Asset Reservations and Loaner Asset Requests

Automate processes for managing loaner assets and asset reservations

The technology assets we use won't last forever and end-of-life information helps asset teams plan and budget for asset refreshes. But what if assets break down before reaching end of life and need to be replaced or repaired? Or, what if short-term projects require additional resources or temporary staff members are joining your teams for a certain amount of time? There is always a need for temporary assets in order to keep business operations moving, often requiring manual processes to source, configure, deploy, maintain, and track their return.

ServiceNow® Hardware Asset Management (HAM) simplifies the way loaner assets are requested and managed with automated, prescriptive workflow.

Asset Reservations

Empower employees to reserve temporary assets from a self-service portal and track the stages of fulfillment with workflows for requesting, waitlisting, auto-allocating, preparing, and deploying temporary assets.

- Reserve an asset up to three months in advance and receive status notifications, including updates on waitlisted requests
- Manually allocate or auto-allocate resources based on stock availability
- Get automatic updates to asset records as tasks are completed

The Hardware Asset Dashboard provides a consolidated view of all the loaner asset orders that are in the New, Deployed, or Return Overdue states.

- New: Loaner orders which are in New stage
- Deployed: Loaner orders which are in Deployed stage
- Return Overdue: Loaner orders which are in Deployed stage and return date in past

ServiceNow® HAM offers a range of features to help organizations manage their loaner assets more efficiently.

For more information, please visit servicenow.com/HAM
**Loaner Asset Requests**

Gain prescriptive workflow with standard practice tasks for conducting a loaner asset request and fulfillment process. Process includes the request, sourcing from stock or the loaner pool, staging, deployment and reclamation of loaner asset.

A loaner order request is completed through the following stages after a request is created:

- **Prepare**
  - Prepare the loaner asset before deploying, such as installing required software.

- **Deploy**
  - Hand over the loaner asset to the requested user or install the loaner asset at the user’s machine.

- **Reclaim**
  - Reclaim the loaner asset after a period of time.

View and update waitlisted requests through each fulfillment stage.

Source temporary assets from the Loaner Pool showing available assets in stock.

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