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## **Eracent IT Asset Management Systems- Contributing to Corporate ROI**

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## **Abstract**

Managing a large enterprise's IT assets is a complex task. The process must be highly accurate, interface with standard corporate systems, expand to encompass the entire network and be able to discover a wide variety of devices and software products. It is not a task for a generalist, but requires the precision and level of support available from a specialist in the field. Eracent, Inc's only business is providing ITAM solutions to large enterprise. Its customers need to know precisely what assets they own, where those assets are deployed and how they are configured.

## **Eracent – Focused On IT Asset Management**

Eracent's corporate mission is focused: To provide large enterprise customers with world class IT asset management solutions that support evolving network architectures and different end user devices, while insuring the highest level of accuracy and data accessibility. Eracent's core business is ITAM solutions. It is committed to providing interoperability with widely adopted IT solutions while remaining current with new IT trends.

Generally speaking, the larger an enterprise's network topology grows, the more complex it becomes. Facilities become geographically separated, new computing platforms are introduced, software applications become diversified and employees become more mobile. Eracent's flagship product, EnterpriseAM™, is engineered to grow with a company's IT infrastructure. By specializing in providing solutions for large networked environments EnterpriseAM can accommodate any size network, regardless of its configuration. Nonetheless, EnterpriseAM is not burdened by excessive computing overhead. Even though the software is currently deployed and operating in environments with hundreds of thousands of end-user and network devices, only one collection server is ever needed. This simplified architecture minimizes administrative costs and speeds deployment.

As Eracent continues to develop EnterpriseAM it incorporates all of its customer's requirements into its standard software products. That means that, instead of offering general solutions that require adaptations for each customer, Eracent takes each customer's unique requirements and incorporates them into its standard product. Since large enterprises often face the same challenges EnterpriseAM becomes even more robust and becomes even better suited to the needs of the large enterprise. Thus no single user has a non-standard version of the software and every installation of EnterpriseAM is fully supported by Eracent's customer engineers to the highest commercial standards. Eracent's customers receive maximum benefit from market-wide input, always run a standard commercial version of the software and obtain full benefit from Eracent research and development in every release of EnterpriseAM.

Each deployment of EnterpriseAM begins well before any formal paperwork is signed. Eracent employs a complex planning process which evaluates a client's needs before even a test system is installed. This results in systems that are installed and are fully

operational in days instead of weeks, and quoted are without the “surprises” that come with so many other enterprise solutions.

Eracent’s core competence is providing and developing IT Asset Management solutions for deployment in large network environments. The quality of our clients and the breadth of the industries served by EnterpriseAM speaks to our financial strength and viability. Companies and government agencies such as Lucent Technologies, Cummins Engines, Sovereign Bank, Highmark Blue Cross Blue Shield, Smith Glaxo Kline, Cognos, the US Army Operations Center at the Pentagon and the U.S Bureau of Labor Statistics have EnterpriseAM deployed throughout their organizations. Eracent has the business focus, the proven technical expertise, the stability, and the customer support staff to meet even the largest client’s business and technical needs.

### **Improving ROI – How Eracent’s Contributes to Corporate Performance**

In today's intensely competitive global business environment, corporate success depends upon many critical components – people, processes, and technology not being the least among them. Corporations are just beginning to realize the real economic benefits that can be achieved through matching people with processes and IT tools. By specializing in ITAM solutions for large enterprises, Eracent helps optimize IT asset utilization and can improve corporate bottom line results. From identifying excess or underutilized assets, to surplus software licenses or licensing compliance issues, Eracent’s expertise will help a company achieve maximum benefit for every IT budget dollar spent.

Having well trained and educated, employees working with antiquated, obsolete, inadequate equipment does nothing to maximize operating productivity. Buying thousands of new computers each year, simply because the enterprise cannot adequately determine the current status of its physical IT assets also hinders financial productivity. The risk of under-licensing software assets and the cost of over-licensing are also counter to running an efficient and profitable business. Too often, organizations spend millions of dollars on the latest technology because they cannot accurately determine the state, or inventory, of their current IT assets. As those assets represent a significant percent of total corporate assets and annual expense budgets, having accurate and current information database cuts expenses and increases productivity, reducing total cost of ownership and improving overall ROI.

Maintaining current and optimally performing systems poses a daunting challenge to many organizations. Networks have become distributed and more complex, and few corporations maintain a fully standard desktop configuration or a uniformly deployed software suite. Tools to manage and IT assets traditionally have been limited in the scope or accuracy of what could be discovered and inventoried. However, Eracent’s EnterpriseAM explodes the old concepts of what an IT asset management system can do. EnterpriseAM works within the existing corporate infrastructure to help the ITAM function define all of the assets on the network, from conventional desktop computers to Wi-Fi enabled laptops to PDA’s linked to the desktop to UNIX servers, and all the software products that make them operate.

Eracent's EnterpriseAM™ technology has been designed, tested, installed and successfully implemented in large government and private enterprise environments with heterogeneous network architectures. It was developed with the cooperation of Bell Labs and Lucent Technologies Inc. and represents the most sophisticated asset management process available today.

The Eracent EnterpriseAM solution has proven to provide IT managers with accurate, real-time data and the tools needed to proactively manage and control their corporate IT asset base. EnterpriseAM inventories everything from complex network servers running the UNIX operating system to mobile laptop computers wirelessly accessing the corporate network. With EnterpriseAM the corporation can manage what assets are in use, track and control what software is in use, and retrieve reports on the detailed configuration of each end user device deployed across the enterprise. With this level of detailed information IT professionals can tailor specific machines to specific users, monitor usage, and insure software license compliance.

In addition, with EnterpriseAM the IT network administrators and network security analysts can automate the deployment of patches, updates and anti-virus files. When deployed in an enterprise the Eracent solution facilitates the detection and distribution of patches and updates and determines which users require specific patches, fixes and new versions of installed software. EnterpriseAM also facilitates cost control, budget management and control of software licenses. Management knows in real time exactly what software assets it has licensed and if there is a surplus or shortage of software licenses at any given time.

In concert with the efficiencies gained in software licensing and distribution, EnterpriseAM integrates with most help desk operations, making them more efficient as well. Helpdesk technicians can actually "see" the end-users' system configuration, including software applications and versions, and can more quickly diagnose end-user problems. Situations where certain hardware configurations, or combinations of specific software versions, are known to cause problems can be quickly identified and resolved through the corporation's ESD mechanism. Thus both the end user and help desk technician experience less downtime, improving productivity on two fronts.

Moreover, deployment of EnterpriseAM is typically accomplished in days, not weeks or months. The single-server design, coupled with the auto-deployed discovery and inventory script and the unique system identifier that are proprietary to Eracent's technology, simplify and speed installation. Many clients find they are productively using the solution on the first day of deployment. Time lost can be money lost, and EnterpriseAM insures the most efficient and timely deployments possible.

The goal of any IT system is the efficient generation and proliferation of information. If that information cannot be extracted in a timely and flexible manner the particular IT system cannot provide full value to the corporation. Standard reports and fixed report formats and schedules often frustrate the objectives of the system that generates them. EnterpriseAM enhances the reporting function by allowing the users to define standard and ad hoc reports via a web interface, giving management access to any data views

necessary at any time. Critical data and analysis are never delayed due to the lack of availability of a report.

Information may be a corporation's most valuable asset. Efficiently managing those IT assets that store, organize, manipulate and create that information is a critically important function. Companies that do not deploy a full solution, giving them the flexibility, scalability and accuracy needed to manage those assets are not making the best use of their financial and human resources. By deploying Eracent's EnterpriseAM, in conjunction with other IT management tools such as ESD and help desk solutions, companies can optimize not only the return on their investment in IT assets, but they will make their people and process more efficient, improving overall productivity. Fully functioning IT asset management systems are an investment in growth, profitability and return on investment.