IT Asset Management (ITAM) for Service Providers

Provide domain separated ITAM services to your customers
As the workplace continues to evolve, businesses are challenged to keep pace, maintain business continuity, and remain resilient in any economic state. Finding cost-savings opportunities across the business is not only critical in keeping day-to-day operations running smoothly but is a key factor driving innovation and business growth. IT Asset Management (ITAM) is a critical priority for today’s digital businesses that recognize the quickest path to value (and savings) begins with visibility and control of the assets that make business happen.

When business operations shift, ITAM is essential to making the pivot possible. Service providers offering Software Asset Management (SAM) and Hardware Asset Management (HAM) as services to their customers need to know what assets are owned, where they are located, who is using them, how often they are used, when they are being configured, what they cost, and the value they deliver. Service providers have typically been challenged to manage assets for multiple customers, using various tools, across on-premises and cloud environments.

ServiceNow HAM and SAM provide end-to-end asset visibility and insights that power action through the full asset lifecycle. Service providers can efficiently manage hardware, software, and cloud resources for each of their customers in domain separated instances—all your customers and all of their assets managed in one place. The centralized control of service you can deliver offers opportunities of scale, less dependency on client system data access and improved margins for your services.

Service Provider

Maintain domain separation and privacy across customer base
- Minimize the need to constantly switch between systems and tools through tailored customer workspaces
- Switch between customer domains easily to perform separate actions for each tenant

Ensure data privacy and process separation

Customer 1 (Domain 1)
- Software
- Hardware
- Virtual assets
- Consumables
- Cloud resources

Customer 2 (Domain 2)

Customer 3 (Domain 3)

Drive HAM and SAM process activity including:
- Contract and Entitlement Management
- Discovery and Normalization
- Software reconciliation, optimization, and licensing expertise
- Audit response
- Software and hardware lifecycle and vulnerability reporting

Learn more about SAM and HAM
servicenow.com/ITAM
Help customers get to ITAM outcomes faster

Manage all IT assets in all estates
Hardware & Software | On Prem & Hybrid Clouds

Organizations can save up to 30% in software costs within the first year of implementing a SAM solution
- Gartner

Drive savings and help your customers make the most of their IT investments

1st Year Savings 10%*  
Annual Savings 5% ($500k)

What 10% savings could mean for your customers

Customer revenue $1B  
IT Budget 4%  
Software Budget 25%

$40M  
$10M  
$1M

Provide the people, process, and technology for ITAM success – at scale

Expertise
There is a global shortage of ITAM expertise, especially SAM and licensing specialists.

Scale Services
Efficiently scale your ITAM service offerings to improve your margins and help lead more customers to SAM and HAM maturity.

Faster Time to Value
Customers who use a service provider with a proven track record of ITAM success are more likely to get value outcomes faster.

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