Enterprise Asset Workflow Automation

Optimize common asset management processes with prescriptive workflows

Help your teams spend less time on onerous administration, optimize everyday processes, and increase information accuracy with prescriptive workflows. ServiceNow® Enterprise Asset Management (EAM) automates your operational tasks including asset reservations, recalls, return merchandise authorization (RMA), lease expiration, and disposal. Standardize data with ServiceNow platform capabilities such as notifications when critical information is missing, required fields, logical rules, and automatic record updates to refer back to at any time. Automate any manual process with Flow Designer to remove bottlenecks, improve workforce productivity, and reduce human error.

Manage reservable enterprise assets, loaner pools, and shared fleets

Organizations need enterprise assets for temporary use to keep operations running. Loaner pools are a convenient way to reduce costs and avoid disruptions by sharing assets. Reservations help manage enterprise assets used occasionally, fleets intended to be checked in and out, or interim equipment needed while a permanent asset is under maintenance. ServiceNow EAM empowers employees to reserve temporary assets from a self-service portal and track the stages of fulfillment. Streamline asset manager tasks with workflows for wait lists, assignments, and returns. Steps in the process include acquire from stock, stage, deploy, and reclaim to ensure items are not misplaced.

Easily find who is currently assigned to a reservable assets, as well as the asset location and assignment dates

Identify assets affected by recalls and act quickly to remediate

All organizations face manufacturer or regulatory recalls at some point. ServiceNow EAM automates the process of identifying every impacted asset across all locations, with capabilities to narrow identification by using serial number or VIN ranges. Act quickly to avoid potential safety issues. Prescriptive workflows built into the product help your teams implement recall remediations, such as swapping recalled assets with acceptable substitutes, returning assets for repair or replacement, and acquiring compliant assets.

Asset Reservations

Manage reservable enterprise assets, loaner pools, and shared fleets for temporary use.

Recalls

Identify physical business assets impacted by recalls and take swift action to remediate and comply.

Repairs and Replacements

Reduce manual processes by automating RMA tasks for asset repairs, replacements, and returns covered by warranty or service contracts.

Lease-end Management

Standardize lease expiration procedures to extend, return, or buy out assets.
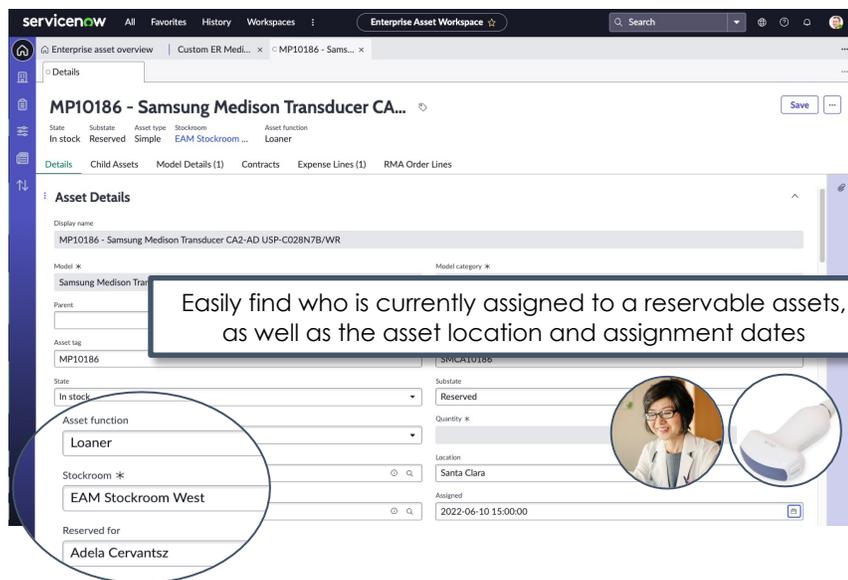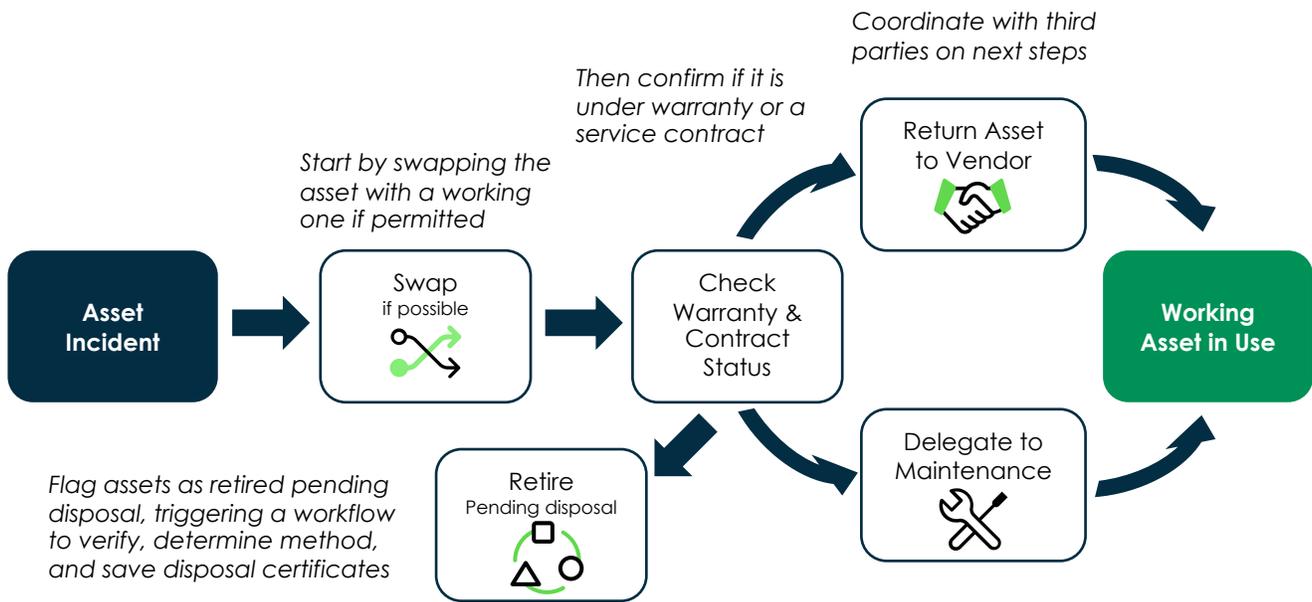
Retirement and Disposal

Safely dispose of retired assets in a cost-effective manner while adhering to company policies and government regulations.

Prescriptive workflows

Built-in workflows automatically update asset records so your data is accurate and reliable.

Flow Designer

Remove bottlenecks by automating manual processes unique to your organization with a simple, drag-and-drop interface.

For more information visit:

www.servicenow.com/EAM

Automate return merchandise authorization (RMA) workflows

Because some business assets have long usable lives, enterprise asset managers dedicate significant resources to ensuring assets work well while during operation. Leverage the full extent of your existing warranties and service contracts with the return merchandise authorization (RMA) workflow. Streamline your ability to repair, replace, or return products if they arrive faulty, don't meet expectations, or break down during the warranty period. Deliver quick time to resolution and reduce the time and effort needed to implement proper RMA tasks.

ServiceNow EAM supports your RMA processes to eliminate manual tracking as assets move through the phases. Monitor progress of all open RMA requests in one place. Oversee on-site and off-repair scenarios as well as replacements. In the end, rest assured that a well-functioning asset is now in use without voiding the warranty or under-utilizing active contracts.

Standardize lease expiration procedures

Guide lease decision-making to drive better strategic planning. ServiceNow EAM stores up-to-date information regarding your lease contracts for enterprise assets, including real property. Dashboard reports identify leased assets approaching expiration. Multiple out-of-the-box workflows manage the execution of lease-end process whether it is to return the asset, extend its lease contract, or buyout to convert it to a purchased asset.

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