Asset Onboarding and Offboarding

Manual work, disconnected tools create onboarding and offboarding challenges
To support dynamic operations, organizations continually acquire and retire hardware, software, and business assets. Enterprise asset changes could be tied to spinning up or shutting down different lines of business or locations. When employees join or depart, asset teams manage the hardware and software assigned to anyone making moves.

New employees need to be equipped with the right assets to be productive on day one. Asset teams need to receive returned items, especially for remote work forces. Onboarding and offboarding business equipment, technology devices, and software has historically required a lot of manual work across multiple functions. When data and tools are siloed, teams lose productivity, inventory is not fully utilized, and assets can become lost or stolen.

Streamline technology asset onboarding
ServiceNow Hardware Asset Management and Software Asset Management work together with HR Service Delivery on a single platform, helping to guide the onboarding processes through automated, prescriptive workflow. Reduce service delivery times by providing workers with hardware selections and optional software on the same form. Automatically deploy requested assets as bundles or as individual items. Maximize the value of the assets already owned by sourcing requests from available stock, rather than purchasing new.

Reduce human intervention when refreshing assets
Zero touch refresh automates asset refresh processes so fewer people need to spend time on routine activities.

Integrate with an external provider to send approved hardware asset requests. Then the provider ships new assets directly to the end user and handles any return logistics to save time across numerous transactions. Better leverage vendor inventory and track shipments to and from remote locations.
Structure enterprise asset onboarding

Organizations onboard physical business assets during changes in operations, as part of capital plans, or just to meet the ongoing demand for parts and equipment. Trigger the onboarding process when an asset is sourced or requested.

ServiceNow Enterprise Asset Management walks through the process step-by-step to ensure nothing is overlooked. Configure the required enterprise asset details, including warranty expiration dates, service contracts, maintenance plans, and risk scores.

Onboarding task records allow for predefined and custom-defined activities. Tasks can only be closed when the entire process is complete. Prevent asset managers from incorrectly marking a task as done when important steps are still in progress. Avoid discrepancies and errors that could lead to problems down the road.

Automate offboarding to reduce technology asset risk

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