Cherwell ITSM Solution:
Asset Management

cherwell

Challenge

Asset management isn't just about what assets you have. It's about knowing how and by whom those assets are being used, whether they are compliant, whether they need to be retired or upgraded, and—perhaps most importantly—where your organization is at risk in the event of a software audit. Tracking and managing IT assets can be difficult and without the right processes and tools, you could be financially exposed.

Solution

Cherwell asset management is built for organizations that want to reduce software license spending, IT overhead, and software audit risk. It helps you discover, consolidate, manage, and deeply understand your IT asset inventory, including usage, compliance, and license status. Integrated with Cherwell's no-code platform and the Cherwell IT Service Management (ITSM) solution, it helps you:

- Take the guesswork out of what's installed across your network

- Identify software license shortfalls so you can rectify them before an audit

- Eliminate wasteful spending by identifying unused or underutilized software assets

- Reconcile IT purchasing data with asset inventory

- Optimize operations so you can focus your time on innovation

At a Glance

Cherwell asset management is purpose-built to help you gain large reductions in software license spending, IT overhead, and software audit risk, providing you visibility and control over your IT investments from purchase, to installation and use, to retirement.

Advantages

- Improve time to value with operational efficiency

- Reduce operational costs

- Lower administrative overhead

- Minimize audit risk and financial exposure

- Optimize IT services

"Cherwell doesn't touch the patients directly, but its indirect touch is incredibly important. With strong support operations, we provide better patient care, secure in knowing that we're…managing our end devices better through asset tracking and management."
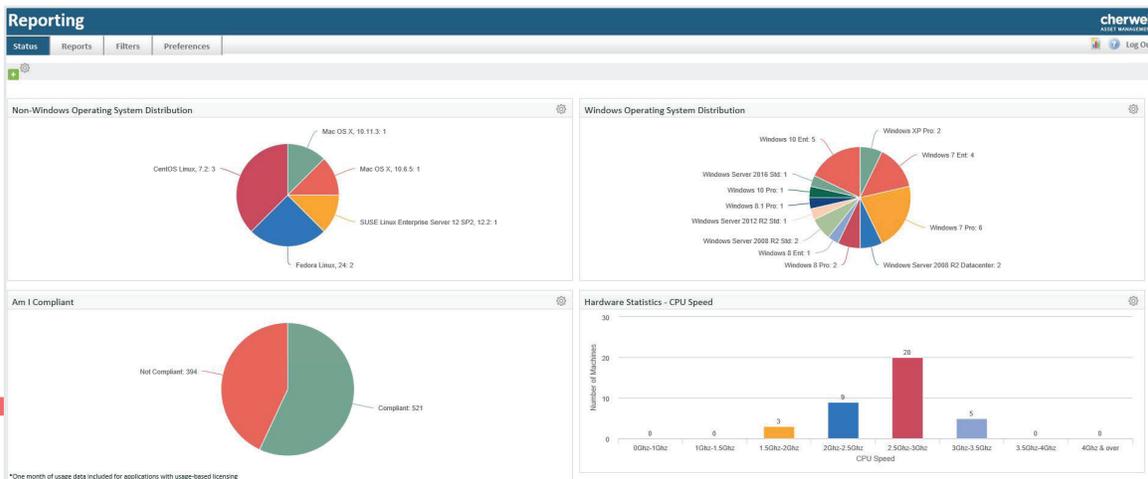
-Bill Weyrick, Director, Information Systems User Support, Dartmouth-Hitchcock

Automate Comprehensive Asset Discovery and Inventory

Cherwell asset management provides comprehensive, automated asset discovery and inventory tools to reconcile all the executables in your network. With it, you can identify assets from multiple sources, including Windows, Unix, Linux, iOS, virtual environments, and Oracle databases. Microsoft System Center Configuration Manager (SCCM) information can be easily integrated as well. Automatic identification of these executables with their corresponding application titles and versions is completed using Cherwell's proprietary asset discovery catalog, maintained by a dedicated Cherwell team. Flexible, intuitive dashboards provide visibility and control over your investments. Using these tools, you can perform scheduled or on-demand asset inventories and receive an intuitive, web-based summary and detailed-level reporting on dozens of asset characteristics.
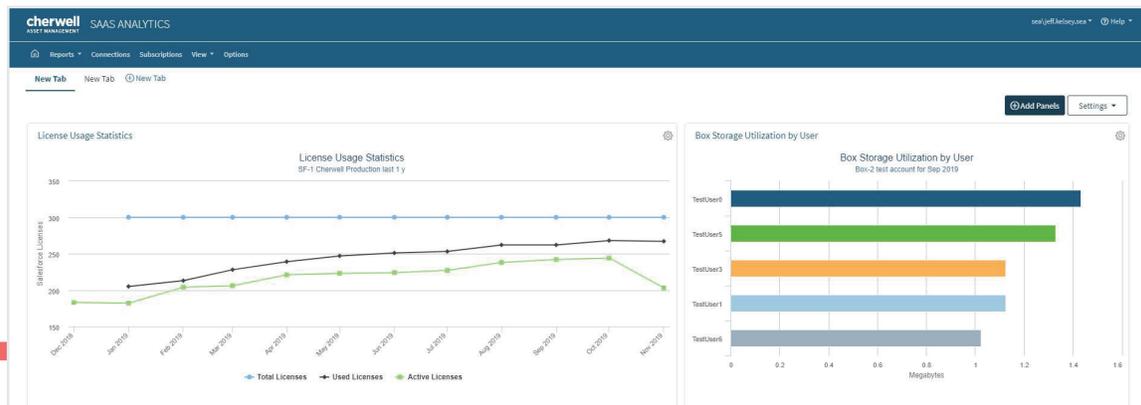
Minimize Software License Risk

Rectify software license shortfalls with Cherwell world-class license compliance management software. Our license management capabilities and compliance reporting enable you to monitor your license position in a proactive, automated fashion, so you can assess your financial exposure, budget for true-up costs, and correct license deficits—before these issues are uncovered by a vendor's audit. And with software metering and application control capabilities, you can even enforce compliance for concurrently licensed applications.

Eliminate Wasteful Spending

Do you suspect that unused or underutilized software licenses are costing your organization big money? Prove it with the powerful software usage analysis tools included with Cherwell asset management. On average, customers reclaim 15-30% of their annual software budget by re-allocating licenses, terminating maintenance fees and support costs, and renegotiating software contracts.

SaaS analytics help you collect usage statistics from other SaaS-based applications, including Salesforce, Box, and Office365, so you can centralize the data and correlate it with subscription costs to manage and optimize spending.

Reconcile IT Purchasing Data With Asset Inventory

If your organization is like most, the critical link between physical assets and purchasing data doesn't exist. Information is often scattered or unavailable, requiring manual reconciliation of assets with purchase orders to ascertain license positions, know when contracts expire, or plan future purchases. Cherwell asset management offers a comprehensive IT purchasing system designed to reconcile purchasing data with inventoried assets and includes everything you need to access, track, and report from a single interface.

You can allocate software and associated costs for budgeting and chargeback purposes, configure contract expiration notifications, compare what's installed with what you're entitled to, and import purchasing and contract details or enter them on the fly. You can also track and manage contractual information (including Microsoft agreements), set up profiles to restrict access by user or department, and assign IT purchases to individuals and/or organizational groups for budgeting, reporting, and charge back purposes, all of which help you save time and money.

Optimize Operations With a Single, Consolidated Data Source

All of the components of Cherwell's ITSM solution are fully integrated into a single, consolidated IT infrastructure data source. As a result, the asset information captured automatically flows to the Cherwell Configuration Management Database (CMDB), where service desk staff can access it to support effective request handling and incident and problem resolution. Asset data in the CMDB also underpins the configuration management process, which in turn supports the change management process. By using a single, reliable, and current IT infrastructure data source, all of these operations processes are optimized. With the time gained, you can focus on developing new services for business results through IT.

Ready to learn more? The best way to understand the full power of Cherwell asset managment is to see it in action. Watch this overview video or review the documentation to find out more.

Cherwell has consistently ranked as an industry leader in ITSM and ESM software, and is the service management platform of choice for over 100 MSPs. The Colorado-based company is rated as a top employer state and nationwide, with its customer-first approach. Find out more about Cherwell products and services at Cherwell.com.