

SMAX ITAM and Software Asset Management

IT Asset Management (ITAM) and Software Asset Management (SAM) are critical for your IT Operations Management (ITOM) success. Now you can get ITAM and SAM capabilities delivered with the Micro Focus service management solution, SMAX.

SMAX IT Asset Management at a Glance:

Hardware Asset Management:

Engage in service asset and configuration management (SACM), including lifecycle, stock inventory, and asset reservation management

Software Asset Management:

Get license metrics, consumption analysis, compliance reports, and deployed products for a growing library of software titles

Contract and Vendor Management:

Manage leasing, service, maintenance, warranty, license and other contracts and agreements for assets in your enterprise

Financial and Procurement Management:

Assign assets to cost centers, track asset costs against budgets, and manage purchase orders and receiving

Unified IT Asset Management

IT organizations are under pressure to reduce the cost of IT operations, increase service levels, stay compliant, and improve visibility into financial and operational decisions. One way to achieve this is by managing the physical, virtual, financial, and contractual aspects of IT assets from a common service management model. When ITAM and SAM are an integral part of the service management solution, you can easily accelerate IT Operations while reducing costs.

An effective and unified ITAM and SAM practice will give your business a clearer picture of the quantity and type of assets already owned, making it easier to control costs, enforce compliance, as well as financially plan for the future. Using unified ITAM and SAM practices and tools can also mean faster service incident

resolutions by associating hardware and software services to end users. Service desk analysts have easy access to information related to the IT assets associated with reported issues and is better positioned to understand the root causes and then apply the needed fixes.

The Benefits of Unified IT Asset Management

While there are many different reasons to engage in IT and software asset management, a unified approach to both will yield:

1. Better control of your IT environment
2. Effective software compliance
3. Easier hardware management
4. Overall cost savings
5. Faster service resolutions

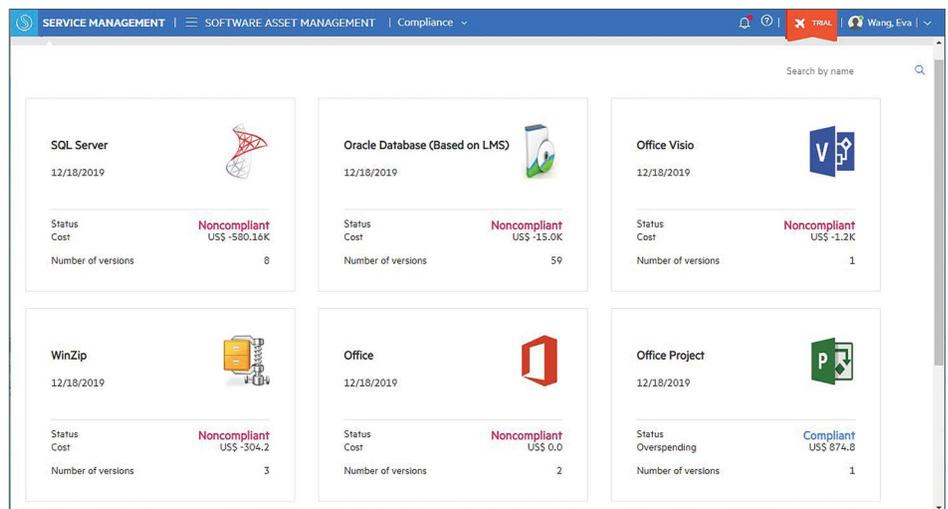


Figure 1. Software Asset Management (SAM) helps you stay compliant.

Key Features

Service Asset and Configuration Management (SACM)

Service asset and configuration management (SACM) in SMAX helps IT teams maintain up-to-date information about Configuration Items (CIs) required to deliver an IT service. Service management teams can see all the physical, virtual, and software assets involved in delivering any IT service and do proactive impact analysis on any changes they may make in resolving tickets. IT assets can be added to or removed from available inventories, used to create catalog offerings of pre-approved hardware or software for service management and users to choose from, or reserve IT assets from inventory when resolving tickets because service management teams and IT asset management teams are using a common repository of CIs delivered by Universal CMDB.

Software Asset Management

No one likes unexpected expense or fines around software usage. Organizations need to manage software licensing across all IT platforms to moderate licensing costs and reduce the risk of non-compliance. Software Asset Management uses Universal Discovery to collect the installed software both on-premises and in the cloud, and capture the environment on which it is installed (e.g., hardware, virtualization, or clusters). The Software Asset Management module then calculates the software license entitlements that are needed and compares it to the actual software entitlements to deliver clear compliance reports for vendors and software titles.

Software compliance is calculated for:

- Microsoft Windows Server
- Microsoft SQL Server
- Microsoft Office 365
- Oracle Database with Options and Management Packs

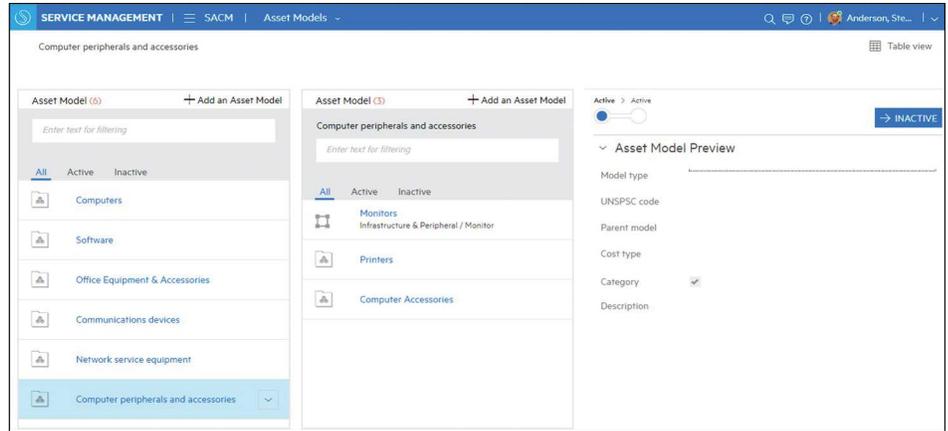


Figure 2. SMAX IT Asset Management provides detailed information about all hardware and software assets.

The SAM library of supported vendors and software titles is constantly growing too, giving you a more complete picture of your installed software.

Using Software Asset Management can help your organization avoid unpleasant surprises when it comes to your software usage and compliance.

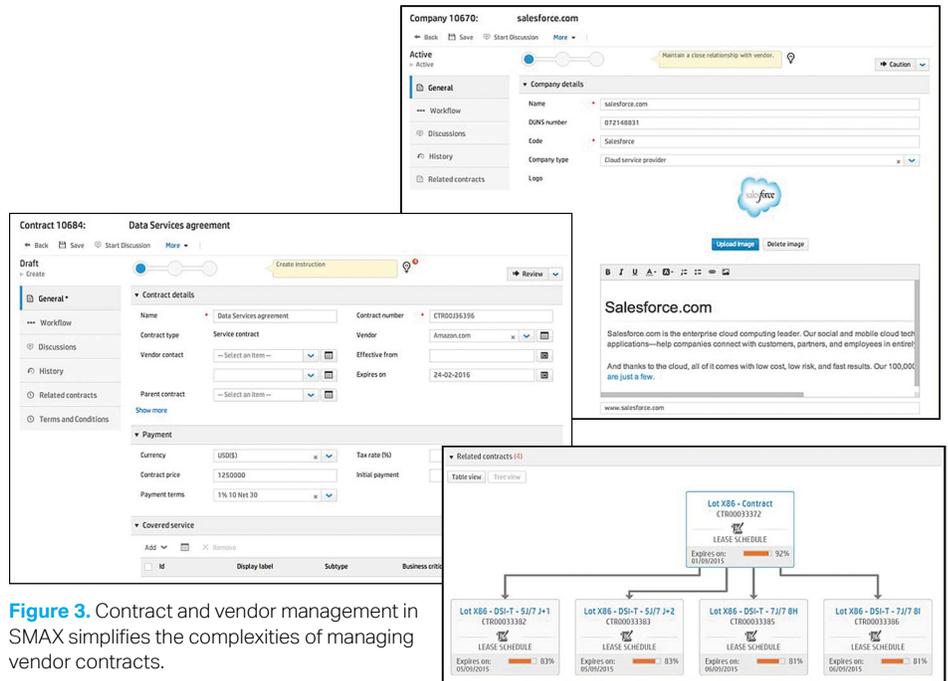


Figure 3. Contract and vendor management in SMAX simplifies the complexities of managing vendor contracts.

Contract and Vendor Management

The Contract and Vendor Management functionalities of SMAX IT Asset Management help your organization gain control over the number, variety, and complexity of IT asset contracts. This solution simplifies and automates contract management processes—throughout the asset lifecycle, from request and procurement to retirement. The tool works in conjunction with accounting and enterprise resource planning (ERP) software to help reduce over-purchasing of assets and maintain compliance with contracts. Additionally, you can track your vendors and associated contracts and get notified when contracts expire to return leased assets or renew contracts in a timely manner. Using Contract and Vendor Management, you can help control asset costs, avoid unnecessary expenses, and be compliant with your existing vendor contracts.

Financial Management

The Financial Management solution makes it easy to track costs associated with every asset at every stage in its lifecycle, including

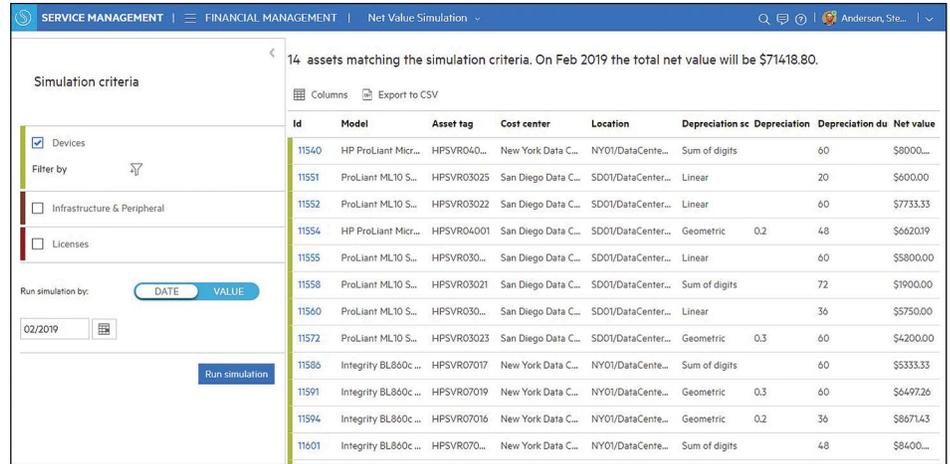


Figure 4. Get a better understanding of asset value over time with financial management.

expenses related to capital and operations. You can easily assign values to assets, track costs by budget centers or lines, and run net value simulations on your hardware and software assets. Having accurate costs associated with assets and assigning them to budget centers and projecting depreciation helps individual

departments more accurately project replacement costs, as well as allows asset managers better insights into the total value and costs of their hardware, software, and other assets.

Procurement Management

With the procurement capabilities, you can create vendor catalogs of their offerings and publish as a catalog for a more standardized approach to the procurement process for your service desk and end users. Additionally, you can manage purchase orders for assets and their individual purchase order lines for better transparency into costs and the purchasing process. And when the asset arrives, you can create receiving slips that automatically moves the asset into stock inventory for a unified approach to procurement and stock inventory management.

More Efficient Service Management

Unifying ITAM and SAM into the same solution as your Service Management solution allows individual teams to work from a common set of data. Service desk agents can fulfill service requests for hardware from a common catalog of assets from approved vendors, inventory can

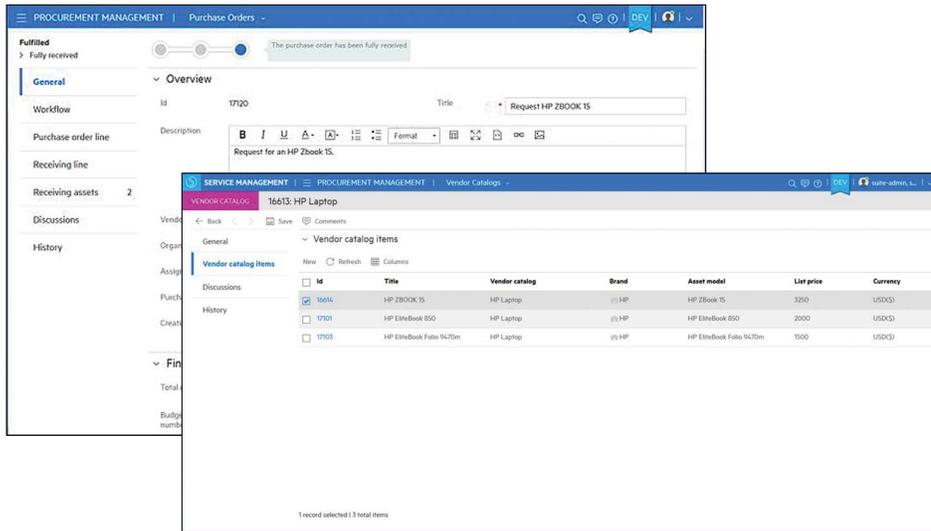


Figure 5. Procurement management in SMAX helps accelerate procurement processes.

Managing the physical, virtual, financial, and contractual aspects of IT assets and software licenses from a common service management model accelerates IT Operations while reducing costs.

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assigned and tracked when it arrives in shipping and added to stock, and assigning software licenses to users can automatically be counted against license agreements. Service management becomes more efficient, service requests are fulfilled quicker, and asset inventory and costs are tracked and assigned to budgets.

Micro Focus SMAX IT Asset Management and Software Asset Management can unify your approach to IT Operations Management across your entire organization for faster, more efficient service and asset management.

For more information about the SMAX ITAM and SAM capabilities please visit:

www.microfocus.com/smax