EPAM Systems

EPAM Systems automates IT asset management using Micro Focus Asset Manager, streamlining IT procurement planning and management.

Who is EPAM Systems?
EPAM Systems was founded in 1993 and is one of the world’s leading providers of digital platform and software development services. EPAM creates solutions that turn complex business tasks into realistic business opportunities using technological experience, innovative strategies, and consulting and design skills. The company operates in more than 30 countries and employs more than 37,000 employees.

Supporting Growth Requires Professional Solutions
EPAM’s rapid growth requires process and solution agility. The continuous scaling of IT systems poses new challenges for company specialists who must adapt their solutions to meet growing demands.

In the previous round of EPAM Systems development, IT asset management processes were simplistic. For example, they did not cover every stage of the asset life cycle, such as decommissioning and writing off equipment. These processes were effective when managing thousands of control objects, but over the course of several years, the volume grew to hundreds of thousands.

“During the development of the company we were faced with the limitations of the system we once developed, particularly in connection with demand regarding the automation of IT asset management. From a commercial point of view, its further development in-house did not seem justified,” explains Ivan Tabaravets from Global IT Operations at EPAM Systems.

Synergy and Best Practices
Implementing an IT asset management system was not the first time EPAM Systems worked with Micro Focus. In 2011, EPAM Systems decided to replace its in-house development, which automated the support service, with a Micro Focus solution (then HP Service Support) using Micro Focus Asset Manager, streamlining IT procurement planning and management.

“At a Glance

- **Industry**: Software & Technology
- **Location**: USA
- **Challenge**: Increasing the transparency of IT asset management processes and streamlining IT planning and procurement processes
- **Products and Services**: Micro Focus Asset Manager
- **Critical Success Factors**:
  - Formalizing IT asset management processes
  - Using the best practices suggested by developers
  - Creating an interconnected ecosystem of IT management tools
  - Developing expertise in the implementation and customization of Micro Focus solutions

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TARAS DANILENKA
Head of Service Management Office
EPAM Systems
Manager). The company was interested in managing the entire infrastructure, not just incidents and service requests. After considering various tools from the Gartner Magic Quadrant, the company settled on a set of products from Micro Focus (Service Manager, Asset Manager, and UCMDB Configuration Management) and began gradually implementing them.

“Micro Focus solutions were easily customized to our requirements. This is what immediately caught our attention. And since all the products were from a single ecosystem, they easily integrated within the environment,” says Taras Danilenka, Head of Service Management Office. “Therefore, we counted not only on the fact that each of the products would benefit us individually but also have a certain synergistic effect.”

Micro Focus Asset Manager, like other products, was implemented in-house. Micro Focus trained EPAM Systems specialists, and one of the local integrators provided support in the initial stages. However, all the projects were implemented independently, and the company now has a Micro Focus solutions development team. “The Micro Focus platform is flexible. You can accomplish a lot with it, which was highly appreciated by the specialists at our company,” says Taras Danilenka.

Now EPAM is starting to actively use office asset management for supplies such as coffee, napkins, coffee, napkins, and other “consumables”—small items that offices continuously purchase.

“By introducing a system for automating the tasks of managing IT assets, we rethought the processes themselves, creating new tasks during implementation of the product,” says Ivan Tabaravets. “At the end of the project, the processes were better formalized, more transparent, and complete.”

“In addition, we paid attention to the best practices provided by this product when implementing Asset Manager. When starting the project, specialists were determined to change the solution for historical processes. However, they began to return to the ‘out-of-the-box’ functionality over time, namely the process options that the developers suggested. These best practices are usually underestimated and neglected, but using them competently can reap many benefits,” says Pavel Zenkevich, project manager for the implementation of Micro Focus Asset Manager at EPAM Systems.

**Emphasis on Smart Automation**

“The most important thing was that we managed to connect procurement activities with managerial accounting and planning,” says Ivan Tabaravets. “As a result, we were able to arrange more efficient management of logistics and warehouse reserves using IT, consolidate reporting and analytics around these types of activities, and build more effective planning in terms of equipment procurement and replacement.”

Minimizing the direct cost of ownership in this project was not a key goal. Rather, the priority was indirect cost optimization due to more efficient procurement planning and service provisioning. According to internal estimates, such indirect savings amounted to about 1.5% of the IT budget, which is significantly more than the cost of owning the implemented solution.

Another result of using Micro Focus solutions was the development of expertise in its extensive customization. “The combination of this expertise with our own rich experience in managing integrated technology and services led to the expected result: expertise in Micro Focus products is very much in demand on the market, and customers began to turn to our company for help in deploying these solutions. This development of EPAM was a very interesting result, although the primary request was to increase the efficiency of our own processes,” Taras Danilenka says.

Now all Micro Focus products operating in the EPAM Systems infrastructure are actively being developed. According to Ivan Tabaravets, the emphasis is on “smart automation” using robotic routine processes.

“I am in favor of setting very high standards for a project; even if you can’t reach them, as a rule, you achieve more than if you set the bar lower. And I think we have a great project.”

**IVAN TABARAVETS**

Global IT Operations
EPAM Systems
The immediate plan for Asset Manager is to improve the automation of decommissioning IT assets. In addition, it may be possible to add integration points that will more closely link records management to accounting. In future plans, licensed asset management processes will be covered more fully.

Material for analysis appears as information about assets accumulates. It is likely that the company will be interested in its set of analytical capabilities during the next stage of the solution's development.

Ivan Tabaravets concludes: "I am in favor of setting very high standards for a project; even if you can't reach them, as a rule, you achieve more than if you set the bar lower. And I think we have a great project."

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PAVEL ZENKEVICH
Project Manager for the implementation of Micro Focus Asset Manager
EPAM Systems

Integrated third-party solutions
- SAP
- 1C
- EPAM Office Space Management
- EPAM Cost Tracking Center
- EPAM Support Portal

Development methodology
- Agile
- In-house implementation