

OfficeASSET Module

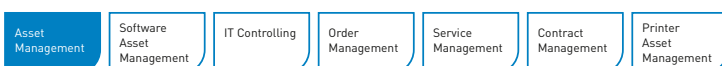
Asset Management

With the growing complexity of IT structures, it's more difficult to be informed about the assets that are deployed in the company like hardware, software or peripherals. The hardware requirements are steadily increasing. New applications or new versions demand new hardware. Sometimes it is sufficient to change hard disks or to increase the working storage. Other systems have to be completely replaced to work efficiently. It has become extremely difficult to follow.

A clear overview of IT assets is very important for the IT management, helpdesk and administrators. Other divisions like controlling or purchasing need reliable data from the IT.

The OfficeASSET Asset Management module describes in detail the entire company organization and all technical and commercial information, and assigns it to the users. That's how you can achieve an optimal control and use of your IT assets over the whole life cycle. Thanks to the high degree of automation you reduce your costs and the free resources can be assigned elsewhere.

IT Management, budgeting, planning, IT service accounting with contract and license management are optimally supported in their tasks and decisions.



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Software Asset Management

Over licensing or under licensing?

Not giving enough attention to license management can be a large risk. A recent survey to licensing questions (Softwareinitiative Germany 04/2010) shows that in 2010, non-licensed software will damage the German economy by up to 30 billion Euros.

The creativity of large software producers has become an increasing burden on IT budgets. After a relatively short time, by changing their licensing metrics and marketing strategies, and also through software updates, it becomes possible that existing customers must obtain additional or new licenses or they will get in legal uncertainty. This successful method of distribution via “license and maintenance” has quickly become the standard because of its high profitability.

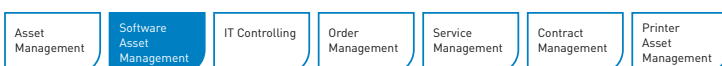
With the OfficeASSET Software Asset Management module you can always control your licenses. Software packages installed in a company are determined by using a software scanner. This guarantees reliable licensing.

Economic aspect:

- Avoid over licensing
- Cost efficiency
- Clearly calculable costs
- Customised Service

Legal aspect:

- Avoid under licensing
- Guarantee legal certainty
- Protect copyrights
- Avoid personal liability



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IT Controlling

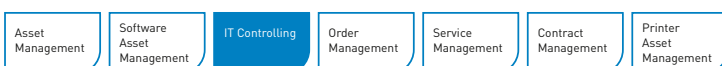
Transparency of costs and services

In many companies neither the IT costs nor the distribution are transparent. But there is rarely an allocation of the costs to the business processes. Therefore, it is difficult to identify strategic savings, and the axe will often fall arbitrarily. However ill-considered cuts threaten the future of the company. What is required is an effective IT controlling method that records the direct and indirect costs, and services, and allows an efficient and effective allocation. The IT department will be able to act as an internal cost center to allocate the monthly costs to the correct user thus supporting its own budget.

With this OfficeASSET module you can control your costs of the whole life cycle in their various facets:

- Financing costs
- User-specific costs
- System-specific costs
- Dynamic costs

Therefore you can define and assign your costs and services. You can charge completely your direct and indirect IT costs and services to the correct user or services.



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Order Management

The procurement process is becoming increasingly complex. Incoming deliveries include important information about components, utilities, customisation or services. There is often an electronic purchasing portal (eProcurement) in use which is provided by contractual partners. The delivery will be made by different channels. This will increase the complexity. Therefore the procurement of indirect products which are not directly involved in the value-added chain of a company need a specific support for the lifecycle of IT systems.

With the OfficeASSET Order Management tool you can electronically support the entire procurement process, with requirements, multi-stage approval, order, delivery, incoming goods, through to installation.

Through sophisticated processes, a safe and low-cost procurement is ensured. As far as possible, errors are excluded.

Features of Order Management module::

- Demand processes, return processes
- Monitoring of the procurement budget
- IT Electronic Catalogue (Punch Out option)
- Order processes for hardware, software, services, user accounts/rights
- Approval processes (workflow)
- Receiving processes
- Installation processes
- Integrated warehouse management
- Integration with ERP systems (such as openTRANS-interface to SAP for orders and receiving transactions)

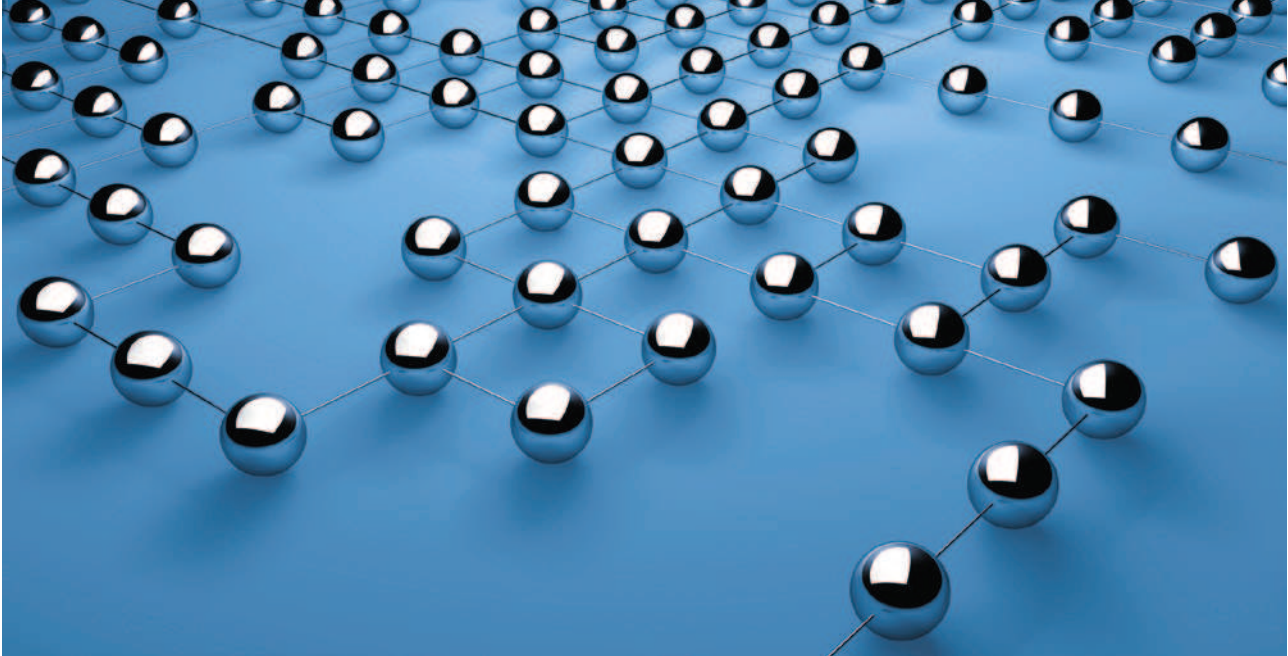
In addition to ordering articles, the Order Management module offers the possibility to apply for, or to terminate, benefits and rights/accounts. The description of the services can be customized with internal transfer pricing (module: IT Controlling). For example, in the catalogue you can save a standard workstation, which consists of several articles and contains the pricing for installation and other services. The customers don't need to see in this example, either of the names or the purchase prices of individual items, only the terms with the one-time or periodic settlement rate.



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Service Management

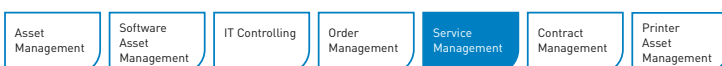
*“A service is a means of delivering value to customers by facilitating outcomes that customers want to achieve, without the ownership of specific costs and risks.”
(ITIL 2007)*

Faced with increased cost pressure, and technological progress, companies must deliver excellent and stable IT services, and use human and technological resources effectively. They must also control and improve their processes continuously.

The Service Management offers multi-client capability to the users via the service desk, as well as to the customers (SLA). The ITIL-compliant system with its process-driven and customisable workflows, supports the following :

- **Service desk**, the central process and communication interface between users and their IT organization.
- **Incident Management** which aims to restore normal service operation as quickly as possible, and minimise the adverse effects on business operations.

- **Problem Management** aims to resolve the root causes of incidents, and thus to minimise the adverse impact of incidents and problems on business that are caused by errors within the IT infrastructure.
- **Change Management** to ensure that standardised methods and procedures are used for efficient and prompt handling of all changes to your IT infrastructure.
- **SLA Management** with the backup of the compliance between produced and agreed achievements.
- **Advanced Business Alerts** to keep deadlines which are promised in the Service Level Agreements. It provides comprehensive tools and design capabilities to integrate with any number of existing applications or systems. It provides people with the information needed to make timely and accurate decisions, whenever and wherever they are located.



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Contract Management

Legally binding contracts and agreements are the basis for almost all business transactions. They contain clauses, conditions, periods, obligations and milestones. The IT organization has to maintain and manage these conditions for the entire lifecycle of the contract. This is the only way to maximise their business benefits and to minimise the costs and risks associated with contracts. Especially in the area of IT, you have to deal with very complicated contracts, and the agreements for a particular job or service can increase dramatically.

The OfficeASSET Contract Management module enables full control over supplier contracts and supports all agreements like order, rental, leasing, maintenance, costs, call and customised contracts. It combines the contractual relationship with the Service Level Agreements and the supplier contracts. It provides performance parameters as a basis to assist during the renegotiation of conditions of suppliers.

Tested and released contractual conditions are saved and guarantee the compliance of the business policies and the purchase guidelines.

Automated notifications and alerts help to ensure the time control and the full compliance with all agreements. This includes avoiding contract penalties and a continuous maximised return of every contract.

Deposited payment plans reduce the manual administrative cost and improve the efficiency. The management of contracts is easier, and the supplier relationships are improved.



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