

SOLUTION BRIEF
CA IT Asset Manager

how can I manage
my asset lifecycle,
maximize the
value of my IT
investments, and get
a portfolio view of
all my assets?

agility
made possible™





CA IT Asset Manager helps reduce costs, automate asset lifecycle management, and enable vendor and contract optimization with a single integrated solution. With CA IT Asset Manager, you can understand asset cost, risk and contracts so you can intelligently make strategic decisions.



executive summary

Challenge

The complexity of today's IT environment, and new options to deploy and source IT services are requiring IT executives to gain new insight into the business dimensions of IT, and continuously right-size their investments and resources. This includes managing the financial, contractual, and operational aspects of the IT hardware and software assets that comprise those services. Improving IT service delivery and maximizing IT investments requires a complete approach to service management.

Opportunity

CA IT Asset Manager (CA ITAM) is a market leading solution designed to help you improve the financial, contractual, and operational management of your IT assets throughout their lifecycle. CA ITAM was expressly designed to address the needs of service providers and large enterprises as part of a comprehensive service management solution. CA ITAM enables the end-to-end management of assets supporting IT services—from requisition to retirement, and provides the financial visibility and control over those investments.

Benefits

A comprehensive asset lifecycle management solution delivers proven ROI to control IT spending, enable regulatory and policy compliance, and improve service delivery. CA ITAM helps you 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, CA ITAM helps you determine precisely what you're paying in hardware and software fees, to help you optimize your cost structure and reallocate underutilized assets. CA ITAM delivers the foundation for a robust software license management discipline. With accurate compliance views, you can plan your software licensing needs and avoid fines and penalties that could be incurred during a software audit. CA ITAM improves service delivery by supporting the automated review, approval, and fulfillment processes for hardware and software requests.

Section 1: Challenge

Maximizing the value of IT investments is the “new normal”

More extensive virtualization deployments, and the emergence of cloud computing are all driving IT organizations to provision and manage complex business services as the foundation for business growth and competitive advantage. Asset management plays a critical role in helping increase the service level of asset provisioning, reduce cycle time with simplified requisition, and reduce operational costs through automation of lifecycle tasks such as request approvals and fulfillment.

IT managers, finance and procurement professionals need to maintain an accurate view of their IT assets, including the physical (and virtual), financial and contractual elements needed to improve service, mitigate risk and support compliance initiatives.

IT executives must optimize their IT investments and resources in the face of margin pressures by exposing the true costs of delivering and supporting IT services. Fully controlling asset-related costs is one way to address this, as the cost management benefits of an IT asset management strategy can have significant impact to the business. However, without a complete understanding of your IT asset base from a financial, contractual and compliance perspective, this is virtually impossible.

That’s why today’s IT executives are harnessing the power of IT asset management for a portfolio-level view of their entire IT asset cost base and to enable business decisions such as budgeting and forecasting, improve contract negotiations, reduce capital expenditures, and provide depreciation, tax and audit support. In short, IT asset management is helping them improve business decisions to improve cash flow and control IT spending.

So whether it’s detailing your organization’s financial obligations, managing software licenses, or adhering to contracts regarding hardware and software usage rules, IT asset management is among the most important processes in your overall IT management strategy.

Section 2: Opportunity

CA IT Asset Manager: A portfolio view of IT assets

With a complete account of your IT asset base, CA IT Asset Manager gives you the visibility and control to deliver real business value. Control IT costs and boost ROI by identifying underutilized software and hardware assets, spotting license violations, improving hardware usage, and managing contracts and usage patterns. CA ITAM can help you minimize the risk of software audits by uncovering illegally used applications.

Financial management

Understanding the financial impact of your asset base enables you to decide what costs are relevant to your business. CA ITAM tracks and categorizes all asset-related expenses, including historical, current, and projected costs, to help you analyze their financial impact.

- Track one time or recurring asset or contractual costs for planning and budgeting along with ensuring accurate vendor invoices.
- Automate notification for maintenance renewal dates, cancellation deadlines, payment due and lease expiration dates.

Vendor management

Take control of your vendor relationships by understanding their interdependencies and intricacies.

- Compile detailed information about the vendors with whom you do business, including contact information and their relationships to other companies.
- Leverage your buying power by gaining complete information about total amount spent and what you will spend with a vendor during a given year.

Contract management

Making contract information easily accessible enables you to properly administer the terms of an agreement.

- Manage any type of document that is relevant to your business, leverage existing or create your own contract templates to standardize on terms and conditions for easy reporting and analysis.
- Link images to contract profiles. This enables you to quickly access the original document.
- Relate all the pertinent agreements and costs associated with vendor contracts to understand the entire deal with a quick look.

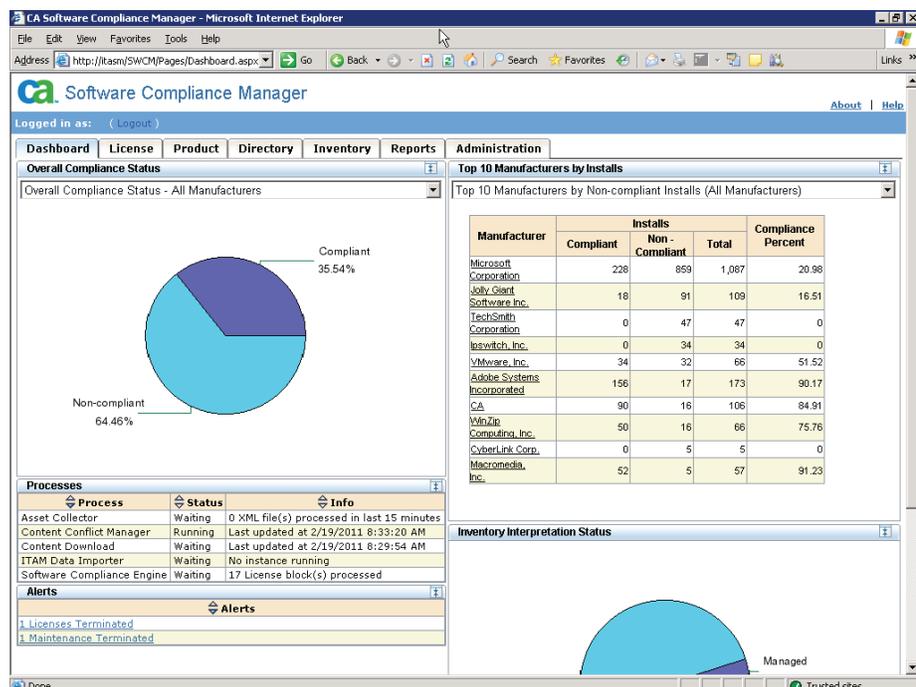
License management

CA IT Asset Manager provides visibility into your organization’s software environment by associating software licenses with discovered software and identifying problem areas—all in direct support of software license compliance.

- Track all aspects of a software license including: usage rights, payment history, purchasing information, physical location of hard copy license agreements or images of relevant license and payment documents required by an audit.
- Identify gaps between the software deployed and the software licensed, and provide a clear and near real time view on compliance status and enable proactive management.
- Help understand whether compliance is being calculated correctly by associating related licenses through license dependency mapping.
- Make use of inventory data from all available sources, including discovery tools from CA Technologies and other vendors.

Figure A

License management with CA IT Asset Manager.



Section 3: Benefits

Proven ROI to make every asset count

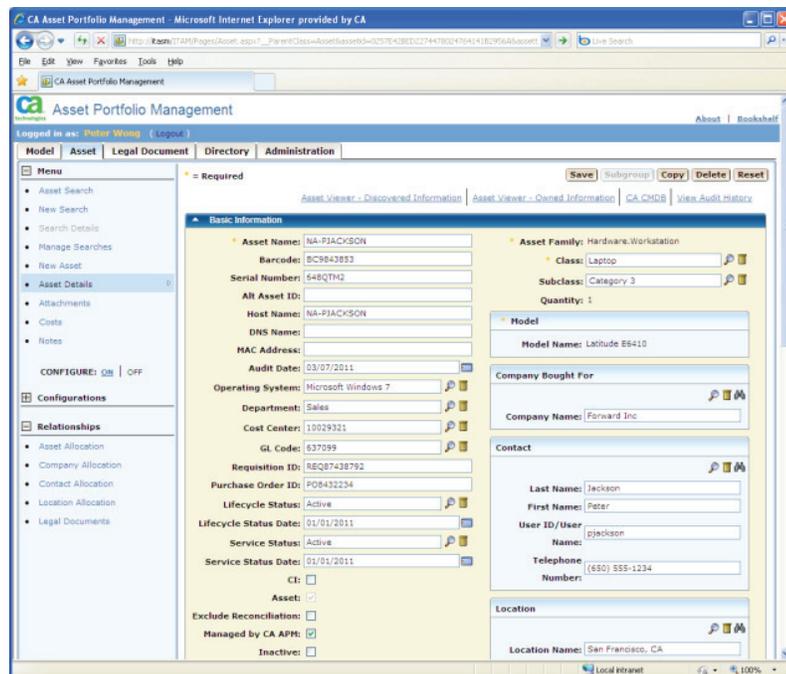
To help you get the most out of your IT investments, CA IT Asset Manager can streamline the task of managing contracts, lease and maintenance agreements by simplifying and automating the tedious, manual tasks associated with contractual paperwork. Additionally, it can help enable payment only for the products and services specified by the contract. You can be more proactive with your vendors by identifying duplicate contracts, negotiating better deals and examining the accuracy of vendor invoices.

CA ITAM supports cost saving initiatives by helping to maximize your software licenses and usage rights. It identifies all the elements in your IT environment and stores precise data on everything from software release versions to license terms and maintenance contracts. It helps you determine precisely what you're paying in software fees, which helps you reallocate underutilized assets.

To help reduce the legal and financial risks of unintentional noncompliance, CA ITAM delivers the foundation for a robust task-driven software license management discipline. With accurate compliance views, it helps you appropriately plan your software licensing needs and avoid fines and penalties that could be incurred during a software audit. Additionally, it provides views into the inconsistencies of your existing license terms and proactive alerts to breaches in software titles so you can help enable compliance at any point in time.

Figure B

Make every asset count with CA IT Asset Manager.



Section 4

A complete approach to IT service management

CA IT Asset Manager was expressly designed to address the needs of service providers and large enterprises as part of our comprehensive service management solution, with better integration, common multi-tenancy, and common reporting across all IT Service Management solutions from CA Technologies. For example:

- The integration between CA IT Inventory Manager and CA IT Asset Manager provides a seamless interface between discovered IT asset inventory and managed IT asset financial, support and demographic attributes with all data stored and maintained within the same management database (MDB) providing a comprehensive IT asset and license management solution.
- The integration between CA Service Catalog and CA IT Asset Manager provides complete asset life cycle management starting with the initial request from CA Service Catalog, allowing an end user/requestor to request an asset(s) that in turn can be internally fulfilled from available assets in the inventory managed in CA ITAM to eliminate unnecessary purchases.
- The integration between CA Service Desk Manager and CA IT Asset Manager is two-fold, encompassing both service desk functional processes and CMDB/asset data linkage, enabling an organization to leverage asset data to improve the delivery of operational IT services to its users. This integration also supports better change management decisions by facilitating a more comprehensive set of information when performing impact and risk assessment

Going beyond great technology: focus on people, process, and best practices

CA IT Asset Manager is a complete solution, going beyond proven products to enable successful programs and business outcomes. This includes pre-built ITIL processes to speed your time-to-value, on-demand training to improve end-user adoption, repeatable and prescriptive maturity-based deployment methodologies and best practices implementation architectures to optimize your return on investment.

Content pack for ITIL® A set of pre-built ITIL process documents are provided along with supported, pre-built workflows that establish the foundation for an organization to rapidly implement, adopt, and standardize on IT service management processes—significantly reducing the amount of time required, the cost and the need for subject matter experts for an organization to develop this content themselves.

On-demand training A cost effective continuous training tool that helps upgrade the skills of end users and analysts to address the organization's need for a high level of end user adoption with a minimal impact on day to day business operations. The CA Technologies On Demand Training module uses CA Productivity Accelerator to automate prebuilt content which is aligned with ITIL best practices and which can be refined to map to an organization's own processes, procedures and operations policies.

With minimal impact on day-to-day operations, the IT organization is better aligned both internally and with business objectives; experiences fewer support calls; and can focus on delivering new business services more quickly.

Reference implementation architecture The Reference Architecture Program produces certified implementation architecture templates that are prescriptive in nature, explaining how to deploy Service Management solutions from CA Technologies, based on a certification program that thoroughly tests the functional, performance, and scalability attributes of the solution. The result is that deployment risk is mitigated, and costs and deployment time frames for (both CA Technologies and our customers) are reduced.

Maturity-based deployment A series of prescriptive best practice documents for every phase of the implementation lifecycle brings our customers a wealth of knowledge and information to make informed decisions. Our Requirements Gathering Phase documents are pre-populated to provide the most common functional business requirements, technical requirements and use cases as identified by our customers and throughout the industry. These documents have been developed to allow for ease of use and completion to develop a service management strategy that, when executed upon, will assist our customers to reduce risk, costs and time to market.

Data on-boarding CA Technologies has documented an extensive data on-boarding strategy and provided a use case library to assist organizations to lay out their data on-boarding requirements. The strategy contains detailed processes and data file formats to provide the level of guidance required to reduce the risk and time associated with this activity.

Section 5

Next Steps

To learn more about CA IT Asset Manager and how you can achieve real business benefits today, contact your sales representative or visit us at ca.com/itam for more information.

CA Technologies is an IT management software and solutions company with expertise across all IT environments—from mainframe and distributed, to virtual and cloud. CA Technologies manages and secures IT environments and enables customers to deliver more flexible IT services. CA Technologies innovative products and services provide the insight and control essential for IT organizations to power business agility. The majority of the Global Fortune 500 rely on CA Technologies to manage their evolving IT ecosystems. For additional information, visit CA Technologies at ca.com.