

CA Service Management

Asset Management

At A Glance

IT asset management capabilities are an integral part of the CA Service Management solution that enable you to holistically manage your company's IT assets. They help your organization determine what assets are available and in use, improve organizational distribution of those assets and increase productivity around license reporting and audit responses. Unlike manual approaches that expose you to cost overages and license compliance risk, these capabilities allow you to determine what hardware and software assets are being used, manage associated costs effectively across the organization and manage the license audit process more efficiently. This means you can reduce the business and financial risk of license compliance and optimize the cost, management and distribution of existing assets.

KEY BENEFITS

- **Reduce risks and costs.** Gain visibility and control of your IT asset base; better understand cyber threats.
- **Maximize the value of your IT assets.** Better optimize your cost structure and reallocate sub-optimally assigned assets.
- **Streamline efficiency and responsiveness.** Automate review, approval and fulfillment processes.
- **Increase software compliance.** Better avoid fines and penalties associated with software audits.

KEY FEATURES

Financial management. Identify relevant costs, forecast asset demand and understand financial impacts.

Vendor management. Understand and manage vendor intricacies and interdependencies.

Contract management. Properly administer agreement terms; better avoid extra fees and penalties.

Simulation and optimization. Explore impacts of potential changes in infrastructure and license models to help avoid overspending on unnecessary purchases of software licenses.

Software asset management. Holistically manage software assets and improve productivity around license reporting and audit management.

Unified self-service. Users have one social media-based means to view their assets, ask questions and collaborate.

Business Challenges

With digital transformation efforts, acceleration of the application economy and increased cyber threats, tracking and managing software and hardware investments creates a greater challenge for your organization. Not only do you need to determine what assets are being leveraged, you must also reduce asset sprawl and comply with existing hardware and license agreements with a high level of efficiency. Unfortunately, most companies today are unable to understand and proactively manage asset lifecycles, vendor history, contractual elements, software license allocations and cost elements of their assets. The result is increased business and financial risk.

Lack of visibility into asset utilization. Due to the inability to track assets throughout their lifecycle, organizations cannot efficiently allocate existing resources, and thus rely on costly manual fulfillment methods and asset inventories. They have disparate pools of unleveraged assets in one area and overwhelming demand in others. This results in the over-purchasing of assets by the organization. Furthermore, business consumers and even IT teams typically don't have visibility into what assets are currently assigned to whom, resulting in user frustration and difficulty responding to cyber threats.

Overspending on software licenses. With a lack of understanding of "who is using what," an organization is often exposed to legal and financial risks associated with software license compliance and unexpected software audits. This results in purchasing more software than necessary, or unplanned expenditures due to financial penalties resulting from software audits.

Solution Overview

The asset management capabilities of CA Service Management provide a comprehensive asset lifecycle management solution that delivers proven ROI. This helps control IT spending, enable regulatory and policy compliance, improve service delivery, maximize the value of your IT assets and enable "stock on hand inventory" fulfillment. From physical and virtual hardware to software license terms and maintenance contracts, these capabilities help you determine precisely what you are paying in hardware and software fees, helping to optimize your cost structure, reallocate underutilized assets and better understand cyber threats.

These asset management capabilities also deliver the foundation for a robust [software asset management](#) discipline. With accurate compliance views, you can plan your software licensing needs and take action to avoid fines and penalties that could be incurred during a software audit. You can also improve service delivery with capabilities that support the automated review, approval and fulfillment processes for hardware and

software requests. And your business users can collaborate and get answers via a modern self-service experience.

Critical Differentiators

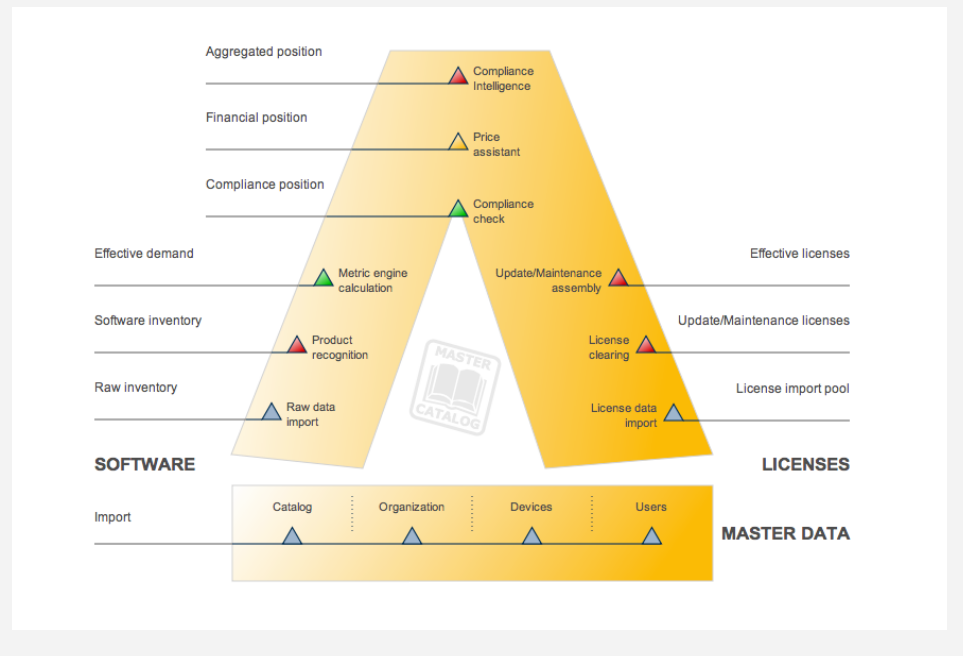
CA Service Management asset management capabilities provide strong financial, contract and license management enabling data-driven negotiations and decision making in support of business goals.

Integration with discovery tools and procurement systems automates recognition and reconciliation of licensable software with purchased software licenses and product use rights. It then determines which licenses are in use and which are available. Innovative simulation and optimization capabilities can help make IT infrastructure and software license model changes easier to plan and less costly.

With CA Service Management, you get a clear asset management approach, integrated with project and portfolio management, service catalog and service desk capabilities. Also included is an integrated CMDB, providing a defined and overall service management pathway to asset management maturity.

"My Resources" enables business consumers to see and act upon all the hardware and software assets assigned to them. They can also search and collaborate using the robust unified self-service capabilities of CA Service Management.

The asset management capabilities of CA Service Management provide a comprehensive asset lifecycle management solution that helps control IT spending, enables compliance and improves service delivery.



Related products/solutions

Asset management capabilities are an integral part of the broader and comprehensive **CA Service Management** solution from CA Technologies.

- **Service catalog** provides a self-service user interface of business and IT services to associate a service request to a specific asset.
- **Service desk** associates assets to incidents/problems/changes and links asset data to the CMDB.
- **Advanced reporting and dashboards** enable non-technical users to quickly create and share interactive dashboards and reports.

For more information, please visit ca.com/itam

CA Technologies (NASDAQ: CA) creates software that fuels transformation for companies and enables them to seize the opportunities of the application economy. Software is at the heart of every business, in every industry. From planning to development to management and security, CA is working with companies worldwide to change the way we live, transact and communicate—across mobile, private and public cloud, distributed and mainframe environments. Learn more at ca.com.