

IT Asset Management (ITAM) Our services

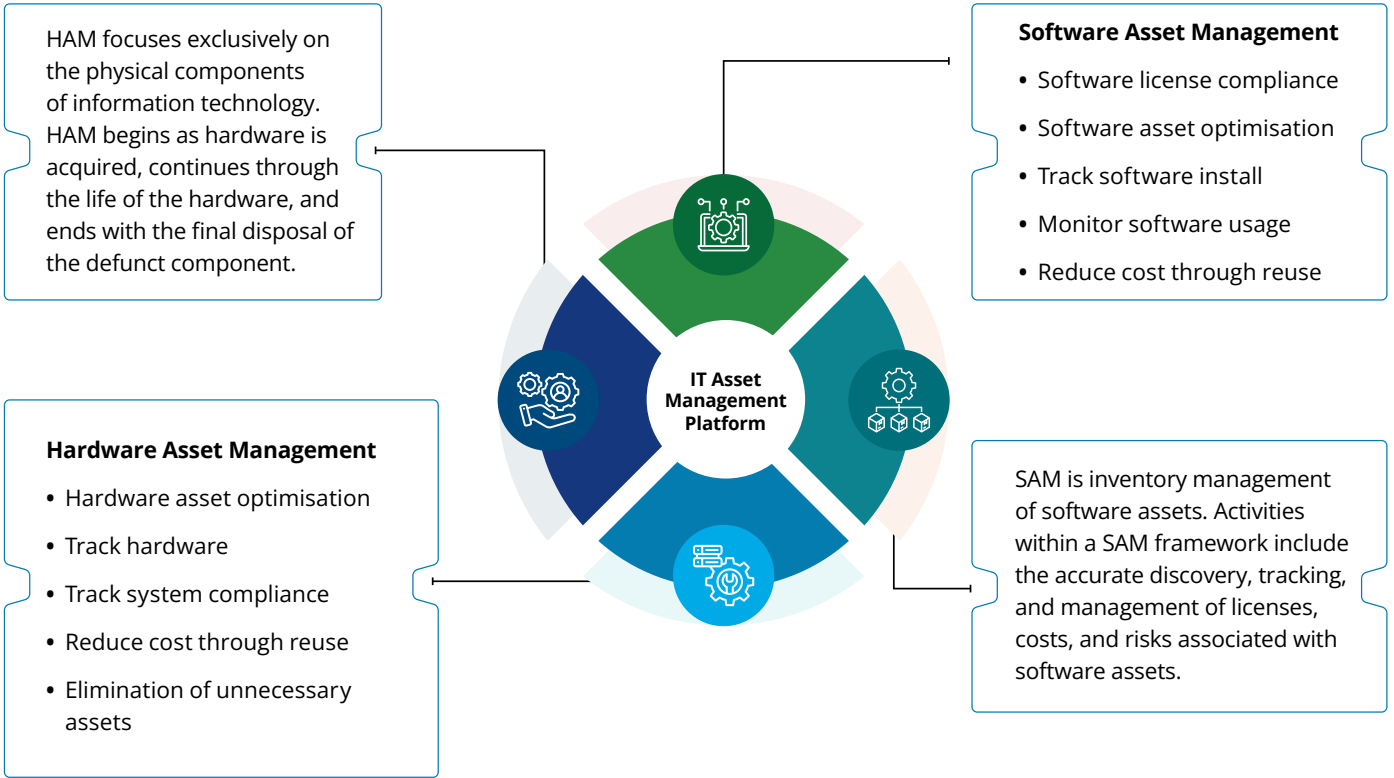
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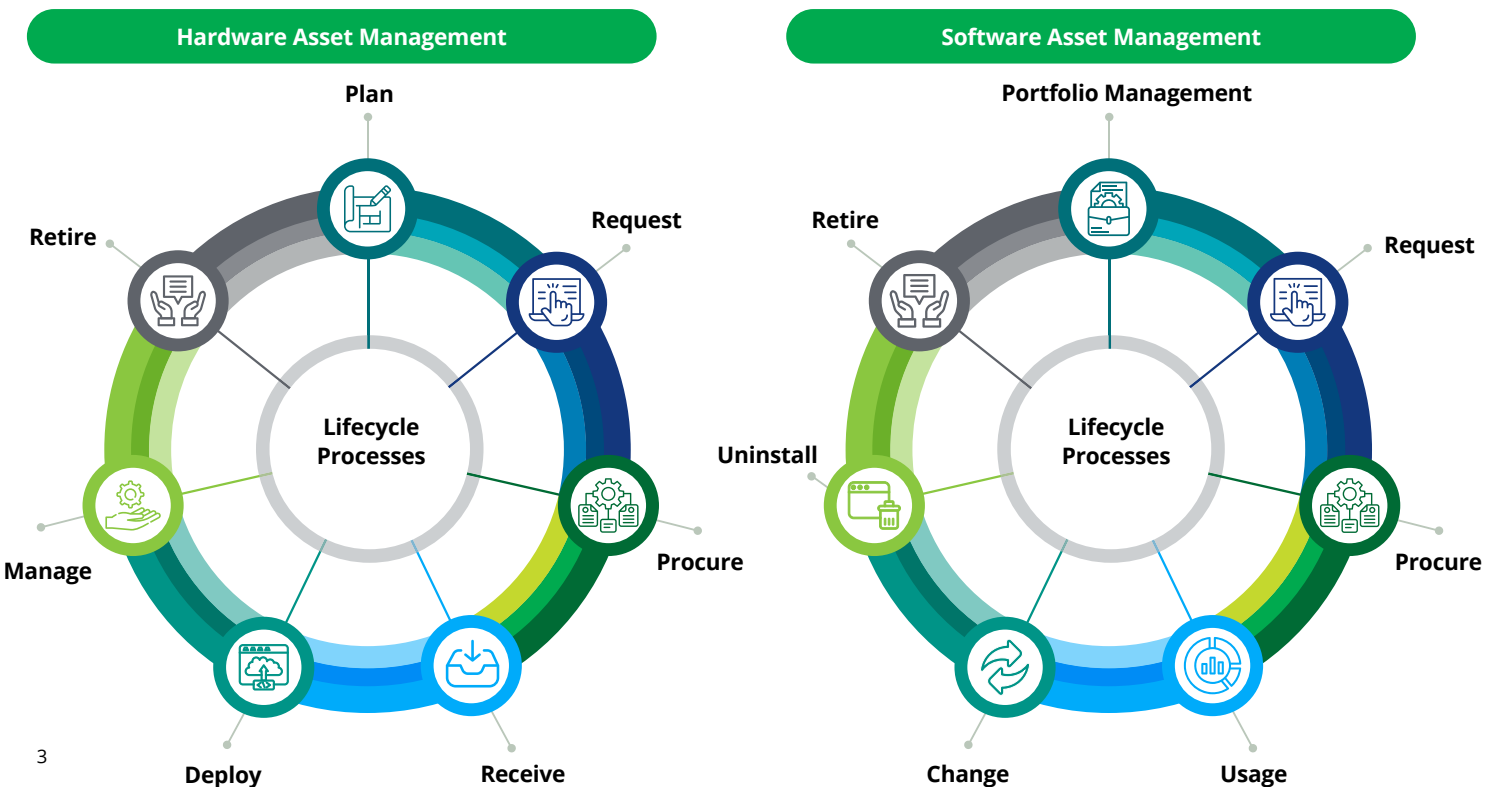
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Introduction

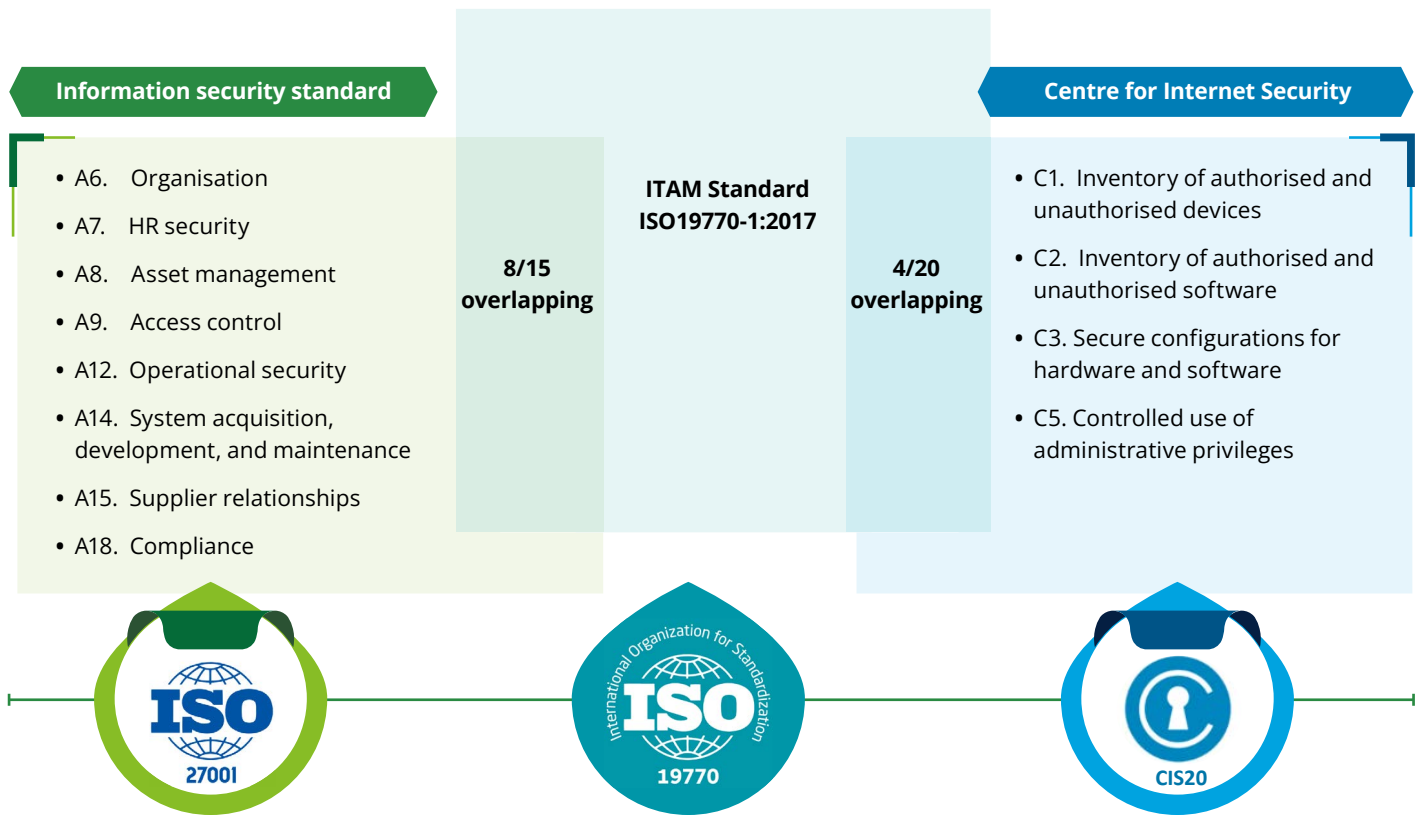
In essence, IT Asset Management encompasses a series of business practices that integrate IT assets across various business units within an organization. It seamlessly combines financial, inventory, contractual, and risk management duties to oversee the entire lifecycle of these assets, guiding both tactical and strategic decision-making processes.



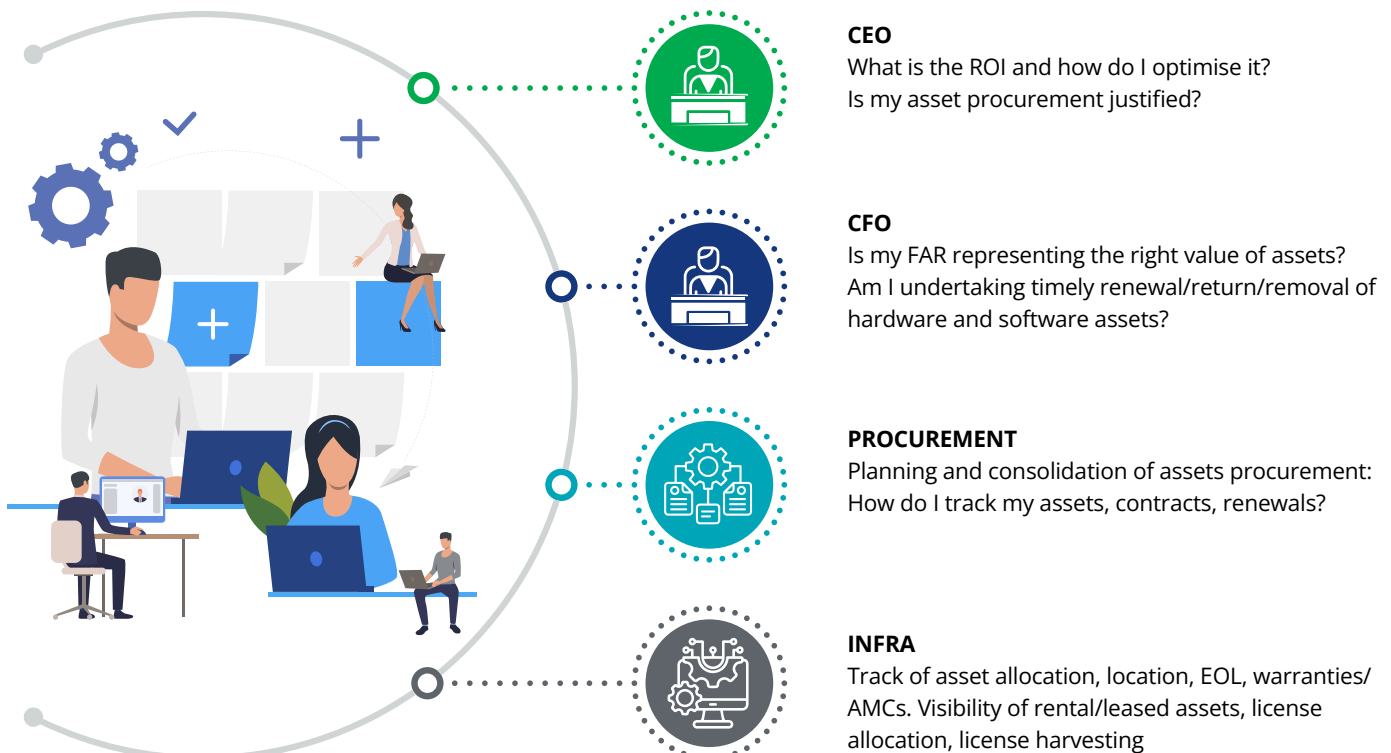
ITAM Lifecycle



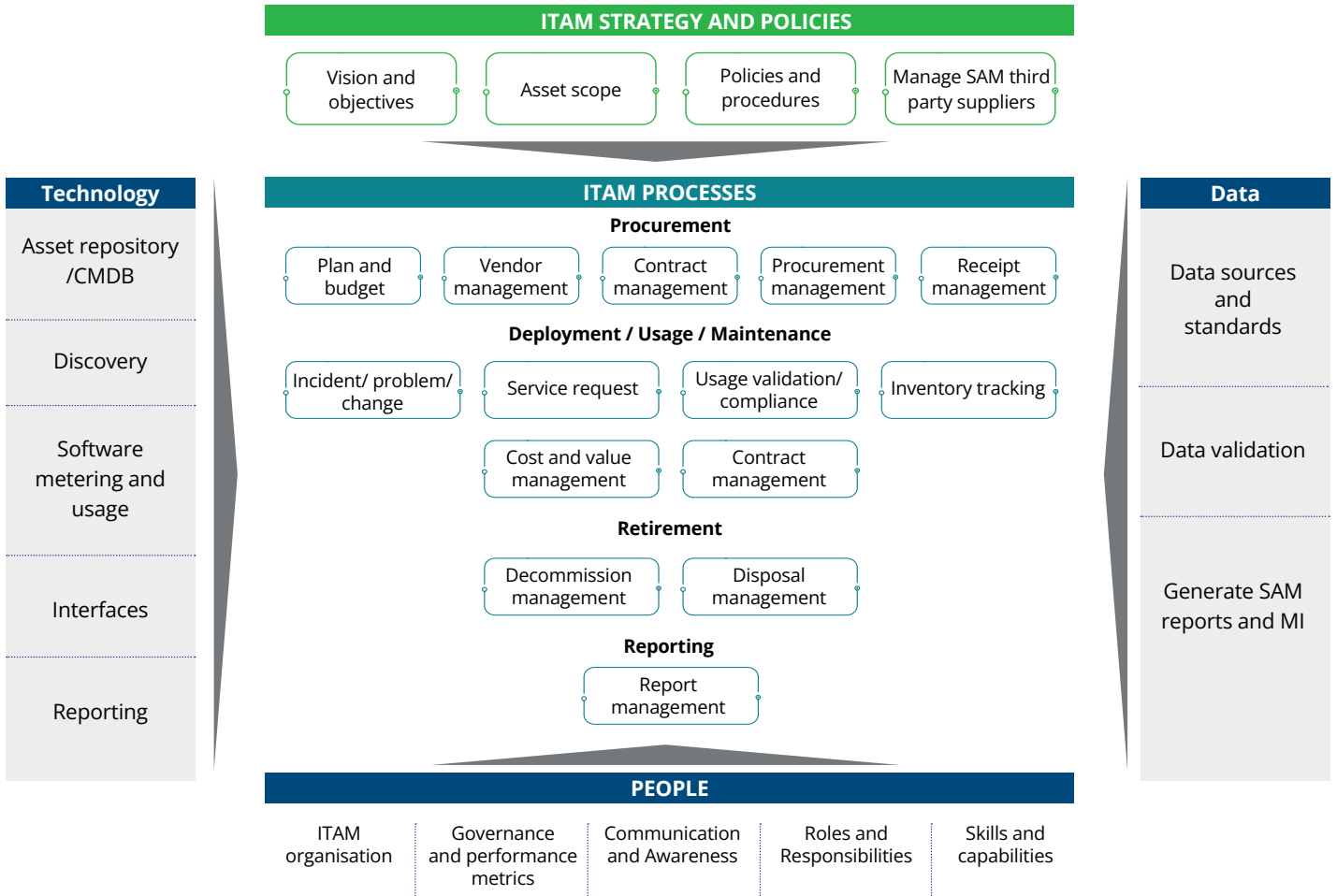
Aligning ITAM with ISO 27001 and CIS20



Problem Statements

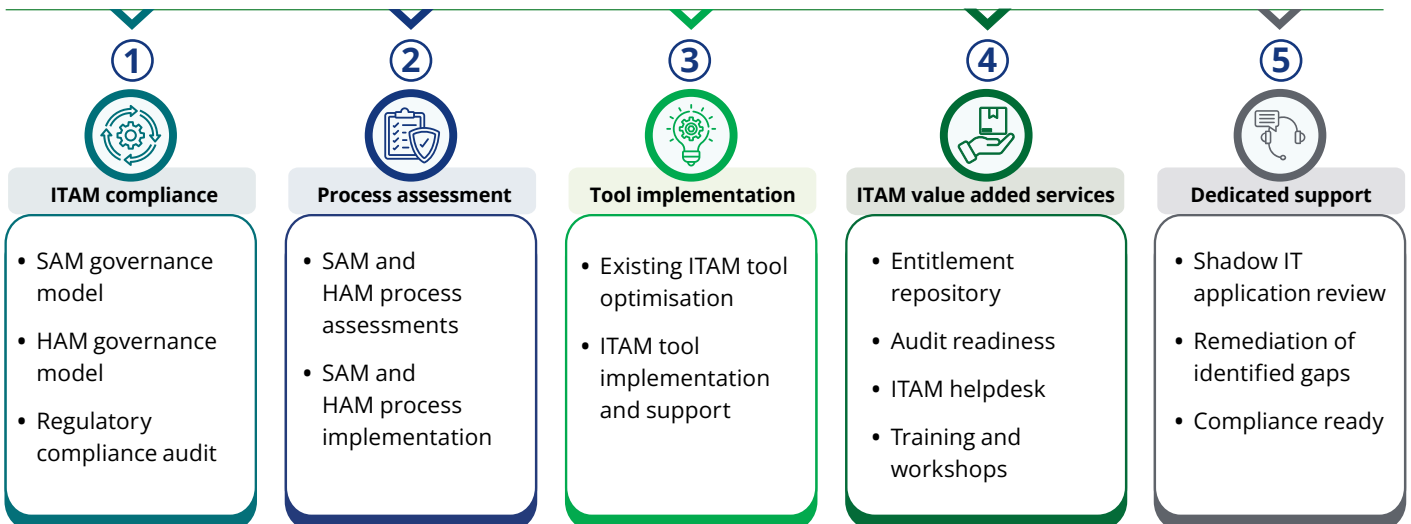


ITAM framework

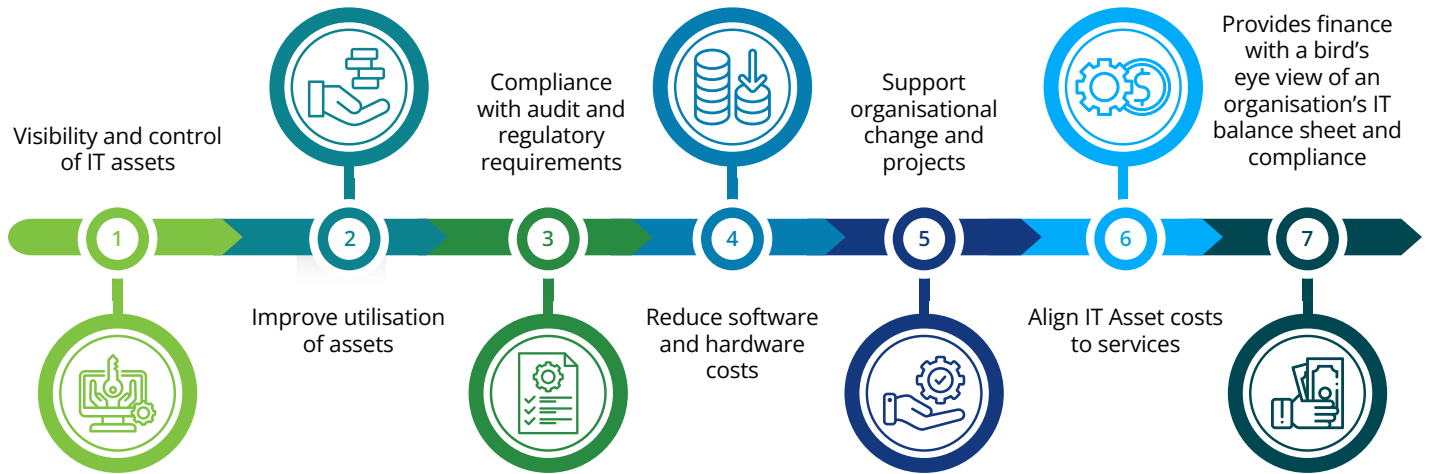


ITAM Services

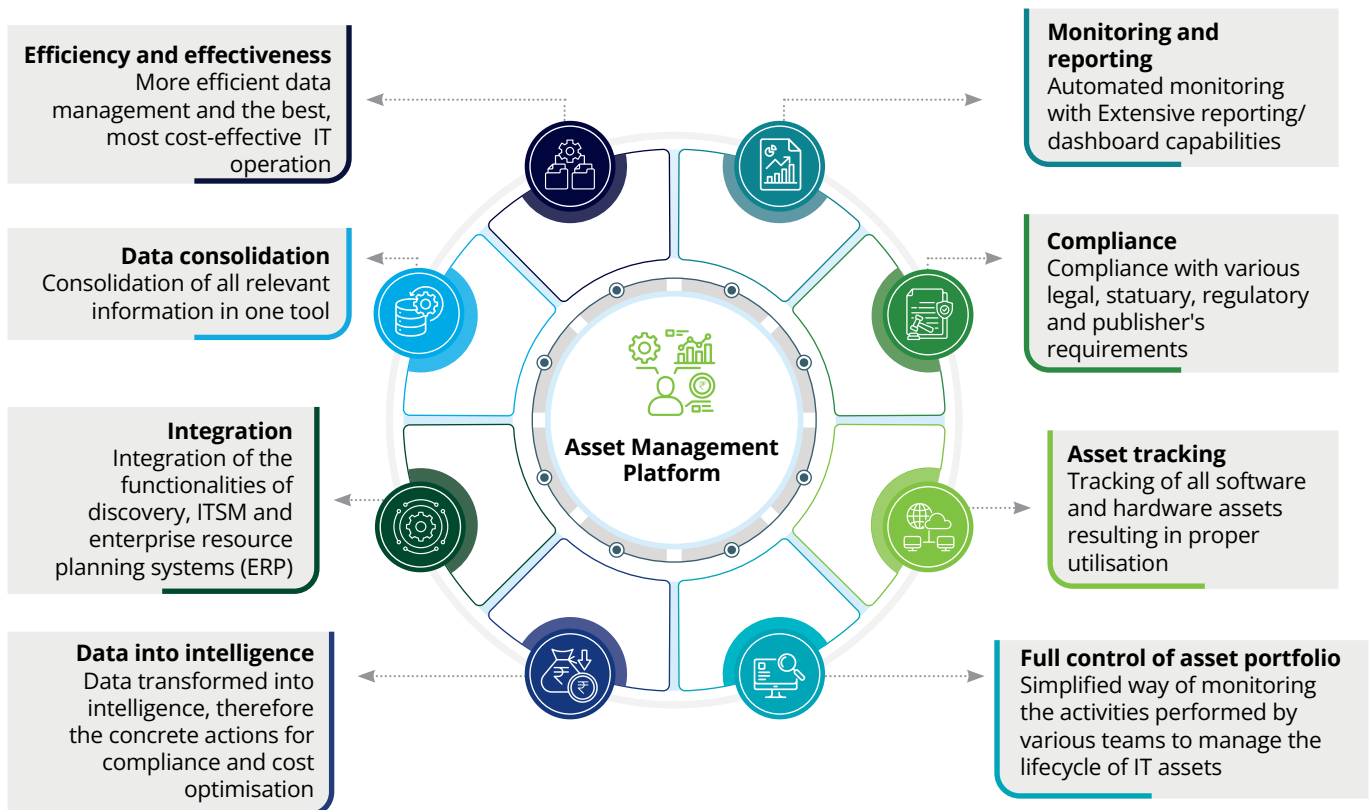
Our ITAM services can help you reduce the total cost of assets ownership while enabling compliance to ITAM module. We can help you identify savings opportunities across a range of capital and operational expenditures, making funds available for other projects instead. ITAM can also enhance service delivery, strengthen security, improve supplier relationships and reduce the overall cost of IT governance.



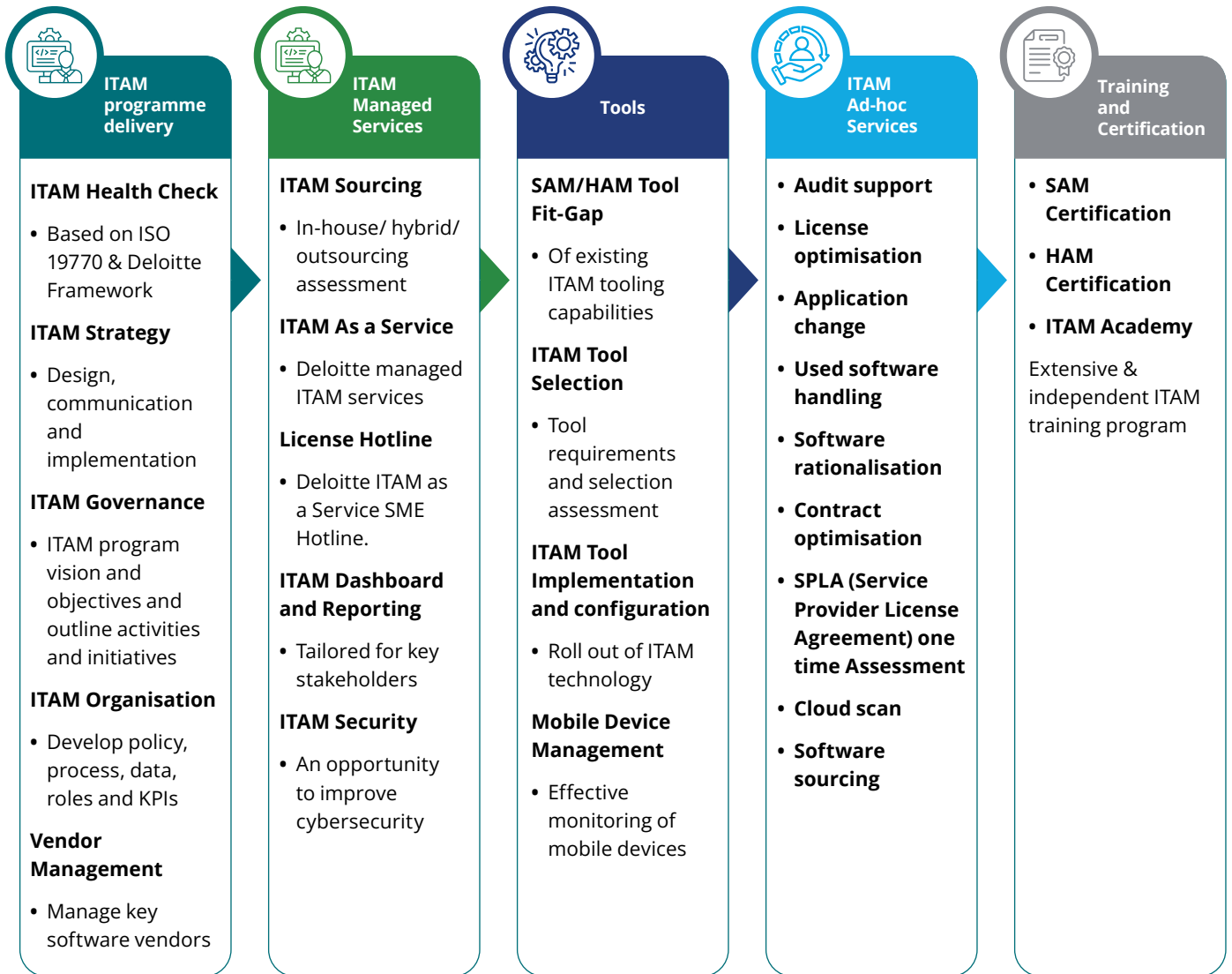
ITAM Solution Benefits



ITAM Desired State



How we help clients



Deloitte ITAM Case Studies

Client profile: SAM for one of the leading banks in the country with more than 1,25,000 assets

Challenges faced



- The asset spread included over 100,000 systems, a heterogeneous network, including over 2000 applications
- Multiple stakeholders with no centralised view for managing the application spread in the organisation

Summary of work



- Aligned existing policies and processes for SAM lifecycle and shared recommendations based on ISO standard 19770-1
- Designed and developed a strategy for prioritising the software vendors based on business requirements and market trends

Benefits to the client



- Defined process were set up for monitoring and managing nonstandard software
- Centralised entitlement repository created to manage the entitlements and contracts effectively

Client profile: ILMT Implementation at one of the largest Indian Insurance companies

Challenges faced



- 200+ servers with software
- Incomplete stakeholder/application owner information
- Complex network architecture
- Identification of false positive deployments
- Many cross-bundling scenarios that needed to be looked into

Summary of work



- ILMT was thoroughly deployed across Windows as well as non-Windows platform
- Deloitte performed a baselining of software taking into considerations all the aspects with respect to software licensing

Benefits to the client



- Ad-hoc issues pertaining to issues arising on ILMT were resolved using remote sessions, causing minimal damage to the regular business operations
- Bundling scenarios were taken care of by regularly monitoring the ILMT tool

Client profile: SAM of a leading IT – ITES Organisation having more than 1,20,000 assets and installation of **SAM Tool**

Challenges faced



- Management of licenses across multiple environments
- Installation and configuration of the SAM tool to recognise licensing signatures for 40 software publishers
- Centralised contracts, POs, and other proof of entitlements and standardising inventory tracking for software in use

Summary of work



- Current state assessment of Entitlements vs. Deployments for 40 software publishers
- Recommendations to remediate areas prone to non-compliance
- Fine tuning of the SAM tool

Benefits to the client



- Inventory management rationalise using the Deloitte methodology, resulting in a discovery approach to target 95-100% compliance
- Design and develop a strategy in terms of prioritising the publishers based on business requirements and market trends
- Set up a defined process for monitoring and managing nonstandard software

Client profile: With a worldwide network of R&D, innovation labs and delivery centres, and 149,000+ 'Ideapreneurship' working in 45 countries, the client serves leading enterprises across key industries, including 250 of the Fortune 500 and 650 of the Global 2000

Challenges faced



- Lack of tools and technologies to provide visibility on the entire lifecycle of the IT assets
- Absence of tracking of IT Assets which are leased to customers at their premises

Summary of work



- Relevant tools implementation was supported with integration to smooth the ITAM process and discovery of the assets
- Providing gap-analysis report on policies, procedures, and governance structure based upon leading industry practices and recommend improvement opportunities

Benefits to the client



- Cost reduction in lease and ownership of assets by optimising usage
- Streamlined process and implement governance model for ITAM

Client profile: The client is a next-generation global technology company that helps enterprises reimagine their businesses for the digital age. Its technology products, services, and engineering are built on four decades of innovation.

Challenges faced



- Tracking of assets deployed at the customer's premises
- No authentic asset data source
- Absence of management reports (MIS) and dashboards

Summary of work



- Finalisation of technological architecture and requirement specification (design phase)
- Deloitte performed a baselining of programme roadmap to achieve ITAM data flow

Benefits to the client



- Go live and post go live stabilisation
- Master Data management and ITAM tool implementation

Client profile: The client is an American cable channel, which is available in 409 million households worldwide, through its U.S. flagship channel and its various owned or licensed television channels internationally.

Challenges faced



- Lack of tools, processes, governance and KPIs to provide visibility on the entire lifecycle of the IT assets
- Absence of Target Operating Model

Summary of work



- Design/prepare ITAM processes, governance, KPIs and implementation of ITAM tool
- Define Target Operating Model and provide a strategy document

Benefits to the client



- Proper visibility on lifecycle of IT assets
- Insight on over/under utilisation of assets
- ITAM governance, processes in place

Summary



Increased accountability

- Business justified expenditures on software licensing
- Visibility on total spend for each software publisher
- Proper KPI, KRA and roles and responsibilities defined



Ensured efficiency

- Accurate and updated software license details for efficient support processes and change management
- Efficient software license utilisation
- Efficient IT operations backed by robust software license management



Managed risk

- Compliance with all contracts and agreements
- Prevention from misuse/unauthorised use of software license
- Readiness for compliance audit with confidence



Reduced cost

- Visibility of TCO (total cost of ownership) for all software license
- Visibility of unnecessary software licenses
- Planned procurement resulting in optimised costing



Lifecycle management

- Defined processes and policies for tracking of all software license effectively
- Greater control over where software license is consumed
- Minimized risk of under and over utilisation



Robust controls

- Robust cyber security since all software license are properly managed and monitored
- Visibility of paid, freeware and open-source software
- Insightful analysis and recommendations for optimal contract performance



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