and license management that provides visibility and control of your IT asset base.
- **Maximize the value of your IT assets.** Determine precisely what you're paying in hardware and software fees, to help you optimize your cost structure and reallocate underutilized assets.
- **Streamline efficiency and responsiveness.** Enable the automation of review, approval and fulfillment processes for hardware and software requests.
- **Increase software compliance.** Plan your software licensing needs and assist you to avoid fines and penalties that could be incurred during a software audit.

Key Features

- **Financial management.** Decide what costs are relevant to your business, forecast and manage payment schedules and increase visibility into the financial impact of your assets.
- **Vendor management.** Take control of your vendor relationships by understanding their interdependencies and intricacies.
- **Contract management.** Properly administer the terms of an agreement to help you avoid extra fees and penalties.
- **License management.** Help you to avoid unnecessary purchases and overspending on software licenses.
- **Software asset management.** Holistically manage your software assets and improve productivity around license reporting and audit management.
- **Unified self-service.** Users have one social media-based means to view their assets, ask questions and collaborate.

Business challenges

As IT infrastructure becomes more complex in reaction to the application economy, tracking and managing software and hardware infrastructure investments creates a greater challenge for your organization. Not only do you need to determine what assets are being leveraged, but in order to be truly effective, you must also reduce asset sprawl and comply with existing hardware and license agreements with a high level of efficiency. Unfortunately, most companies today are unable to understand and proactively manage asset lifecycles, vendor history, contractual elements, software license allocations and cost elements of their assets.

Lack of visibility into asset utilization. Due to the inability to track assets throughout their lifecycle, organizations cannot efficiently allocate existing resources, and thus rely on costly manual fulfillment methods and asset inventories. They have disparate pools of unleveraged assets in one area and overwhelming demand in others. This results in the over-purchasing of assets by the organization. Furthermore, business consumers typically don't have visibility into what assets are currently assigned to them.

Overspending on software licenses. With a lack of understanding of "who is using what," an organization is often exposed to legal and financial risks associated with software license compliance and unexpected software audits. This results in purchasing more software than necessary, or unplanned expenditures due to financial penalties resulting from software audits.

Solution overview

The asset management capabilities of CA Service Management provide a comprehensive asset lifecycle management solution that delivers proven ROI to control IT spending, enable regulatory and policy compliance and improve service delivery. They help you maximize the value of your IT assets and enable "stock on hand inventory" fulfillment. From physical and virtual hardware to software license terms and maintenance contracts, these capabilities help you determine precisely what you are paying in hardware and software fees, helping to optimize your cost structure and reallocate underutilized assets.

The asset management capabilities also deliver the foundation for a robust software license management discipline. With accurate compliance views, you can plan your software licensing needs and take action to avoid fines and penalties that could be incurred during a software audit. You can also improve service delivery with capabilities that support the automated review, approval and fulfillment processes for hardware and software requests. And your business users can collaborate and get answers via a modern self-service experience.

Critical differentiators

CA Technologies is the market leader in IT asset lifecycle management. CA Service Management asset management capabilities provide strong financial, contract and license management enabling data-driven negotiations and decision making in support of business goals.

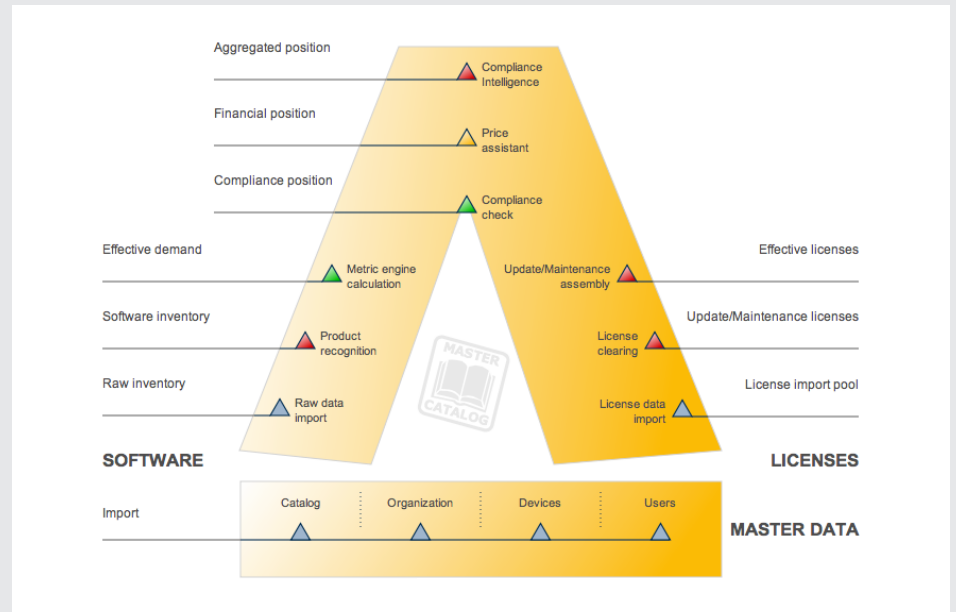
CA Technologies provides scalable technology, “Smart” upgrades and maintenance, services, and best practices to suit the needs of organizations of all sizes, accelerating return on investment and reducing total cost of ownership.

In-depth software asset management capabilities include robust vendor and license model support for a high level of coverage and automation.

Also, with CA Service Management, you get a clear asset management approach, integrated with project and portfolio management, service catalog and service desk capabilities, including an integrated CMDB, providing a defined and overall Service Management pathway to asset management maturity.

“My Resources” enables business consumers to see and act upon all the hardware and software assets assigned to them. They can also search and collaborate using the robust Unified Self-Service capabilities of CA Service Management.

The asset management capabilities of CA Service Management provide a comprehensive asset lifecycle management solution that helps control IT spending, enables compliance, and improves service delivery.



The rich out-of-the-box content and an easily configured (not customized) user interface enable intuitive navigation and flexible reporting without performing and supporting cumbersome customizations.

Related products/solutions

Asset management capabilities are an integral part of the broader and comprehensive **CA Service Management** solution from CA Technologies.

Service Catalog provides a self-service user interface of business and IT services to associate a service request to a specific asset.

Service Desk associates assets to incident/problems/changes and links asset data to the CMDB.

Advanced Reporting and Dashboards enables non-technical users to quickly create and share interactive dashboards and reports.

For more information, please visit ca.com/itam

CA Technologies (NASDAQ: CA) creates software that fuels transformation for companies and enables them to seize the opportunities of the application economy. Software is at the heart of every business, in every industry. From planning to development to management and security, CA is working with companies worldwide to change the way we live, transact and communicate – across mobile, private and public cloud, distributed and mainframe environments. Learn more at ca.com.