easyvista™
Manage the Future of IT™

# Asset Lifecycle and Configuration Management

## Manage and Control for Improved Business Continuity

The IT infrastructure is becoming increasingly complex to manage. Keeping track of the various workstations, servers and laptops is hard enough; now add mobile devices, BYOD policies, cloud, remote workers, multifaceted business systems and constant changes. In addition, industry best practices such as ITIL and legal requirements such as Sarbanes-Oxley (SOX), Basel II and inevitable software audits demand immediate access to detailed and factual infrastructure information.

While IT environments become more complex, businesses are demanding an increased focus on centralized, comprehensive and cost effective IT support. IT leaders must provide the necessary infrastructure to keep the organization running smoothly and support the business demands. How can IT gain control?

## Visibility and Control

At the heart of IT Service and Asset Management solutions is the Configuration Management Database (CMDB), a central repository of business critical configuration items (CI), their attributes, relationships and dependencies. The CMDB provides useful data to IT processes, such as Incident, Problem and Change Management in an effort to improve decision making across the IT service lifecycle.

Configuration Management removes the guess work from decision making by providing visibility into the data IT staff need to make informed choices. If you don't know what your information technology assets are and how they are related to one another, how can you manage, improve and support them? How do you know the implications of a change? Configuration Management makes the unknown, known.

EasyVista's graphical visualization and mapping technology provides a comprehensive and centralized picture of the IT infrastructure. With EasyVista your IT staff will have complete CI visibility.

### Benefits

- Awareness of business critical applications
- Avoid service disruptions
- Faster, smarter and more efficient service
- Proactive problem solving
- Minimize the impact of change
- Real-time availability
- Improve communication to stakeholders and users
- Assess the risks IT change may have on the business
- Improve compliance

## IT Asset Management and the CMDB

Asset Management and the CMDB have a relationship, but are not one in the same. However, Asset Management is a key part of a solid Configuration Management strategy. While configuration management aids in impact assessment, focusing on the relationships between infrastructure components and services, the asset management database is a repository that contains a large volume of items, including desktops, laptops, smartphones, tablets, printers and servers. With EasyVista's Asset Management, including auto-discovery, inventory, contract management, license management, financial management and reporting you will know what assets you have in production and in stock, where they are located, how they are configured, how they are used, who uses them, what they cost and when they expire.

You choose the assets that make up your CMDB based on relationships to the core business services. The visibility into the relationship, dependencies and connections a physical asset has to a service that supports the business is made possible by the CMDB and Asset Management repository. This is a must for managing your complex infrastructure, proactive problem solving, minimizing the impact of change and offering high quality IT support.
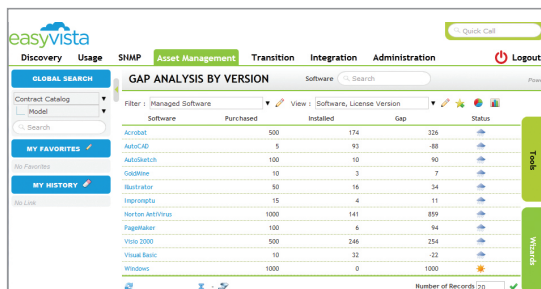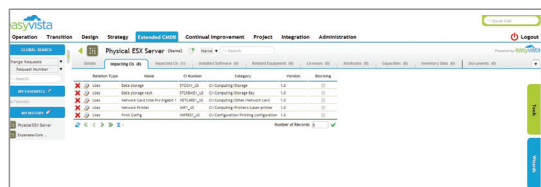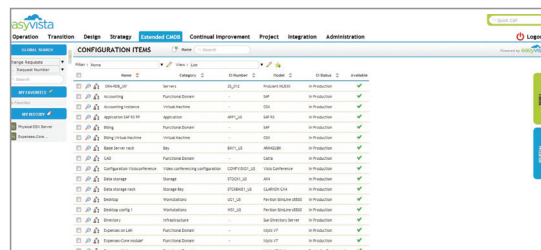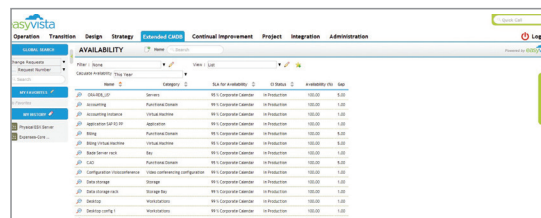
## Compliance

Many organizations unintentionally partake in software piracy because they do not know what software applications are installed on their assets. In this case, what you don't know, CAN and WILL hurt you. Managing software license compliance is crucial and will help keep your organization free from a distressing audit and potential legal consequences. EasyVista will help your organization gain control of software licensing by automatically identifying and tracking licensed and unlicensed software installed on your company's computer systems. Ensuring your IT assets are compliant with industry regulations, legal requirements and contract restrictions can be complex. With EasyVista IT Asset Management your organization will minimize disruption due to compliance issues, reduce wasteful IT spending, minimize legal risk and improve vendor relationships.

## Closing

EasyVista Configuration and Asset Management is the answer to accounting for all IT services that impact business performance, service delivery and end user experience. Breaking down the communication barriers by providing access to accurate IT infrastructure data helps people, process and technology work together more efficiently.

Managing your IT infrastructure throughout the lifecycle of procurement, deployment, maintenance, financial depreciation and disposal will allow your organization to gain control while reducing the costs and complexities of IT service and asset management.

## About EasyVista™ Neo™

At the heart of EasyVista is EasyVista Neo™, our service and support fabric enabling you to easily integrate at a process level with external applications and services, as well as graphically design supporting workflow. EasyVista Neo™ transforms IT Operations Management by abstracting you and your staff from the back-end complexity.

At the front end EasyVista has a service design engine - a drag and drop environment allowing you to build workflow and connect services. Neo™ deals with the spider web of connections behind the scenes, so if you want to change or upgrade, it's easy.