

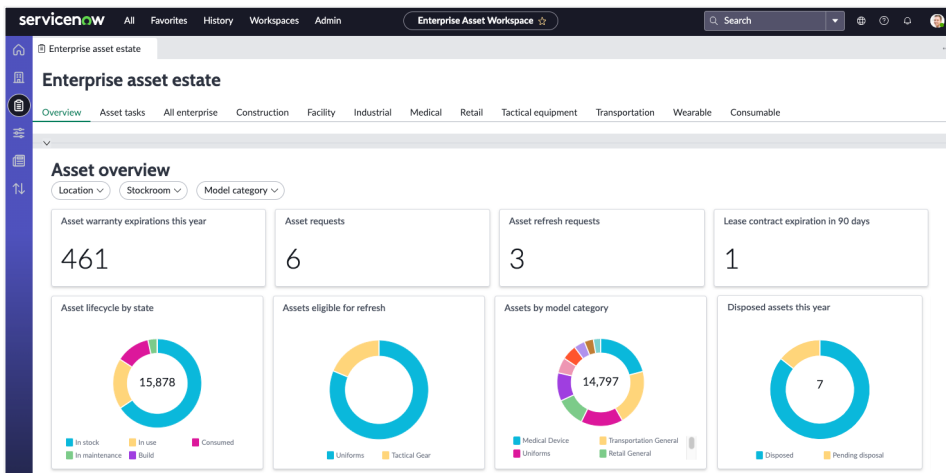
Enterprise Asset Lifecycle Management

Asset lifecycle management starts with visibility and transparency

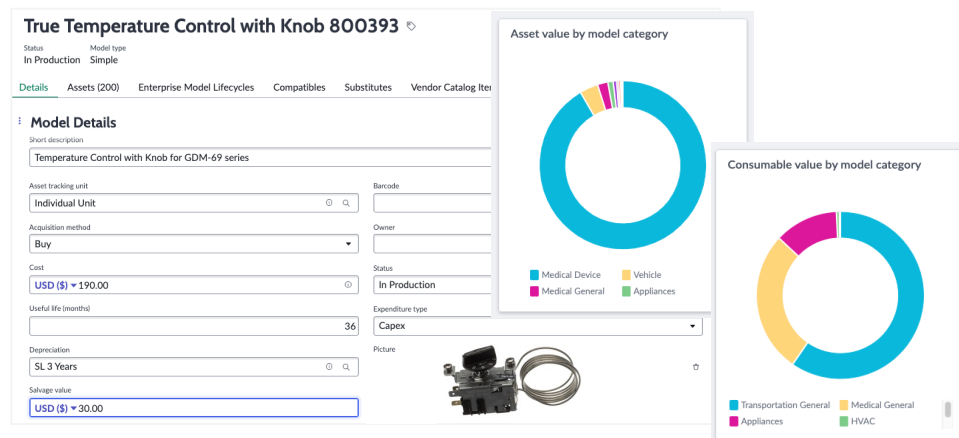
Enterprise asset managers are stewards of their organization's enterprise assets, ensuring availability, documentation, efficiency, and dependability. Organizations are continually looking to control capital investments and reduce operating expenses on asset-related activities while trusting that the physical business assets will be there when needed. ServiceNow® Enterprise Asset Management (EAM) is the first step to achieving your asset-related financial and operational targets.

Enterprise asset estate

ServiceNow EAM is a holistic control tower for your diverse asset estate. Act to remediate issues, respond to requests, and monitor open items at various lifecycle stages. Implement accurate chargebacks for assets moving during the regular course of business. Make proactive data-driven decisions when it comes to obsolete equipment. Improve asset visibility to help make strategic plans based on financial data such as depreciation and salvage value. Generate up-to-date spending reports across the enterprise asset estate.



Get a 360-degree view of the asset estate for a snapshot into assets by model type and lifecycle state



Model characteristics link asset operational information with financial data to enable estate reporting

Visibility into the complete enterprise asset estate

Help move assets seamlessly through their lifecycle with increased visibility of the entire asset estate on an intuitive, modern dashboard.

Methodically manage multi-component assets

Define and track asset hierarchies to systematically guide and simplify work activities on assets with more than one component.

Prioritize assets based on risk scoring

Rate assets by risk level and generate a color-coded heatmap to prioritize next steps.

Enable better planning

Take the guesswork out of asset lifecycle status and keep asset records accurate to bolster strategic planning.

Be proactive with aging assets

Make data-driven decisions regarding asset obsolescence, retirement, and refresh cycles.

Link operational and financial oversight of enterprise assets

Oversee enterprise assets at scale, linking asset location, status, and usage with financial data to control asset-related capital and operating expenses from planning to disposal.

For more information visit:

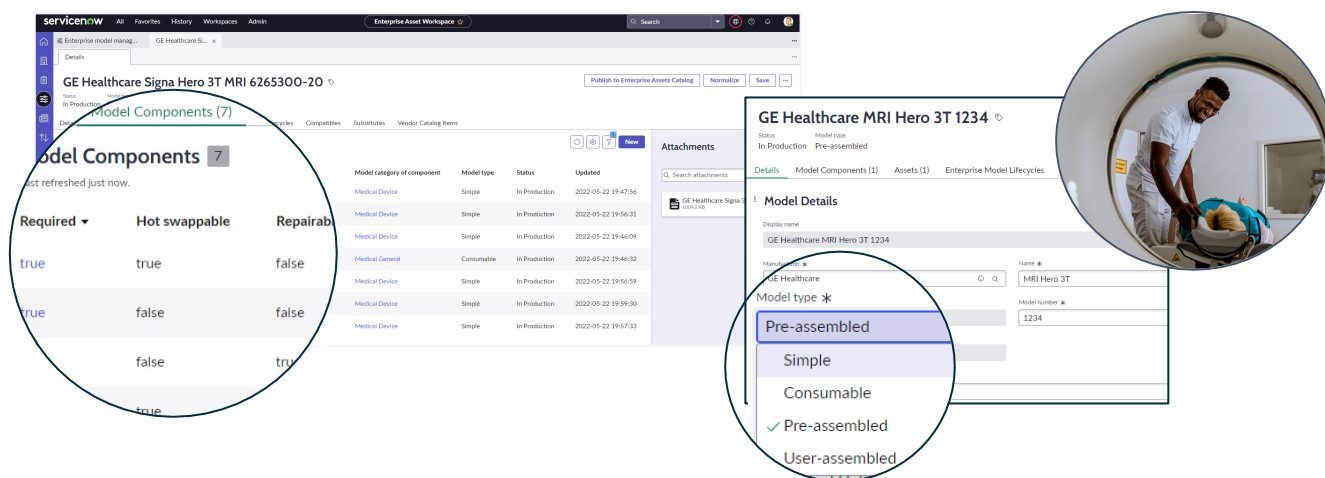
www.servicenow.com/EAM

Methodically manage multi-component assets

ServiceNow Enterprise Asset Management gives you deep visibility into asset constructs. Your asset estate contains everything from consumables materials to serialized discrete objects and multi-component assets. ServiceNow handles various asset types and hierarchies to mirror complex, real-world environments. There are four model types available.

- **Consumables:** Managed in bulk (not serialized) and intended to be used then disposed
- **Simple:** Standalone asset that can be swapped or repaired as a single unit
- **Pre-assembled:** Multi-component asset that is already constructed at acquisition
- **User-assembled:** Multi-component asset created by acquiring and putting together separately sourced items

Define and track multi-tier parent-child relationships, which convert seemingly convoluted situations into straightforward work activities. Perform workflows, such as replace or repair, on the multi-component asset as one entity or its individual components. All the while, maintain the integrity of the asset by enforcing permissible and safe processes.



Prioritize assets based on risk scoring

Better understand asset impact on the business and prioritize next steps by evaluating risk profiles. The risk score is calculated from two vectors with adjustable scales: likelihood of failure and impact on operations. Models and assets are grouped by their risk scores in a configurable color-coded heatmap. Improve asset uptime by adapting maintenance cycles based on asset risk scores to apply limited resources to assets deemed most critical to your organization.

