Asset Lifecycle Automation

Industry leading processes, ready to go out of the box for the entire asset lifecycle, from procurement to disposal

- Hardware Request
- Bulk Stock Order
- Loaner Asset Order
- Hardware Refresh
- Leased Asset Expiration
- Hardware Disposal
- Asset Tasks – Deploy, Swap, Retire

Hardware Asset Management builds on Core Asset Management

ServiceNow® Hardware Asset Management builds on core now platform asset functionality with advanced capabilities. Gain hardware normalization, automate tasks and industry leading ready-to-go workflows, customizable to suit your business.

- Asset & Model Records
  - Create asset records for hardware and consumables
- Stockrooms
  - Create and manage stockrooms and assign/transfer assets across stockrooms
- Transfer Orders
  - Move assets from one location to another
- HR Asset Onboarding
  - Source, configure, and deploy hardware and software when onboarding new employees

Hardware Asset Dashboard

Surface items quickly on a centralized dashboard to reduce costs and risks

- Purchase Orders
  - Create purchase orders and obtain items for fulfilling service catalog requests
- Contract Management
  - Manage and track contracts to track expenses, support, and determine the total cost of ownership
- Mobile Asset Receiving
  - Receive multiple assets against a purchase order using a mobile device, even offline
- Mobile My Locker
  - Enable end users to request and view assets they are assigned and open incidents

Hardware Normalization

Standardize asset data by manufacturer name, model name, and model number

Asset Bundles

Build a bundle of multiple hardware and consumable assets as a single parent asset record to manage complex asset configurations efficiently and accurately

- Stock, reserve, service, and retire bundles as a single asset
- Components of a deployed, in-use asset bundle can be swapped out from a bundle when in maintenance

Mobile Capabilities

- Use the Agent Mobile App to create assets, look up assets, and receive assets from a purchase order
- Use the Now® Mobile App to view assets that are assigned to you, report any issues, and remotely receive new assets

Do more on mobile with these HAM features:
- Asset Inventory Audit
- Remote Asset Receiving
- Asset Disposal Scanning
- Asset Lifecycle Automation

Know and control your assets

Enable better decision-making and optimize asset investments with a native CMDB on one platform, one architecture, and one data model

Reduce asset costs and risks

Manage and monitor vendors and assets from purchase to disposal with actionable insight and visibility into assets that are end of support or end of life

Automate asset workflow

Drive the asset lifecycle with prescriptive workflows that connect everyone involved in lifecycle processes

Let’s workflow it.

Connect the enterprise and automate the asset lifecycle on a single platform. Learn more at servicenow.com/HAM