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 hardware they own or lease. Yet too often assets 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.

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.

Shipment carrier integration

Track shipments by creating connections to carriers via APIs.

Mobile asset scanning

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

Pallets for inventory

Assign assets to pallets to enable bulk updates and organize stockrooms by aisle and space 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 functional silos to keep information updated across the organization.

For more information visit: servicenow.com/HAM
Access status of in-transit assets

New shipment table provides real-time location of inbound and outbound assets. End users can monitor shipments status in the employee portal. Shipments can be tracked at every stage of the journey by creating connections to any carrier API via out-of-the-box integrations. Use Advanced Shipment Notification (ASN) to automate and create enterprise assets records ahead of receipt.

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.

Logically organize multi-location stockrooms and distribution channels

Improved request fulfillment time, enhance end user experience, and increase stockroom efficiency. Better support inventory consumption for one stockroom serving multiple buildings by using service locations. Connect stockrooms geographically with distribution channels. Track assets beyond street address with a granular location data model that includes building and floor.

Manage palletized assets within inventory stockrooms

Manage your warehouses effectively by associating assets to a pallets and enable bulk updates to reduce manual work. Enhanced location tracking in stockrooms adds aisle and space attributes to know the precise location of every asset.

Automatically reconcile asset locations with inventory records

Reduce the costs of manual audits with workflows to resolve discrepancies in asset physical locations with inventory records. Use the ServiceNow mobile app to conduct asset audits 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 require updates.

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.

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)

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

Transfer orders

Accurately track assets as they move between stockrooms
Streamline technology asset refresh processes

Simplify technology refreshes and reduce execution time for an otherwise complex process. Dashboard reports allow managers to easily identify assets eligible for refresh as well as review incoming user requests. Zero touch refresh automates asset refresh processes to reduce human intervention. Integrate with an external provider like to save time across numerous transactions. Leverage vendor inventory, and better track shipments to and from remote locations.

Better plan for assets approaching end of useful life

Set your own aging asset criteria based on factors such as model lifespan, warranty expiration, or service contract termination. Apply lifecycle dates to different models with templates, in cases where vendors have not defined or published all the necessary information. When assets approach end of useful life, ServiceNow Hardware Asset Management can help initiate and execute on end-of-life asset strategies with automated workflows to dispose, recycle, or donate assets.

Populate additional details on model form during normalization, such as physical dimension attributes and weight, to support sustainability and capacity management. Leverage attributes like Energy Star Ratings and power consumption in environment, social, and governance (ESG) dashboards and reporting.

Request to replenish stockroom hardware inventory and asset eligibility chart

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