WHAT IS IT?
CSC Asset and Configuration Management is a fully managed service providing people, processes and tools to manage IT equipment throughout its lifecycle. The service consists of three key elements:

Hardware Asset Management. The service closely tracks IT devices, including user and location information. The asset lifecycle process starts with procurement and ends with asset retirement or disposal. Hardware Asset Management complements and uses a sub-set of the data within the Configuration Management Database (CMDB).

Software Asset Management. Takes electronic discovery sources to report application installation counts and conducts license reconciliation reporting against procurement records. This enables license utilization optimization and cost reductions, through more efficient harvesting of licenses across the organization.

Configuration Management Service. When combined with CSC’s Operational Service Management offering, which manages configuration item attributes and relationships of IT and business services, this service allows us to enable predictive analysis of future plans. This lets you assess and mitigate the risk of future changes so you can keep track of what really matters to you.

HOW DOES IT WORK?
The CSC Asset and Configuration Management service manages and polices all processes relating to the lifecycle of hardware and software from requirement and request fulfillment through retirement and disposal.

Hardware Asset Management uses electronic inventory and service management systems to maintain quality and data timeliness following authorized changes.

Software Asset Management builds upon this using the same e-inventory sources to capture and build a picture of all applications installed enterprise-wide. Procurement data can then be used to create a picture for software license compliance reporting, which lets you harvest licenses from disposed equipment to avoid unnecessary purchase of new licenses.

Configuration Management Service builds a picture of how IT services are consumed and enables proactive issue resolution. The service allows for reporting on system performance, functional components and physical attributes of your IT assets.

WHAT DOES IT DELIVER?

Cost Benefits, CAPEX Reductions
CSC brings together three key assets (Hardware, Software and Configuration) integrated with Service & Supply Chain Management to provide an effective, end-to-end asset lifecycle management process. This allows you to manage and control costs through asset optimization, focusing...
on age profiling and usage to provide demand information and maintenance profiling that can ensure cost reductions.

IT directors are under increasing pressure to cut capital expenditures and reduce annual operating costs along with CO₂ emissions, while still providing the technologies that can deliver improved services. Many organizations do not realize the residual value of their hardware at the end of life, even once fully depreciated, via IT resale in the marketplace. Prior to remarketing, all customer identifiable tags and IDs are removed, and data is electronically wiped. The resale or disposal of IT assets frees up IT resources as well as valuable office and warehouse space.

Sustainable IT
The service helps you reduce your CO₂ emissions, comply with the latest legislation and support corporate social responsibility (CSR). Secure and environmental WEEE (Waste Electronic and Electrical Equipment) disposal is high on CSR and legislative agendas, and CSC operates a zero landfill policy. We can recover all unwanted IT assets, securely destroy all data and oversee the recycling of your IT equipment.

Lifecycle Management
Operational lifecycle management ensures that frequent problems with makes and models are raised with vendors. Product harmonization, through understanding of demand and mapping against roadmaps and price points, increases the focus on TCO for assets. Without this IT data, the business will remain in a reactive state, with no control over costs or IT service usage.

Data Security
The need for data security does not end the moment a piece of hardware reaches the end of its service life. We can resolve this challenge via data erasure and physical shredding, guaranteeing protection against data breaches and fully complying with ISO 15713 Secure Destruction of Confidential Materials standards.

Hardware Lease
Hardware lease is a procedure to properly manage account IT asset leases. Efficient asset management ensures that financial exposure to a lease is minimal. At the end of a lease, the notification period can vary from vendor to vendor, and the penalty for missing the notification period is usually an extension of the rental contract. Thus, poorly managed equipment can have a significant budget impact.

Third-Party Maintenance
Once IT assets are understood and recorded, CSC can work with clients to identify critical end users and devices to add third-party warranty maintenance agreements for onsite or remote support when a failure occurs. This oversight minimizes the impact to your business.