MILESTONE

NEAR ZERO TOUCH ASSETS!

How Next Generation Near Zero Touch IT Asset Management Supports 100% Remote Workforces

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What's inside this book?

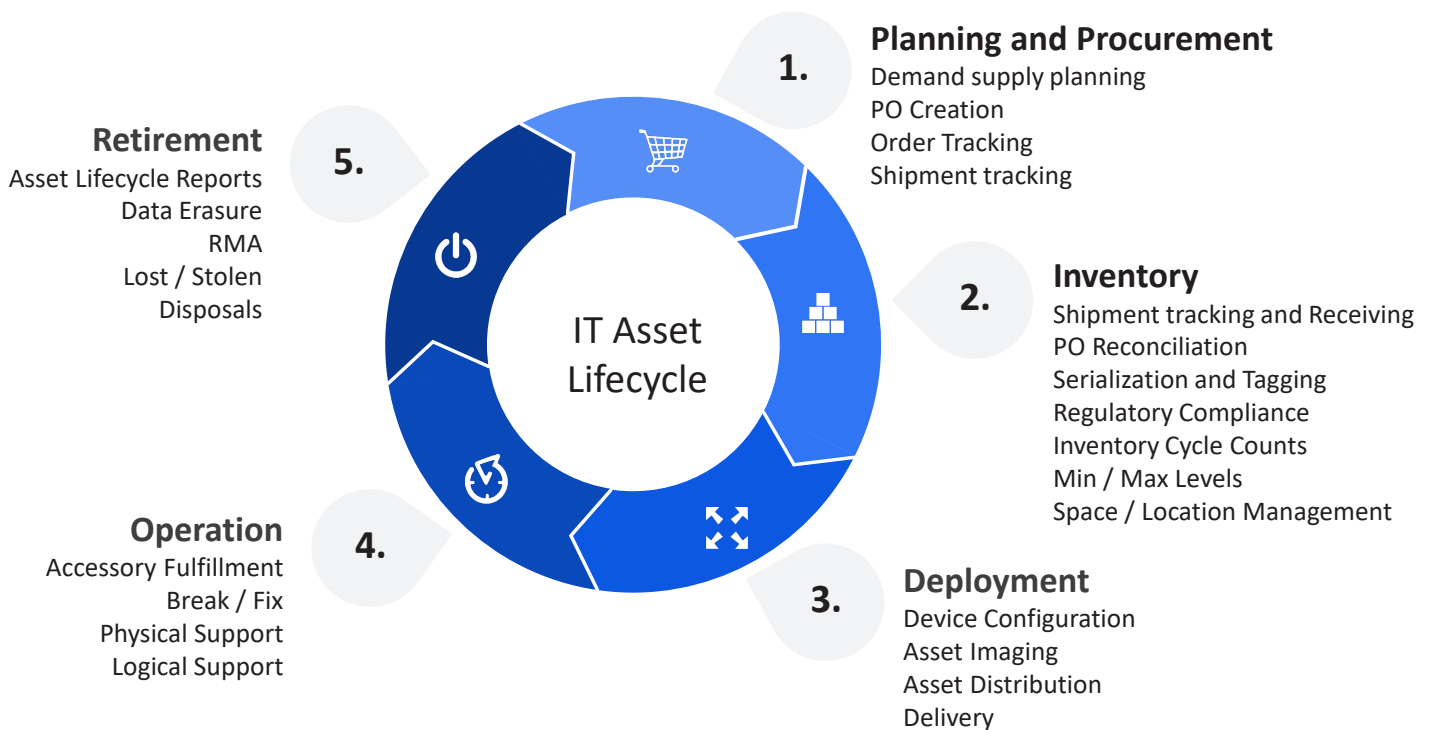**Chapter 1**
Traditional ITAM

Traditional IT Asset Management is Complex, Expensive and Mandatory

All well-run IT organizations need a cost-effective and scalable system for acquiring, deploying, monitoring, maintaining, upgrading and retiring IT assets. Known as Asset Lifecycle Management or ITAM, this system maximizes the value organizations receive from these expensive assets.

Traditionally, ITAM has required large teams focused on functions such as Logistics, Provisioning, New Hires, Vending Machine Support, Inventory Management, Donation Support, E-Waste and EOL Refresh. These teams required significant headcount and also substantial warehouse space. Manual performing of these functions was very labor-intensive and expensive, but it was required to achieve the needed levels of asset visibility, control, value and inventory optimization.

Retirement
Asset Lifecycle Reports
Data Erasure
RMA
Lost / Stolen
Disposals

5.

1.
Planning and Procurement
Demand supply planning
PO Creation
Order Tracking
Shipment tracking

2.
Inventory
Shipment tracking and Receiving
PO Reconciliation
Serialization and Tagging
Regulatory Compliance
Inventory Cycle Counts
Min / Max Levels
Space / Location Management

IT Asset Lifecycle

4.

Operation
Accessory Fulfillment
Break / Fix
Physical Support
Logical Support

3.
Deployment
Device Configuration
Asset Imaging
Asset Distribution
Delivery

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Chapter 2

Next Generation ITAM is Here

This old, labor intensive model of IT Asset Management is now obsolete. It is possible with modern automation techniques to deploy and operate large-scale IT asset management systems where no IT resource physically touches an employee's device until it needs a hardware repair or reaches the end of its life. Procurement, imaging, deployment, software provisioning, ongoing support and other functions all take place via automated systems or vendors. At Milestone, we call this approach to Near Zero Touch IT Asset Management. It is the future of IT asset management.
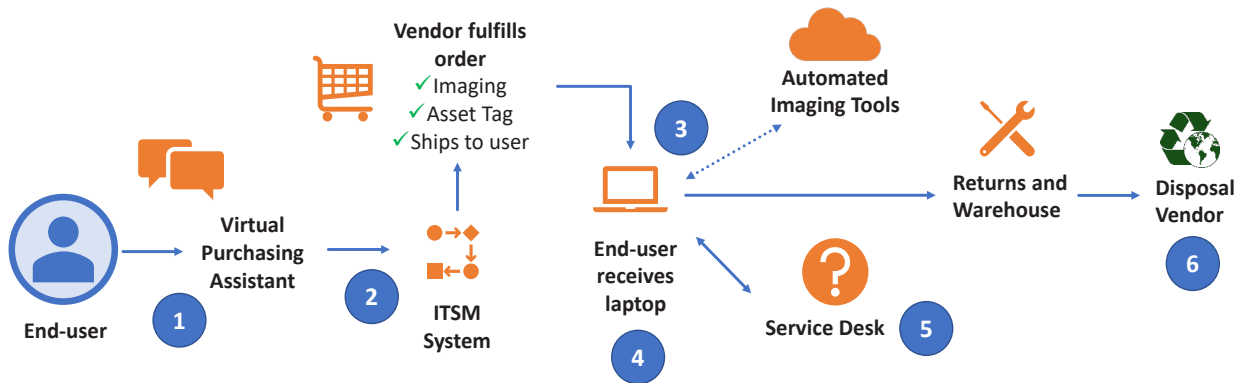
Chapter 3

How Does Near Zero Touch ITAM Work?

So how does Near Zero Touch ITAM work? Let's walk through several typical steps in the lifespan of an IT device.

1 Collaborative Procurement

In this first step, an end-user employee orders a new laptop by interacting with an AI-based Virtual Purchasing Assistant. This digital employee has extensive knowledge of product catalogs, employee locations, special requirement and even inventory levels at the laptop vendor. S/he uses a conversational interface to work with the employee to configure the right machine.

2 Workflow Orchestration

The Virtual Purchasing Assistant then submits the order through the company ITSM system, which automatically handles ticketing, obtains approvals, and submits the order to the vendor via the company's ERP or procure-to-pay infrastructure. The employee is kept up to date in real-time with shipping notifications and receipts on the order status via the Virtual Purchasing Assistant.

3 Near Zero Touch Imaging

In this step, the vendor either pulls the employee's laptop from the existing inventory or builds the unit to order. They then image the machine with the company's approved and current image. They then apply an asset tag, box up the unit and drop ship it directly to the employee at their location, whether that be remote or in an office location.

4 End User Recieves Laptop

Once it arrives, the employee unboxes the unit, plugs it in, and goes to a particular website as instructed via a personal email. The system then sends a code to their registered smartphone. By using 2-factor authentication, the system provides another level of assurance that the device is in the right hands. When the employee enters the code into the website, a completely automated software provisioning service kicks off to download, install and configure all the employee's necessary core software packages, updates and patches.

As the employee uses the laptop, the software provisioning service that initially set up the endpoint device will automatically update the laptop with the latest software versions, updates and patches. As a result, the laptop always has the latest software and the best security protection. Should the employee want to install additional software on the machine that their company has licensed, they can obtain the software from the company's internal App Store. The App Store keeps track of license usage, so the company remains in compliance with its purchase agreement with the software vendor.

5 Troubleshooting

If the employee has a technical problem with the machine, the employee can interact with a Virtual Service Desk agent to resolve the issue. If the problem requires the assistance of a human tier 2 agent, the agent can use a remote support tool to connect to the device remotely and see exactly what the employee sees on the screen as she helps help the employee fix the problem. If necessary, the agent can even take over control of the laptop and fix the problem themselves.

Should the device have a completely blank screen, or the service desk agent determines that the device has a hardware problem, they can instruct the employee to ship the machine back to the company. This action also kicks off the automatic delivery of a replacement device to the employee from a pool of replacement machines maintained by the company.

6 End of Life Disposition

When the laptop arrives at a stockroom at the company, a reverse logistics team member finally touches the asset to diagnose the problem. If it is repairable, they fix the hardware, then add the device to the replacement pool. If it is determine the hardware is unrepairable or has reached the end of its life, they can send it to a disposal vendor. After a mandatory 7-14-day legal hold period, the vendor removes the hard disks and return them to the company or destroy based on the company's policy. They then sell or donate the laptop and return most of the proceeds to the company. The vendor supports audits to verify hard disks they have received are disposed of.

Chapter 4

100% Remote Workforces

Nero Zero Touch IT Asset Management Supports 100% Remote Workforces

If you didn't notice, not a single IT person ever touched that device until either it needs a hardware repair, or it reaches the end of its life. Near Zero Touch ITAM supports end users working form anywhere - remotely from home, at corporate offices, at customer offices or at any other location. Reduced labor to physically stock, image, configure and deploy devices is just the first of many benefits of Near Zero Touch ITAM:

Delivers a superior employee experience via reduced lead times to receive new devices and status alerts at all stages of the workflow
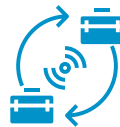
Improves security by automatically installing patches and software updates

Lowers labor, inventory and warehouse costs dramatically

Provides superior visibility and accountability for all assets, through all lifecycle stages

Workers involved in IT Asset Management except those involved with hardware repairs and EOL processing can work remotely from any location. This includes configuring the automated systems and working with selected vendors

Also, should a company choose to sign up with a managed service provider like Milestone Technologies to implement Near Zero Touch IT Asset Management, the company can focus more of its resources on its core business.

Chapter 5

Getting Started with Near Zero Touch ITAM

Given all the software required to implement Near Zero Touch IT Asset Management, no single vendor provides all the necessary applications. Also, key automation comes from customized AI systems. As a result, implementing Near Zero Touch IT Asset Management will require a systems integrator or managed service provider like Milestone Technologies.

At Milestone, we are working with clients working toward a vision of Near Zero Touch ALM three different ways. Milestone can:

• Deploy an end-to-end Near Zero Touch IT Asset Management managed service that combines your existing systems with our partner applications

• Deploy end-to-end Near Zero Touch IT Asset Management using our shared services infrastructure

• Offer to consult on our partner applications to help you move toward Near Zero Touch IT Asset Management

If Near Zero Touch IT Asset Management sounds like something your organization would benefit from, give us a call (877) 651-2454, send us an email itsolutions@milestone.tech or request a consultation on our website.

https://milestone.tech/contact-us/

About Milestone Technologies

Milestone has been transforming how companies deploy technology since 1997.

With over 20 years of managed services experience, we have enabled some of the largest companies in the world to grow exponentially by allowing them to focus on their core business. Our pioneering methodologies, immense focus on customer experience, and excellent service quality allow us to partner seamlessly with our clients. Today, we provide cutting-edge services to companies worldwide.

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