

## Service Asset Lifecycle: Optimized Asset Deployment and Full Cost Control

### YOUR BENEFITS

The Valuemation solution for Service Asset Lifecycle Management provides the following:

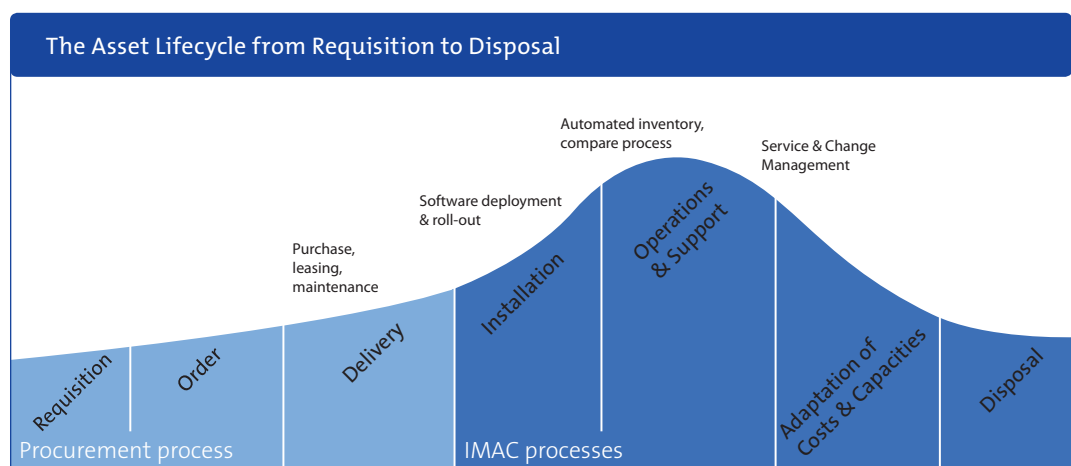
- Standardized processes depicting entire IT asset lifecycles – from initial requests, to procurement and installation, on down to ultimate disposal
- Full business-related transparency over IT systems and contracts
- Usage and audit compliance for your software licenses
- Clear project timelines and fast implementation by means of predefined, ITIL®-based best practices
- A well-designed software solution recognized for its market leadership
- A proven, goal-driven process model designed for success, from consulting to implementation, on to service, support and training options – all from one source
- High flexibility from a medium-sized supplier, offering greater ability to meet your own needs

Our solution for Service Asset Lifecycle Management supports all activities involving monitoring and management of IT and service assets. From initial requests, to procurement and installation, on down to ultimate removal from service, Valuemation provides full, continuous transparency over the technical, business-related and organizational status of assets throughout their entire lifecycles. As IT infrastructures become more complex and increasingly distributed globally, compliance with legal requirements and contractual terms is increasing in importance. This means that an Asset Management System is far more than merely a central database. It also provides the strategic and operative basis for efficient planning, use, cost control and compliance verification for all service-relevant assets.

### Proactive Instead of Reactive Service Management

Service Asset Lifecycle Management with Valuemation enables you to implement proactive, comprehensive cost control and detect system bottlenecks and risks early on. Flexible, need-based deployment of hardware and software that fits actual usage conditions and requirements creates a reliable basis for freeing up resources for other investments. Assets no

longer needed or used can be reassigned or removed from service, allowing existing licenses or maintenance agreements to be adjusted accordingly. With Valuemation, your service operation will always have current, complete and consistent asset data available. Furthermore, standardized processes provide a high level of security for your IT infrastructure and make a major contribution toward increasing efficiency and cutting costs in IT Asset and Service Management.



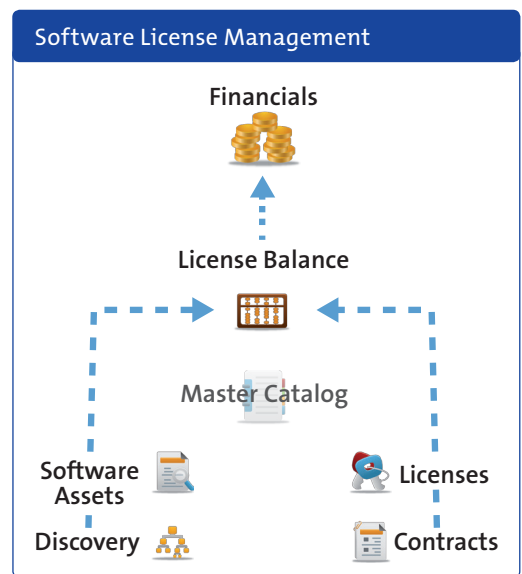
For many years now, Valuation has been recommended by leading analysts. Valuation is an integrated suite that not only covers complete asset lifecycles and the broad functionality required to achieve this but also serves as the critical bridge between IT operations and financial management. Whether you're consolidating and standardizing your IT infrastructure, preparing for a pending software audit or deciding whether to internally provide or outsource certain services, Valuation will supply detailed and reliable information to help you make the right decision.

### Control Service Assets over Their Entire Lifecycles

With the USU Valuation suite, you can already capture and register all technical and financial data for your service assets right while they're being procured and inventoried. Standard interfaces to your ERP system or Configuration Management Database (CMDB) ensure that the same data does not have to be entered/updated twice and that all data remain consistent in both upstream and downstream systems.

- The **Valuation Service Request Manager** allows end users to select their requisitions from predefined product and service catalogs. Following this, automated and standardized authorization and fulfillment processes ensure fast approval and delivery.
- The **Valuation Procurement Manager** supports procurement from the initial request, to its review and approval and all the way to order processing, including posting goods received as well as managing and paying invoices.
- The **Valuation Inventory Manager** enables fast inventorying by examining and assigning asset details based on the content of a comprehensive hardware and software catalog.
- The **Valuation Asset Manager** assigns IT components to locations, cost centers and employees and relates business data and user information obtained from ERP and other systems. Similarly, it provides comparable support during reconfigurations and relocations.

- The **Valuation Contract Manager** records, monitors and evaluates all contract parts as well as terms and conditions.
- The **Valuation License Manager** ensures need-based use of software based on actual usage patterns and requirements. It also helps in detecting over- or under-licensing, allowing you to promptly take corrective action.



### Requesting Service Assets

End users select the IT components and services individually available to them from a service catalog that offers a selection of specific and contractually agreed-on services. Standardized processes based on ITIL®-compliant best practices automate and accelerate the steps for application, approval and order handling. The resulting quick provision of high-quality services will greatly increase customer satisfaction.

### Procuring Service Assets

The Valuation Procurement Manager supports the entire IT procurement process from the initial request, to its review and related inventory control, then all the way to order processing, including posting goods received as well as managing and paying invoices. The requested IT goods and services can also be combined into larger,

bundled orders. Bundling orders and achieving greater standardization will help you save both initial procurement costs and later downstream costs for IT service and maintenance.

## Installing and Inventorying Service Assets

Valuemation supports close management of your IT resources by first discovering them, inventorying them and then constantly comparing your as-is (actual situation) with your target data (desired situation). Through its regular, automated comparisons of your posted business-related components with the hardware and software actually installed, you can optimize your management of IT costs and contracts. In addition, you'll be automatically notified when IT components are no longer in operation.

## Deploying Software Assets in a Legally Compliant Manner

With the integration of Aspera SmartTrack, the world's leading license management solution, in the Valuemation suite you always have exact information on which of your licenses are actually being used. This feature allows different licensing models and metrics to be stored in Valuemation and optimally managed there. The type and number of software licenses are thus adjusted to meet your actual needs, preventing over- or under-licensing. Your compliance with legal requirements and contractual terms and conditions will be securely documented, fully preparing you for a possible software audit.

## Managing Contracts

The ever-increasing complexity of purchase, maintenance, rental or leasing contracts covering IT assets makes a professional solution for IT contract management more necessary than ever. The Valuemation Contract Manager provides a constantly updated and detailed overview of contracts currently in force and ones due to be extended in the near future. A notification agent will automatically remind you of payments due or upcoming cancellation periods, giving you time to decide on better contract terms and

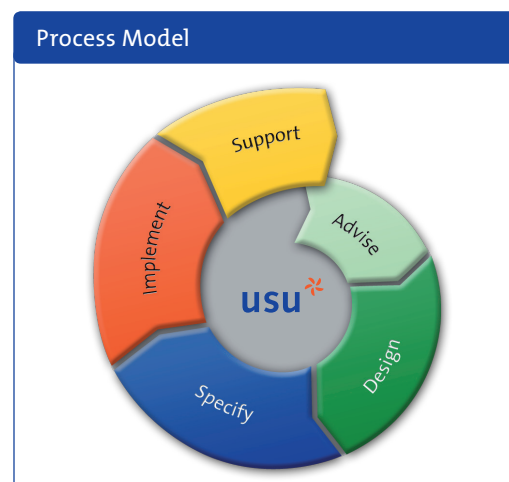
conditions. In addition, compliance by suppliers and service providers with agreed-upon service levels can be monitored and maintenance and service cycles better planned.

## Provisioning and Maintaining Service Assets

With Valuemation, you manage all IT components relevant to providing IT services (configuration items/CIs) in a central database. Automated comparisons between data on technical inventories, organizational data and business-related data will allow your IT service desk to quickly access applicable contracts and reliable, consolidated data in the event of a fault or malfunction.

## Our Consulting Expertise

Our many years of providing consulting services for and implementing knowledge-based service management solutions has produced a goal-driven and success-oriented process model that we continuously update to reflect our latest project experiences. Our customers benefit from USU's best practices and standardized consulting methods, which result in shorter implementation and project timelines based on a five-phase model.



## Our Services and Consulting Options for Service Asset Lifecycle Management

Take advantage of our consulting services, which support you from initial strategy development to operational implementation in the following ways:

- Analyzing the current maturity level of your processes
- Modeling of ITIL®-based, automated service processes
- Setting up a comprehensive asset management system
- Deploying audit-compliant management of licenses and contracts
- Structuring and deploying a personalized catalog of products and services

## Software Modules for Your Asset Management

- Valuation Asset Manager
- Valuation Contract Manager
- Valuation License Manager based on Aspera SmartTrack
- Valuation Service Request Manager
- Valuation Procurement Manager
- Valuation Inventory based on BDNA Technology

## Product Support

To safeguard the value of your investment, we not only offer you support for your USU standard software products, but we also support and review your individual customizations with respect to their potential optimization and further development. Our other available services include care and maintenance of your software catalog, license clearing and coaching of your staff to increase their usage expertise as well as monitoring and maintaining your IT infrastructure, all the way up to even hosting your application.

## KEY FACTS

The Valuation solution for Service Asset Lifecycle Management lets you cover entire asset lifecycles and proactively manage the following:

- Process-based asset provisioning across all departments concerned
- Receipt of your IT components, from both technical and business standpoints
- Full inventorying and automated reordering of stock
- The quality of your asset data by means of predefined consistency checks
- The costs of your service assets and associated contracts
- Optimized, contract-compliant use of your software licenses
- Provisioning of asset-related information for the service desk
- Configuration and relocation processes and their associated risks

## Product Training and Special Seminars

Our training center offers a full program of additional product training for users and system administrators as well as specialized seminars and workshops for expert and executive personnel in IT and related specialist areas. You can find more information about this option on our website or in our "Training Center" flyer.

Be sure to take advantage of our consulting expertise along with implementation, service, support and training options – all from one source! We look forward to hearing from you!