Every digital business runs on IT assets, which are the foundation for generating revenue and creating a better employee and customer experience. The business needs to know what assets are owned vs. leased, how much they cost, where they’re located, who’s using them and how often, when they’re being configured, and the value they deliver. Whether it’s business strategies that shift or day-to-day operations, ITAM is foundational to making the pivot and build business resilience.

As the workplace evolves, an asset estate poses significant challenges from an operational, cost, and risk perspective. Asset managers often work with multiple tools across several locations and stockrooms, leaving asset data scattered, and teams working in data siloes.

Hardware Asset Management builds on ITSM Asset Management capabilities

ServiceNow® Hardware Asset Management (HAM) provides end-to-end visibility of your IT hardware assets and automates the IT lifecycle on a single platform, helping customers:

**Achieve greater visibility through trusted data**
- Get a big picture view and prove where assets are in each lifecycle stage and the intelligence needed for planning, strategy, and business agility
- Improve the quality of asset data through automation
- Align financial and service management practices to create organizational habits that build and maintain data accuracy

**Reduce costs and risks**
- Reduce costs with valuable insights into end of life (EOL) and end of service (EOS) dates for your aging assets
- Keep hardware systematically refreshed, reduce technical debt, and reduce risk to critical business systems running on older hardware
- Reduce risk of asset loss and maintain compliance with company policies

**Drive greater efficiency**
- Workflow asset lifecycle and business processes to create greater efficiency and better experiences for employees and customers
- Eliminate manual processes so employees can work on more important tasks
- Use prescriptive workflows and industry best practices provided OOTB

**Workflow the IT asset lifecycle**

**Gain IT asset visibility**
- Normalize hardware model data to maintain a clean CMDB.
- Centralize asset data for accurate management and insights.

**Automate action with workflows**
- Automate the IT lifecycle with out-of-the-box, prescriptive workflows based on standard industry practices

**Mitigate asset costs and risks**
- Plan for asset refreshes, disposals, and minimize wasted resources with actionable insights. Comply with established security policies and regulatory requirements.

**Key capabilities**
- Asset lifecycle workflows
- Inventory/stockroom management
- Normalization through extensive vendor library
- Hardware Asset Dashboard
- Compliance visibility
- Runs native on ServiceNow Platform
- Integrates with other vendors and data sources

**Learn more**
- [Watch this video](#) to learn more about Hardware Asset Management
Hardware Asset Management is native to ServiceNow—the only single Platform for IT

Connect the enterprise on a single platform

Automate the IT lifecycle with workflow

Reduce cost and risk in your business

Manage hardware in the same place you plan, operate, service, and retire IT

Get people to success quickly with the Platform for IT

Scale best practice processes with existing headcount

Maximize the business value of your assets while protecting the company

Hardware Asset Management automates each stage of the hardware asset lifecycle by tracking the financial, contractual, and inventory details of hardware and devices—including non-IT assets. Asset requests are handled using workflows to obtain approvals, issue chargebacks, and provision services. Once an asset is deployed, HAM records maintenance activity and enables IT to perform regular assessments.

Hardware Asset Management allows you to manage the entire lifecycle from procurement to disposal. Your configuration management database (CMDB) is focused on active configuration items (CIs) in your operational environment. To maximize the value of the asset, you need full lifecycle insights for planning through retirement. With HAM and your CMDB on the same platform, traditional challenges around data integration, normalization, and data reconciliation are eliminated. The following diagram illustrates how an automated hardware asset lifecycle uses the native integration with other ServiceNow solutions on the Now® Platform:

Strategically plan for asset refreshes and future purchases

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servicenow.com/HAM
What's new in Quebec for Hardware Asset Management

Hardware Asset Tasks

ServiceNow's prescriptive workflows take the guess work away from standard industry practices. HAM provides out-of-the-box workflows to automate updates to assets and CIs. Operational burden from manual entry and data accuracy can be improved when task updates are automated. Asset Lifecycle Automation leverages Flow Designer to deliver standard HAM practices to customers with prescriptive workflows that support the hardware asset lifecycle. Customers are also empowered to configure ServiceNow's no-code/low-code workflows to suit their business needs.

Asset refresh workflow

Gain prescriptive workflows that incorporate standard practices for conducting a hardware asset refresh. The asset refresh process includes requesting, sourcing from stock or purchase of new assets, receipt, staging, scheduling, deployment of new assets, and reclamation of old assets. Refreshes can be conducted for a single asset or multiple assets in a single request.

Loaner/temporary asset workflow

Get prescriptive workflows with tasks for conducting a loaner asset request and fulfillment process. Process includes the request, sourcing from stock/loaner pool, staging, deployment, and reclamation of loaner asset.

A quick look at Quebec

Asset Flows
- Refresh, loaner, and leased asset return

Asset Inventory
- Asset bundles and bulk transfer

Asset Lifecycle Automation
- Advanced shipment notifications

Asset sourcing
- Local stock

Mobile
- Remote Asset Receiving
- Asset disposal

Automate asset refreshes with out-of-the-box, prescriptive workflows

Simplify how you request, source, and deploy loaner and temporary assets with intuitive workflow

Track the progress of asset tasks during the loaner asset process
**Asset lease expiration/return workflow**

Prescriptive workflows are provided for conducting the return, buyout, or extension of leased assets related to a lease contract. Workflow includes the planning, gathering, return/buyout/extension of each leased asset covered under the lease contract.

**Asset inventory—asset kits/bundles**

Build a bundle of multiple assets that can be inventoried, deployed, and retired as a single managed record.

**Bundle assets and manage as a single managed record**
Asset inventory—bulk transfer

Streamline the steps needed to complete a transfer order in ServiceNow by allowing a single action to update multiple transfer order line items.

Asset lifecycle—advanced shipment notifications

Create a standard formatted template and import process to intake Advanced Shipment Notifications (ASNs). Import function will process ASN’s and create ‘In Transit’ assets. Customers have a reference to check and balance received assets against increasing accuracy when receiving.

Asset sourcing—local stock

Provide visibility into local stockrooms at the time of sourcing requests. Update the current sourcing task to allow assets to be assigned to a request directly from a local stockroom. Previously, this could be achieved by opening a Transfer Order and listing the to and from stockroom as the same value and the transfer order would then need to be completed.
Mobile—Remote Asset Receiving

Utilizing the ServiceNow Now Mobile app, an end user can scan the barcode/asset tag of a hardware asset when the user receives the asset at their remote or home location. This function will update the asset record and confirm physical possession on the hardware asset. Enable end users to receive assets using their mobile device.

Mobile—Asset Disposal Scanning

Leverage the Mobile Agent app and barcode scanning capabilities to verify assets are disposed of properly. Within the hardware asset disposal workflow, the verify asset and asset departure tasks require the confirmation of assets be verified before the asset can removed by the disposal vendor and complete the disposal order. Asset disposal verification utilizes the mobile device barcode scanning capability to record the assets for each task and closes the task upon completion. Scan and update disposal tasks containing multiple assets via the mobile agent app.
ITSM Asset Management

HR Asset On-boarding

This feature provides the capability to source, configure, and deploy hardware and software during HR onboarding with functionality including:

- Selection of standard items such as computers, mobile devices, software, and monitors
- Sourcing requested assets from stock
- Purchasing and receiving assets, if not available in stock
- Configuration and staging of requested assets
- Deployment of requested assets to new hire

Contract Management

Contract management dashboards provide insights into agreements, terms, and timelines. Attach contracts to their associated assets for ease of reference to manage costs and support on an ongoing basis.

Mobile Asset Receiving (multi-scan)

With mobile asset receiving multi-scan, IT fulfillers can receive multiple assets against a purchase order in a single process on the Now Mobile Agent app. Users scan barcodes with a mobile iOS or Android device to remove manual data entry time and risk of error.

Mobile Asset Receiving (offline)

Mobile scans can store asset data locally to the device when there is no network connection in the stockroom or warehouse. The inventory received can be uploaded to ServiceNow when the device is reconnected to the network.

Mobile—My Locker

My Locker enables the end user to request and view assets they are assigned. Employees can open an incident from My Locker. The support desk will be able to see exactly which make, model, device type the incident is for, and compare to related incidents which will speed up IT service delivery time.