Enterprise Asset Inventory Management

**A workflow-driven approach to enterprise asset inventory management**

Keep your organization on track when you align enterprise asset inventory to operational demand across locations. Track serialized and consumable assets to optimize inventory levels. ServiceNow® Enterprise Asset Management (EAM) efficiently orchestrates inventory management, including an employee-facing catalog, auto-replenish stock rules, stock transfer processes, mobile asset scanning, bulk orders, and integration with procurement and ERP applications. Improve balance sheet performance when you make better use of assets you already own.

**Empower employees with an enterprise asset catalog**

Enable self-service by publishing enterprise models to an end-user catalog. Allow employees to request approved assets and track progress during fulfillment with a consumer-like experience. The enterprise asset catalog draws from updated data to communicate delivery timeframes based on current inventory counts. Enhance end-user experience and response time through high-impact automation.

**Streamline inventory stock orders**

Easily acquire and deploy enterprise assets with inventory stock orders. The need for assets can originate from many different places, such as catalog requests or planned asset refresh cycles. First check inventory, then either pick from a local stockroom, transfer from another location, or initiate procurement. Once the asset is received and deployed, you will know where the asset is located and who needed it, along with a complete activity log for future reference. Monitor stock depletions and auto-generate asset orders to avoid disruptive stockouts.

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**Enterprise asset catalog**
Empower employees to request items with an enterprise asset catalog and consumer-like experience.

**Inventory stock orders**
Monitor stock depletions and auto-generate stock orders.

**Advanced Shipment Notifications**
Use Advanced Shipment Notifications (ASN) to create enterprise asset records for in-transit assets.

**Mobile asset receiving**
Scan incoming assets with a mobile device to maintain accurate inventory data.

**Pallets for inventory**
Assign assets to pallets to enable bulk updates and organize stockrooms by aisle and space to know the precise location of every asset.

**Asset reconciliation**
Automatically reconcile enterprise asset physical locations with ServiceNow records for audits.

**Asset Refresh Planning**
Simplify refresh planning and reduce execution time for an otherwise complex process.

**ERP/Procurement integration**
The Now Platform supports bi-directional integration with ERP and procurement applications to eliminate manual processes.

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For more information visit: servicenow.com/EAM
Access status of in-transit assets
New shipment table provides real-time location of inbound and outbound assets. End users can monitor shipments status in the employee portal. Shipments can be tracked at every stage of the journey by creating connections to specific carrier API via integration. Use Advanced Shipment Notification (ASN) to automate and create enterprise assets records ahead of receipt.

Receive and dispose assets with mobile scanning
Receive incoming assets at central warehouses, local stockrooms, branch locations, or in the field and track assets during disposal processes with mobile scanning. Use the ServiceNow Agent app on a mobile device to keep information updated as assets move throughout the organization. Automate the process to significantly increase asset record accuracy.

Manage palletized assets within inventory stockrooms
Manage your warehouses effectively by associating assets to a pallets and enable bulk updates to reduce manual work. Enhanced location tracking in stockrooms adds aisle and space attributes to know the precise location of every asset.

Logically organize multi-location stockrooms and distribution channels
Improved deployment time and increase stockroom efficiency with logical organization. Better support inventory consumption for one stockroom serving multiple buildings by using service locations. Connect stockrooms geographically with distribution channels. Track assets beyond street address with a granular location data model for buildings and floors.

Updated stockroom user experience
Enterprise Asset Workspace – Inventory module
A single place for asset managers to monitor and manage stockrooms and warehouses across all locations.

Disposal orders
Keep track of pending disposal orders and scheduled pick-ups or drop-offs.

Loaner asset reservations
View all requests and ensure timely staging and deployment.

Transfer orders
Accurately track assets as they move between stockrooms.
Automatically reconcile asset locations with inventory records

Reduce the costs of manual audits with workflows to resolve discrepancies in asset physical locations with inventory records. Use the ServiceNow mobile app to conduct asset audits by scanning asset bar codes or entering an asset tag. Perform audits offline when you are in areas without connectivity. Automatic system reconciliation reports compare scanned assets against the expected assets based on the inventory records to identify items that require updates.

Streamline asset refresh planning cycles

Simplify refresh planning and reduce execution time for an otherwise complex process. Set your own aging enterprise asset criteria based on factors such as model lifespan, warranty expiration, or service contract termination. Dashboard reports allow managers to easily identify assets eligible for refresh. Automated tasks guide asset managers through the asset refresh processes to reclaim aged assets as well as source, receive, and deploy replacement assets.