Enterprise Asset Inventory Management

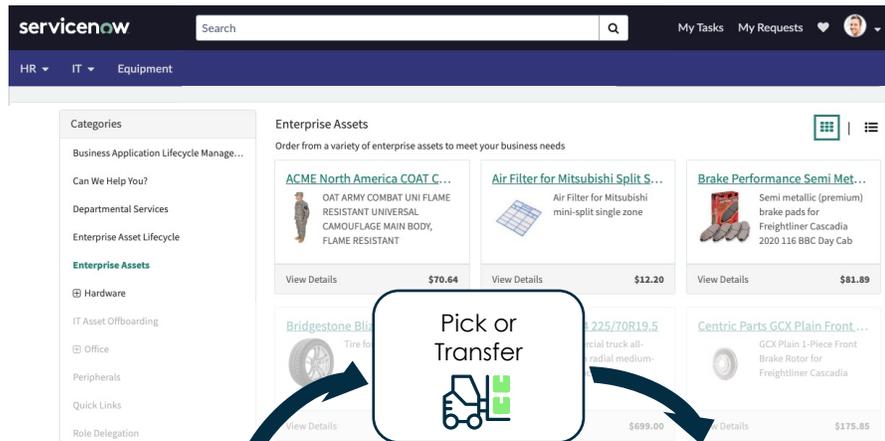**A workflow-driven approach to enterprise asset inventory management**

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.

Enterprise Asset Catalog

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.

Mobile Asset Receiving

Scan incoming assets with a mobile device to maintain accurate inventory data.

Asset Inventory Audits

Automatically reconcile enterprise asset physical locations with ServiceNow records to be ready for formal internal or external 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 break down silos by eliminating manual processes used today to keep information updated across the enterprise.
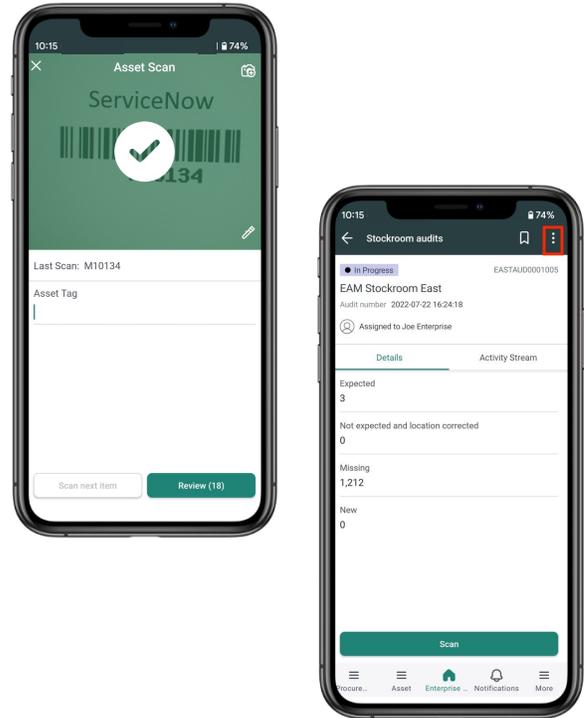
For more information visit:

www.servicenow.com/EAM

Receive enterprise assets with mobile scanning

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

Automatically reconcile asset locations with inventory records

Reduce the costs of manual audits with workflows to resolve discrepancies in enterprise asset physical locations with ServiceNow EAM inventory records. Use the ServiceNow mobile app to conduct asset audits wherever they are presently, either in stockrooms or in use, 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 are missing or need to be entered. Review asset audit results to see status, assigned to, stockrooms and locations, scheduled dates, and scan dates.

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.

Enterprise Asset Refresh Order and Asset Eligibility Chart

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