



THE NEXT GENERATION SOLUTION OF IT ASSET MANAGEMENT

UTILIZING AUTOMATION,
INTEGRATION & DIGITAL ROBOTICS



Information Technology Asset Management (ITAM) is a set of business practices that join financial, contractual and inventory functions to support the full lifecycle of software and hardware elements within a business environment. Having an effective tool to monitor the asset management lifecycle saves companies an average of 30% on software costs which leads to more strategic decision making within the IT environment of a business.

Having an effective tool to monitor the asset management lifecycle

**SAVES COMPANIES
AN AVERAGE OF
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ON SOFTWARE COSTS**

The foundation of the ITAM system is to facilitate the collection of data from multiple business applications to provide a single pane of reference of IT assets. ITAM systems perform detailed analysis and forensics on assets that include today's advanced, real-time reporting and allows for the integration of automation and digital robotics. This system provides businesses with a real-time view of their hardware asset inventory, intricate details into software license management (SLM) and the utilization of these assets within their organization.

All with the goal of controlling costs, limiting unnecessary purchases and mitigating the risks of audits on company assets, thereby controlling the businesses' financial risk and aiding in the ability to forecast and maintain a stable future.

A challenge facing companies today is the cost associated with software licensing management, the second largest expense they can face, next to personnel. It has become an area of potential financial risk due to the increasing number of software vendor audits and the continually changing guidelines by which they are governed. This has become a lucrative revenue stream for several of the top software vendors.

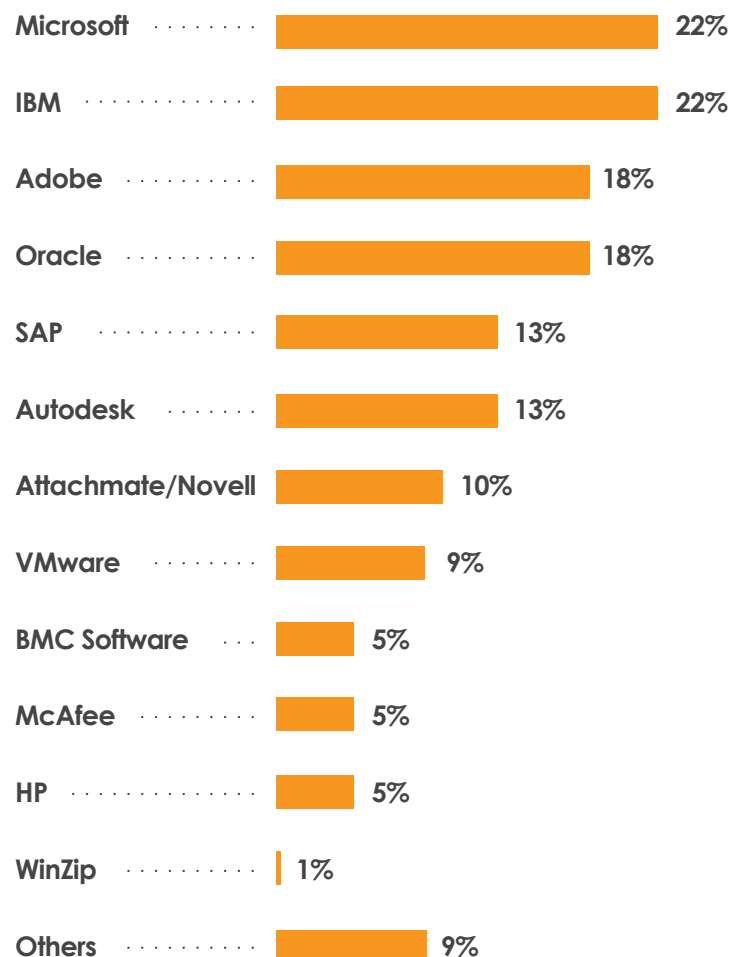
In the next year 68% of companies worldwide have the possibility of being the focus of an audit.



Vendor-led software audits are disruptive to company operations, requiring the time and attention of your IT, Finance and Purchasing personnel. Add to this, the impact on the business, which can be significant, since an audit can require many working hours from company resources with the possibility of lasting up to 2 years. Audit events can also impact business plans, new implementations and delay updates until the completion of the audit when the newer licensed version will be available for use.

In some extreme cases, companies may be so far out of compliance that vendors can require the company to pay increased prices for the right licenses and also the expenses incurred during the audit. Additionally, depending on the severity of the findings, the vendor can seek legal action for years of underpayment and could require that new contracts be negotiated. Excessive audit fines and violations can draw negative attention to companies, causing harm to the brand reputation.

Which of the following vendors have approached your organization requesting to do a software audit over the past 12 years?



In some companies, the software assets are maintained with incomplete software deployment systems or documented using spreadsheets. Both of these systems, if not properly monitored and maintained, lead to inaccuracies and gaps in asset data. Departments can end up using different processes or systems to manage asset information, and if a communication barrier exists between them, again, the data integrity cannot be guaranteed.

Such manual and decentralized tracking of assets is rarely accurate and is often difficult to maintain. This type of siloed approach increases the company risk to being vulnerable during an audit because

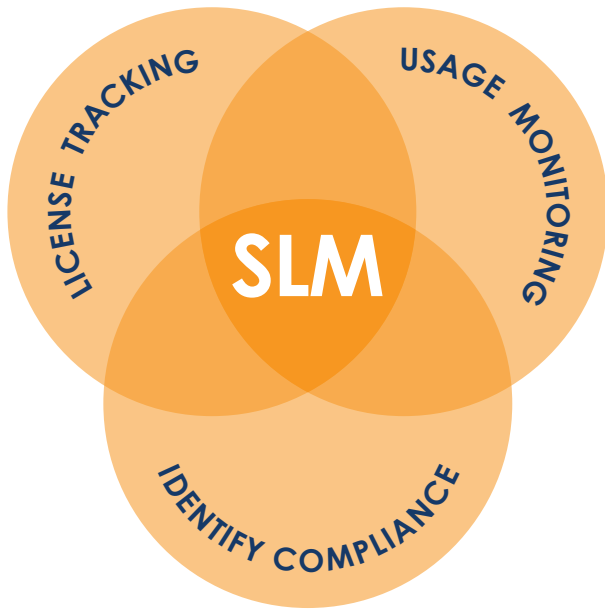
overall compliance status cannot be easily or accurately assessed.

With so much at stake, having automated IT asset management policies and systems are a company's best defense.

ITAM Solutions Limit Risk

A full ITAM solution needs to provide software asset management (SAM) and hardware asset management (HAM) in order to mitigate risk. SAM tracks software licenses, usage and identifies compliance issues while HAM monitors the complete lifecycle of hardware from procurement to retirement.





Software license management has become an important focus for companies as vendors have increased their audits in recent years. With constantly changing and ambiguous licensing terms, 78% of companies are unsure if their software is correctly licensed and another 41% are over-buying licenses to compensate. An automated ITAM system can monitor transferred licenses, track software purchases, determine how and if those licenses are being used. Such an information system will allow the automation of routine internal audits that will help to identify and correct compliance gaps on a regular basis. Automated software management results in an audit being more streamlined, reduces the amount of impact to company operations and limits the possibilities of negative findings. Additionally, a company with a solid

software license management program can, in most cases, avoid an audit since vendors are looking for companies without comprehensive license management.

Managing hardware assets carries its own challenges and associated risks. HAM processes include asset tagging, assigning ownership and location tracking. The HAM process allows the business to always know the status of the physical location and disposition of assets. It provides management methods to accurately track warranty information, maintenance status, contract renewals and licensing agreements. Monitoring this information allows teams to know what is available for use prior to the need to purchase new assets. Helping to save budgeted money and providing a reduction in security risk due to lack of asset knowledge.

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ITAM Solutions Reduce Cost

ITAM systems indicate where companies have overspent for software and if all the software purchased is being used, instead of just being shelfware. Through normalizing, or standardizing, the data and knowing the status of the software, companies can recover and reallocate underutilized software licenses and work with vendors to purchase only what is needed. Companies will know what software already in use can be upgraded, reclaimed or recycled because the SAM system will be tracking licenses.

HAM, as part of the ITAM system, focuses on getting the most use out of a company's assets. Having complete

40%
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insight into the inventory and knowing what is available, allows managers to pull

from existing stores prior to making large purchase decisions and impacting the budget. Tracking the transfer or disposal of assets provides the assurance that they are not being redirected to unauthorized or non-corporate users.

ITAM Solutions Increase Productivity

With the implementation of automated ITAM processes, IT personnel currently engaged in the inefficient task of manually managing assets can return to more productive activities. The

organization will become more efficient as problems are identified before they have a negative impact on operations.

ITAM Solutions Improve Security

Properly maintained ITAM systems provide Security teams with an accurate and complete listing of hardware and software assets with version information. Through ITAM, these teams have the opportunity to prioritize security efforts and the means to ensure complete coverage of any threat to company assets. Departments can also identify assets that are nearing end-of-life, allowing them to be remediated before they become a risk to the organization.

ITAM Solutions EI Partners with Eracent

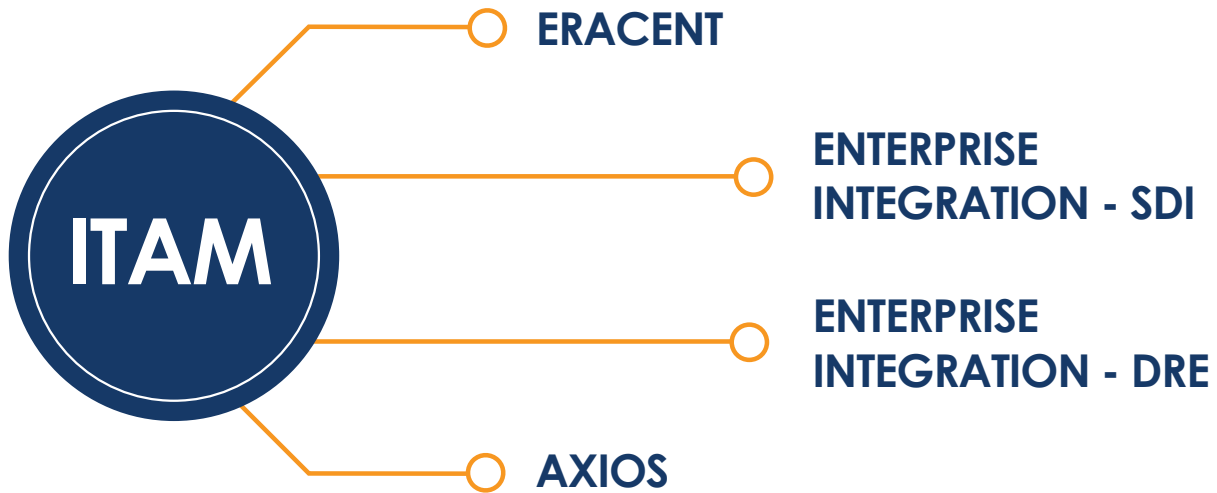
With over 17 years of experience, Eracent provides ITAM solutions for data centers, cloud, desktop and mobile devices that are scalable and that deliver broad process automation with flexible workflow options. Eracent specializes in highly accurate SAM-ready discovery for physical and virtual environments on multiple platforms. Delivering discovery tools and procurement data through detailed application recognition and data normalization to streamline and establish common naming conventions. Software utilization and lifecycle management

for licensing from planning through retirement provides a significant cost savings to customers. Eracent offers cloud infrastructure and reporting and compares assigned users to those who are accessing the applications.

Enterprise Integration's Next Generation ITAM System

Enterprise Integration takes a best in class ITAM Enterprise tool, Eracent, and couples

it with their The Digital Robotics Engine (DRE), Service Delivery Intelligence (SDI™) system and the ITAM process and knowledge of its employees. This provides a symphony of people, automated processes and tools required to create a simple, unified view of the entire business supply chain. Giving total insight into all endpoint devices, from a user owned workstation to the server infrastructure and the complex network that connects them all.



Enterprise Integration's SDI Products

The SDI product provides organizations with an innovative, scalable, automated monitoring analysis and response tool. This service delivery system creates an overview allowing complete visibility into the organization's performance and enabling more departments to be involved in the managing of company assets.



SDI includes a digital robotics tool, which is programmatically fed by Eracent and the SDI tool set. The Digital Robotics expert system correlates the health and delivery of this data to the business, without human intervention. This includes all critical components, back end systems and reports on any and all transactions which don't adhere to the perfect threshold managed by SDI. This process creates terabytes of data and intelligence of the system, which is critical in eliminating the "chasing of ghosts" or even worse, ignored alerts, which occur in most monitoring programs.

Enterprise Integration leverages digital robotics process automation technology to conduct the IT Service Management (ITSM) operational control tasks including 'keep the lights on' activities and system updates. With the harnessed power of SDI, only 10% of incidents and problems need human remediation. This revolutionary suite of innovative tools significantly reduces IT spend year-over-year by identifying repetitive processes and freeing up brilliant minds to focus on strategic activities. On average 67% of Enterprise Integration customer issues are resolved and managed by Digital Robotics.

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Through Enterprise Integration's partnership with Eracent, clients are provided with a system that gives them license reconciliation, data normalization and software security and compatibility. IT Management Center (ITMC™) oversees IT processes and manages SAM, software inventory, licensing, and operations by collecting and analyzing network data to show overall status in real time. Product details, usage rights and license programs are evaluated during the software license reconciliation and optimization processes. Eracent's products pull data from multiple

discovery and procurement sources and normalize the information using common references and naming conventions. Software can be identified when it reaches end-of-life and be upgraded or removed to avoid putting the network at risk.



The ITAM Review ranked Eracent as the Best in Customer Service, Value for Money, and Customer Support. Eracent was Number 1 for Best Net Promoter Score proving that their clients were most likely to recommend them to other businesses. Eracent is known for developing an automated license reconciliation process and effectively managing and optimizing

complex licensing for Microsoft, Adobe and Oracle. Standing as a leader in this market, Eracent developed a specialized model to accommodate SAP's intricate licensing structure.

The Axios Assyst system is utilized by Enterprise Integration to provide full IT Service Management functionality to its clients. Axios delivers a tool that covers the entire continual service improvement (CSI) of Information Technology Infrastructure Library (ITIL) from the basics of an end user ticketing system to the larger scale processes of change and problem management.



Enterprise Integration's Satisfied Customers



"Without a lot of direction from CSX, EI drives efficiency into our operations. EI keeps improving and looking for better ways, tools and products to help us. Working with EI has totally changed the way we support end users."

- MIKE NALL, DIRECTOR OF PROCESS EXCELLENCE, CSX TECHNOLOGY

"Enterprise Integration has been an integral part of our technical infrastructure. From designing our Microsoft system platform in 2004 to transitioning our servers to a virtual environment in 2012, EI has been there every step of the way. EI has been there every step of the way. We value our partnership with EI and continue to be impressed by their level of service and expertise."

-ANMARIE NEMETH, CHIEF FINANCIAL OFFICER, MJW CONSOLIDATED INC.



"Enterprise Integration (EI) has been Daniel's IT solutions provider for the better part of 15 years. WE are very satisfied with the level of customer service and attention to detail they provide, which allows Daniel to concentrate on our core mission. EI always goes above and beyond and sets the standard."

-JIM CLARK, PRESIDENT/CEO, DANIEL KIDS

"EI has provided JHA with a hybrid infrastructure-as-a-service ("IAAS") since 2010. From designing our Microsoft system platform in 2012, to transitioning to a cloud backup in 2014, EI has been there every step of the way. We value our partnership with EI and continue to be impressed by their level of service and expertise."

-EVANN MORRIS, IT DIRECTOR, JACKSONVILLE HOUSING AUTHORITY





Summary

ITAM, to most companies is a second thought, if any thought at all, until it is absolutely needed. At that point, becoming compliant requires extensive resource time and it becomes a race to gather data before the cost becomes too great. Trying to get ahead of the game demands significant money and resources and the majority of companies have not budgeted for these expenditures. The ITAM team at Enterprise Integration is aware of the need and is ready to assist. Our team utilizes the analytical functionality of several state-of-the-art systems, with a focus on automation and Digital Robotics and develops a product that is specialized towards the client and provides continual results year after year. The end result is the knowledge of what assets are owned and available and the security of being ready to mitigate any audit with minimal negative results.

SOURCES

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