



Near Zero Touch IT Asset Management

Next Generation Architecture Supports 100% Remote Workforces

All well-run IT organizations need a cost-effective system for acquiring, deploying, monitoring, maintaining, upgrading and retiring IT hardware and software assets. But traditional IT asset management is labor, capital and space-intensive. Fortunately, modern automation makes a new approach possible. At Milestone, we call this technique Near Zero Touch IT Asset Management. It is the future of IT asset management.

How Does it Work?

Artificial intelligence-based virtual procurement assistants and automated software provisioning systems play key roles in implementing Near Zero Touch IT Asset Management.

1

COLLABORATIVE PROCUREMENT

An employee orders a new device by interacting with a Virtual Procurement Assistant via an instant messaging interface.

2

WORKFLOW ORCHESTRATION

The Virtual Procurement Assistant submits the order through the company's ITSM system, which uses the company's Procure-to-Pay system to place the order with the vendor.

3

NEAR ZERO TOUCH IMAGING

A hardware vendor applies the company's approved and current image and asset tag, then ships the device to an employee.

4

END USER RECEIVES DEVICE

Once the end user unpacks the device, plugs it in and is authenticated, secure, automated software downloads, installs and configures all the end user's necessary software packages, updates and patches. During operation, new patches automatically download and install.

5

TROUBLESHOOTING

The end user resolves problems by working with Virtual Service Desk agents and human agents that use remote diagnostics tools. For hardware problems, the employee ships the device to the company and receives a replacement.

6

END OF LIFE DISPOSITION

Once the device has reached its end of life or is unrepairable, a specialist vendor handles device disposition including hard disk removal, destruction and disposition auditing.

What are the benefits?

- Eliminates the need for IT personnel to physically touch end-user devices, which is particularly important during the COVID-19 pandemic
- Supports end-users working from anywhere – remotely from home, at corporate offices, at customer offices, or at any other location
- Delivers a superior employee experience via reduced lead times to receive new devices and status alerts at all stages of the workflow
- Reduces labor, inventory and warehouse costs dramatically, as Zero Touch IT Asset Management requires fewer IT workers, lower equipment stocks and less space to store that stock
- Provides superior visibility and accountability for all assets, through all lifecycle stages
- Improves security by automatically installing patches and software updates

How to Get Started

Our IT Asset Management experts are available to learn about your situation, understand your needs, and show you how Milestone can help you meet your goals. Call us at (877) 651-2454, email us at cmssales@milestone.tech or request a consultation on our website.

Milestone Technologies, Inc.

3101 Skyway Court

Fremont, CA 94539

www.milestone.tech

(877) 651-2454

cmssales@milestone.tech

