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.

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.

Efficiently track linear assets
Monitor linear assets, segments, and relationships, as well as associated discrete assets.

Prioritize assets based on risk
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 by linking financial data to control asset-related capital and operating expenses from planning to disposal.

For more information visit: www.servicenow.com/EAM

Get a 360-degree view of the asset estate for a snapshot into assets by model type and lifecycle state.
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**: Discrete serialized 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 multi-tier parent-child relationships. Perform workflows, such as replacements, on multi-component asset as one entity or its components. Preserve the integrity of each asset by enforcing safe processes based on its configurations.

**Efficiently track linear assets**

Organizations also track and maintain roadways, rails, pipelines, cables, and more. Empower asset managers to create and monitor linear asset geometries, types, and relationships. Identify asset sections or segments based on distance or coordinate. Connect linear assets using relationships like parallel, intersecting, and split. Know where signage, equipment, and other items are located by associating discrete simple or multi-component assets along linear routes. Seamless integration with ServiceNow Field Service Management ensures effective maintenance planning and execution.

**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.