

Asset Management

'Asset related services for control and reliable IT services'

Asset Management services contributes to cost reduction, increasing quality and reliability of services as perceived by end user and compliancy. This asks for a clear view what and how to keep track of the hardware and software assets including financial ownership considerations. Asset Management also prevents paying too much. This is achieved through reliable administration and billing, preventing having unused software licenses with insight in latest startup times and preventing wrong usage. Lastly, companies want to benefit from their current investments in assets and consider divestment of assets with current CAPEX models. Customers want to be in control as they are exposed to liability and reputation risks in a changing world.

The global Getronics Workspace Alliance (GWA) helps with providing and managing the CMDB essentials as reliable basis and enabler for other workspace services to build and rely on.

Reliable administration for insight and control

Organizations are looking for opportunities to reduce direct and hidden costs and increase the quality of services and real time asset information as perceived by end users and used in self-service portals. In fact they ask for best practices around the CMDB and are also addressing the ownership of CMDB administration and related assets to reduce costs and increase quality of related workspace services.

This asks for a comprehensive insight in tracked workspace assets, used key applications (optionally), the hardware's age, and when the client is expected to invest. Automated data discovery and CMDB administration, management and reporting with upfront aligned policies are a must and reliable basis for workspace services. Asset Management can help to save on workspace assets and software not used, optimal license structures with better ROI and compliancy.

Asset Management provided by the GWA

Asset Management is a reliable and integrated basis of our workspace management services addressing cost saving opportunities, increasing quality of services and especially end user satisfaction.

Asset Management is enabled through our state of the art tooling, efficient service processes, reporting and our customer portal, so our customers have a direct and transparent view on the IT environment.

The GWA is providing the CMDB essentials – as reliable and responsible service provider – to deliver end user driven workspace management services. This contains CMDB administration, management and reporting, all ITIL based and according to standards and policies within GWA aligned with our customer policies and IT environment.

Optionally we can discuss service options in asset management services such as hardware resell, software license resell and software asset management with a more specific approach on the software assets as part of the contracted services. GWA can also discuss and

consider services addressing lease and OPEX driven take-over services where assets are divested from client perspective.

Asset Management is typically combined with core workspace services like service desk, deskside support, hardware maintenance, desktop management, server- and network management and global program management.

Benefits for business, end users and IT

Business wants ideally only pay for hardware and software items actively used and is searching for insight and reports, which will help reducing cost in the actual conjuncture.

End users are facilitated in their daily business processes and can focus on their job, because Asset Management enables all IT service processes behind, providing the business services received and perceived by users. An integration of Asset Management information with service desk will increase the services levels and lower 'waste' activities, like "searching". Examples: service desk, self-service portals with user comments, procurement and management.

Also IT functions such as service desk, operations and service managers can benefit from improved productivity, customer satisfaction and optimized deployment models. It prevents costly and avoidable errors related to the resolving or searching into reducing workloads and increases reliability. Access to data facilitates support actions and maintains tighter control over the environment, thereby enabling better financial management of the IT assets. The rising carbon footprint focus within IT will ask for a renewed focus and work around regulation around life-cycle responsibility for products. This provides better management of end of lease or end of life, warranty and maintenance contracts including new devices with lower energy consumption rates.

Why GWA?

As ITIL implementer of the first hour and a challenging global player in integrated workspace management, our service has for decades proven in hundreds of companies. Based on a set of common ITIL v.3-based processes, the alliance's workspace outsourcing offerings offer a role-based approach and use highly standardized offerings. Worldwide GWA is a top 3 player in the market for workspace management with strong presence in all regions. You can rely on a consistent and flexible service.

Because IT services for the workspace is our core business, you benefit from economies of a flexible scale - lower operational costs and improved total cost of ownership. Our offer consists of a mix of self-adaptive, remote and on-site services that are tailored to your current organizational and user needs, locally and globally, with strong local business knowledge. GWA works according to tested, certified methods and provides very effective global and local billing including VAT management we fully take care of. You are assured of optimal results.

GWA offers 24x7 standardized services across different time zones from various global and local service centers. Our Global Service Delivery Model (GSDM) provides a proven, flexible and cost-effective assurance of consistent services worldwide, integrated onsite services and program management tuned to your local and global needs. GWA enables more than 11.5 million service desk supported end-users, services more than 6 million workspace related assets across the globe. GWA has more than 3,800 ITIL certifications and counts up to more than 32,000 headcount.

In addition, GWA is a leading service provider in the field of IT management with an excellent reputation in supporting remote mobile team(net)working and new rich unified communications in the workspace. We offer a one stop shop for a new effective and flexible way of outsourcing of IT infrastructure and support that goes with it because no single provider can effectively meet or deliver the needs of a global client. Tier 1 providers lack the flexibility and agility to respond to client needs in multiple geographies. As a result the GWA is recognized by leading analysts as having a clear vision of the market's direction and focused on providing services to meet future market needs.