

# Hardware Asset Inventory Management

## A workflow-driven approach to hardware asset inventory management

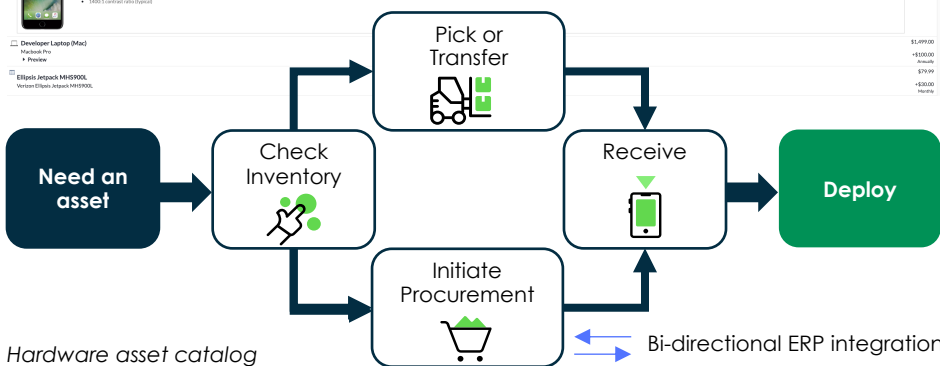
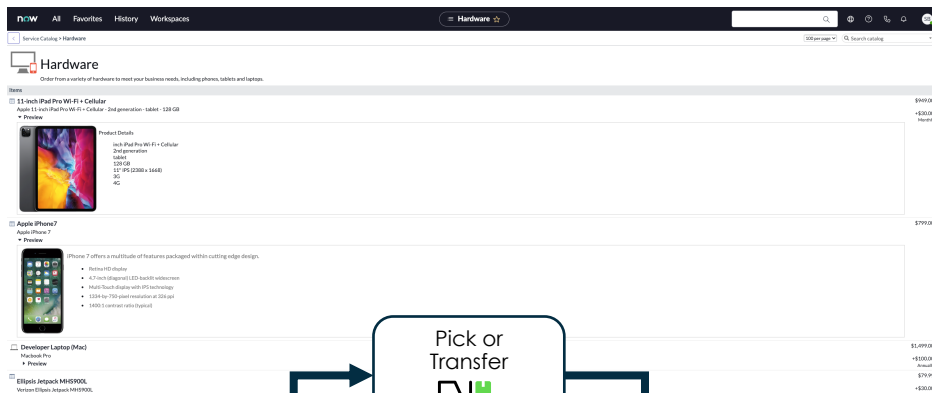
In the face of reduced budgets, less resources, and supply chain struggles, it's critical for any business to make the most of the assets they own—yet so often assets can shift from shelfware to waste due to inefficiencies in how assets are managed, stored, and deployed. ServiceNow® Hardware Asset Management efficiently orchestrates inventory management to help you improve service delivery, maximize the value of owned assets, and automate inventory management best-practices on a workflow-driven platform.

## Empower employees with a robust asset catalog

Enable self-service by publishing asset models to an end-user catalog. Allow employees to request approved assets and track progress during fulfillment with a consumer-like experience. The 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 assets with inventory stock orders. The need for assets can originate from many different places, such as catalog requests or planned asset refresh cycles. Check inventory first and 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.



Hardware asset catalog

For more information please visit [servicenow.com/HAM](https://servicenow.com/HAM).

## Asset catalog

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

## Stock orders

Monitor stock depletions and auto-generate stock orders.

## Advanced Shipment Notifications

Use Advanced Shipment Notification (ASN) to automate and create enterprise assets records ahead of receipt.

## Mobile asset scanning

Scan incoming and departing assets with a mobile device to maintain accurate inventory data as you receive or dispose assets.

## Pallets for inventory

Assign assets to pallets and enable bulk updates to reduce manual updates and effort. Leverage enhanced location tracking in stockrooms by adding aisle and space attributes to know the precise location of every asset.

## 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 organization.

### 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.

### Automatically reconcile asset locations with inventory records

Reduce the costs of manual audits with workflows to resolve discrepancies in asset physical locations with ServiceNow HAM 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 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.

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Reduce the costs of manual audits with workflows to resolve discrepancies in asset physical locations

The screenshot displays the ServiceNow interface for a hardware asset workspace. The main content area shows a 'Request to replenish stockroom hardware inventory' with details such as 'Due date: 2023-02-23 01:00:02', 'Price: \$1,539.16', 'Recurring price: \$0.00', and 'Quantity: 20'. Below this, there are sections for 'Requested Item' and 'Request' details. To the right, a donut chart titled 'Assets eligible for refresh by model category' shows a total of 1.13K Assets. The chart is divided into seven categories: Medical Device (460), HVAC (160), Hardware (80), Healthcare Device (80), Mobile Device (80), and Other (268).

Model Category	Count
Medical Device	460
HVAC	160
Hardware	80
Healthcare Device	80
Mobile Device	80
Other	268
<b>Total</b>	<b>1.13K</b>

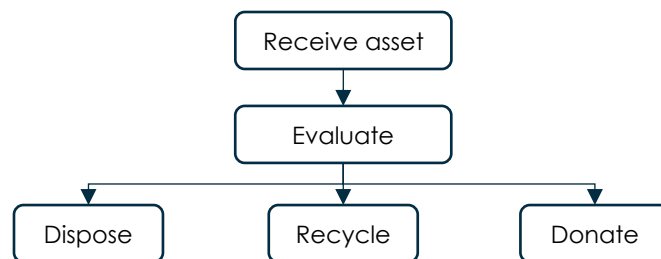
Request to replenish stockroom hardware inventory and asset eligibility chart

### Manage palletized assets within inventory stockrooms

Manage your inventory effectively by associating assets to a pallet to align with warehouse best practices. Assign assets to pallets and enable bulk updates to reduce manual updates and effort. Leverage enhanced location tracking in stockrooms by adding aisle and space attributes to know the precise location of every asset.

## Better plan for assets approaching end of useful life

When assets approach end of useful life, Hardware Asset Management can help initiate and execute on end-of-life asset strategies with automated workflows to dispose, recycle, or donate assets.



## Hardware Asset Workspace – Inventory module

The Inventory module in Hardware Asset Workspace provides a single place for asset managers to monitor and manage stockrooms and warehouses across all locations. Stay on top of critical inventory tasks with system-driven 'important actions.' Dive into all activities impacting your inventory including:

- **Asset audits**

View open asset audits and their current status.

- **Disposal orders**

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

- **Loaner asset orders**

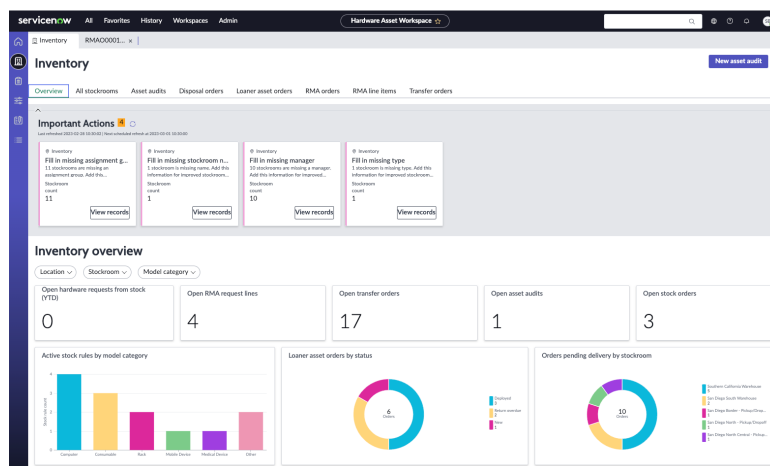
View all loaner asset requests and ensure timely preparation and deployment of loaner assets.

- **Return Merchandise Authorization (RMA) orders**

Track open RMA orders and RMA line items when returning or replacing faulty assets.

- **Transfer orders**

Accurately track assets as they move between stockrooms and locations.



Hardware Asset Workspace – Inventory module



For more information visit:  
[servicenow.com/HAM](https://servicenow.com/HAM)