V-SOFT DIGITAL®

Hardware Asset Management (HAM) Implementation

Company

A leading global rail technology company providing equipment, systems, and digital solutions to freight and transportation companies.

Challenge

The company was struggling without a central repository for their hardware assets, including 25,000 user PCs. They weren't properly managing asset details, such as location, user, cost, age status, etc., which meant they couldn't successfully onboard and offboard hardware assets. Without a governed, mature lifecycle-management process, they were losing money and putting themselves at risk for security breaches.

Solution

V-Soft applied ITIL and ServiceNow HAM best practices to control and obtain clear visibility into all hardware assets. The team created and managed asset lifecycle processes via policy-driven workflows, enabled onboarding and offboarding workflows, implemented stockroom and depot inventory management, aligned product catalogs with purchasing, created a central asset repository, and managed the asset disposal process to ensure regulatory compliance.

Result

The HAM implementation resulted in all end user assets being stored and managed in one single, global database. The company was able to know everything about available and unavailable assets, improving data accuracy by 98%, further increasing user trust. Aligning hardware asset management with procurement reduced redundant hardware costs by 60%.

Improved data accuracy
98%

Reduced redundant hardware costs
60%

TECHNOLOGY APPLIED

- ServiceNow HAM
- ServiceNow CMDB

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