

Savings Realized Through IT Asset Inventory Automation

No area has the potential for savings as the automation of IT hardware and software inventory and management. While most businesses focus attention on managing their business assets, often the tracking of IT assets are treated as an afterthought. In the past it has been difficult to track these assets because they are generally decentralized, and in the case of software virtually invisible. Many IT departments do not have the manpower or resources to conduct manual inventories and struggle to keep technical configurations up to date and consistent.

Yet the case for managing IT assets is very strong. Gartner Group estimates that over 40% of the IT budget is taken by software and hardware costs. They estimate that by implementing an IT Asset Management program, organizations can save up to 30% during the first year of an assets life with an additional 5-10% per year thereafter.

In this paper we will examine the specific areas of savings

- ❑ Eliminate the need for manual inventories, thus saving staff costs.
- ❑ Reduce software license over purchase or under utilization.
- ❑ Improve the software and hardware upgrade process
- ❑ Reduce HelpDesk costs by speeding problem resolution
- ❑ Limit software license compliance risks and penalties
- ❑ Ensure standardization of PC desktop configurations

Your organization's actual cost savings can be calculated using our NI Savings Worksheet available at: www.crowcanyon.com/network_inventory/network_inventory_evaluation.asp

Eliminate the Cost of Manual Inventories.

Many companies do not have the IT resources to conduct manual inventories of hardware and software. To do so an IT technical resource must physically visit individual workstations to document hardware and software configurations. These inventories may be a periodic task, or triggered by a software audit, upgrade or migration. The resulting information may be kept in a spreadsheet, updated by someone in IT staff. Not only is this process costly and time consuming, but also may be error-prone and is quickly out of date. It is not unusual for this process to take up to 30 minutes per desktop.

CCS Network Inventory eliminates the need for manual inventories. It automates the inventory process by performing scheduled or on the fly network scans for hardware and software configurations which is stored in a central database. It allows your organization to determine which licenses are being used, by whom and how up to date the version is. This data can be used for a variety of used including upgrade and migration planning, desktop standardization, and license reconciliation.

Optimize IT Asset Usage and Management.

One of the biggest savings opportunities is optimizing hardware and software utilization. Its not unusual for up to 20% of software installed to not be used. Often software is installed as a corporate standard, but may not be used by all end-users. The same may be true for hardware

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components such as video cards or sound cards. You may be able to reduce maintenance fees to software vendors, or reduce new software purchases by using existing unused licenses.

Additionally, software upgrades and migrations will be optimized by using the version information provided by CCS Network Inventory. Planning for change is made easy by doing searches by application version across your network inventory. CCS Network Inventory also provides a software reconciliation feature for comparing software installed to actual licenses owned.

Reducing Help Desk Costs

Up to 50% of time spent on a HelpDesk call can be associated with trying to determine the configuration of the user's PC. Often the information is not readily available and the technician must ask the end user to do several steps to get the information. In some cases problems are caused by non-standard configurations or out of date versions of software or hardware.

Crow Canyon's Outlook HelpDesk provides a link from the trouble ticket to the CCS Network Inventory database to allow the support technician to retrieve PC desktop information at the click of a button. The support tech can review what software is installed, and configuration information such as versions, updates and patches. Also he/she can check capacities such as disk space or memory usage. All this information helps speed problem resolution.

Indirect Benefits.

While the direct cost savings is impressive, the impact of having up to date IT asset information is seen through all areas of IT. .

Implementing an automated hardware and software inventory application has many additional benefits for your organization also including:

- Reducing risk of software license compliance issues
- Eliminating software overspending
- Reducing the risk of software license non-compliance
- Minimize security risks by identifying unauthorized software installations
- Lowering software costs by reallocating unused licenses
- Improved ability to deploy standard desktop configurations
- Speeds the software upgrade process

Conclusion.

IT assets on average represent over 40% of the average IT budget. CCS Network Inventory enables you to effectively manage your hardware and software inventory. Put it to work for you and realize the benefits for your organization.

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