

Asset Onboarding and Offboarding

Manual work, disconnected tools create onboarding and offboarding challenges

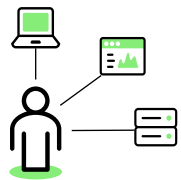
When a new employee joins the business or current employees transition out, asset teams are tasked to manage the hardware and software tied to anyone making moves. New employees need to be equipped with the right technology to be productive on day one and asset teams need to accurately track and receive assets coming back to the business to be evaluated for repurposing, disposal, or reallocation - especially for remote work forces.

Onboarding and offboarding devices and software historically has required a lot of manual work and lengthy processes that span across teams and departments. When teams and data are siloed and tools are disjointed, productivity is slowed, assets can become lost or stolen, and asset purchases become reactive rather than strategic. It takes too long to get new hires what they need to start being productive, and too long to reclaim software and hardware for future use from employees, partners, contractors or interns on their way out.

Streamline and automate asset onboarding and offboarding processes

ServiceNow Hardware Asset Management and Software Asset Management work together with HR on a single platform, helping to transform the onboarding and offboarding processes through automated, prescriptive workflow.

The image displays two screenshots of the ServiceNow user interface. The top screenshot shows the 'New Hire Order Guide' with a 'HELLO I'm New Here' graphic and a list of services including email creation, a Lenovo Carbon x1 laptop, an external monitor, and MS Office Suite. The bottom screenshot shows the 'Standard Laptop' configuration page, highlighting the 'Lenovo - Carbon x1' item with its technical specifications and optional software like Adobe Acrobat and Photoshop.



Help ensure new hires are productive on day one by automatically provisioning hardware and software to fit their role.

 Reduce service delivery times by customizing hardware with the required software without switching tools.

Visit www.servicenow.com/ITAM for more information.

Onboard assets with ease

- Source, configure, and deploy hardware, software, and consumable assets seamlessly during onboarding use cases.
- Source and transfer assets from what's available in stock or the Service Catalog before making net new purchases.
- Configure and stage assets to meet the needs of new hires, temporary employees, and interns.
- Remote employees receive laptop with mobile app
- Automatically deploy requested assets as bundles or as individual items.

Offboard assets without friction

- Determine which assets to redeploy, repair, retire, dispose, repurpose, or return to inventory after an employee departs.
- Set workflows in place to uninstall software, revoke license and device allocations, and revoke SaaS subscriptions assigned to the user.
- Maximize the value of existing assets and refine purchasing strategies to meet business demands.

Never compromise data quality

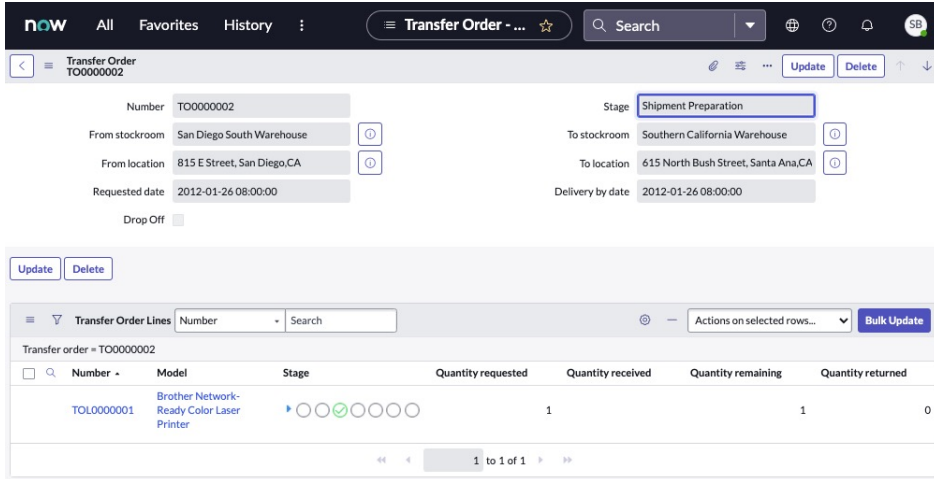
- Asset records are automatically updated from workflow task completion, ensuring asset accuracy from request through fulfillment.

See ITAM in action

Learn how ServiceNow is rethinking ITAM with a zero-touch process. [Read More.](#)

Source and transfer assets from available inventory, or purchase new

Maximize the value of the assets already owned by sourcing requests from available stock, rather than purchasing new.



Track every stage of the transfer order to ensure assets successfully arrive at their final destinations.

Inefficiencies in offboarding can result in:

- Missing/lost/stolen assets that never get returned
- Improper asset disposal that increases potential security risks or regulatory fines
- Unauthorized users could potentially gain access to sensitive data through software or SaaS
- Increased asset waste and inaccurate inventory data

Automate the request, reclamation, evaluation, and removal of hardware and software

Software Asset Management and Hardware Asset Management work together to create a simplified, automated way of managing assets through the asset offboarding process. Gain prescriptive workflows with standard practice tasks for the asset offboarding process including the request, reclamation, evaluation, and removal of software and hardware assets.

