**oomnitza**

How integrated ITAM can improve employee experience and reduce spending with Accessory Management

Introduction and Context

IT teams are under increasing pressure to improve the overall Employee Experience (EX) while reducing spending. A core component of improving EX is ensuring that employees get the equipment they need to do their jobs in a timely and painless fashion. This is particularly important during onboarding; Glassdoor research found that organizations with a efficient and well-structured onboarding process increased new hire productivity by 70%. Ongoing EX is also increasingly critical as knowledge workers accustomed to better consumer technology experiences transfer those expectations over to their workplaces.

For modern knowledge workers, getting their digital work environment set up is the most important factor in ramping their productivity. Slow purchasing and provisioning of accessories can quickly and easily bottleneck the process. In most cases, the accessory costs significantly less than a day or even a few hours of employee downtime that could result from an inefficient onboarding process.

Organizations with 500 employees or greater must supply and support hundreds or thousands of accessories to maximize worker productivity with smartphones, desktop phones, laptops, monitors, tablets, and increasingly sophisticated peripherals such as video conferencing gear. This can actually be more complex to manage than any other aspect of IT asset management, due to the sheer number of SKUs. To complicate things further, some accessories are difficult to reuse; if a keyboard or mouse has a close encounter with coffee or other sticky
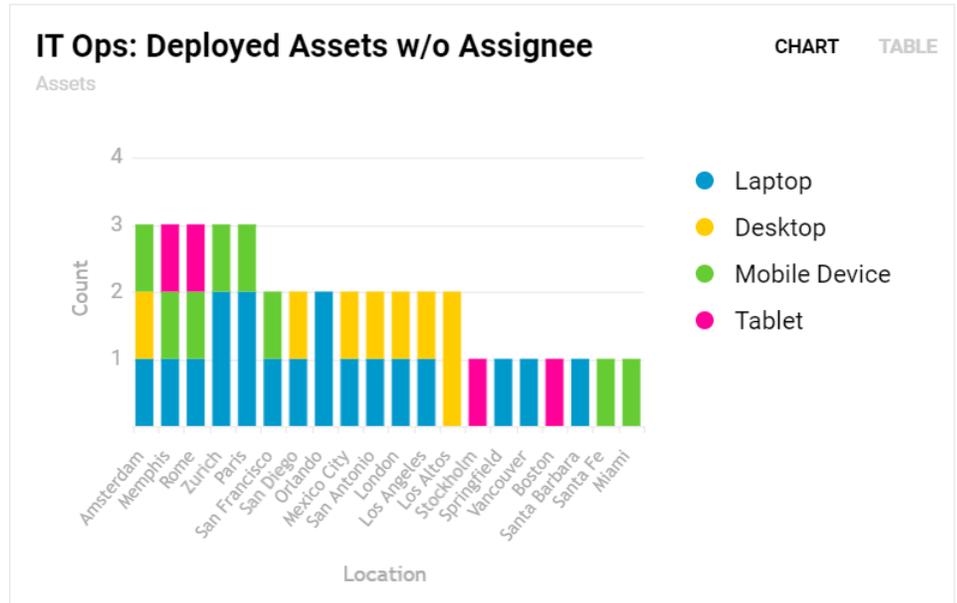
Understanding how IT accessories are in use by location, department, or end user can drive efficiencies across your organization.

substances, it might be easier to simply toss the device rather than go to the trouble of cleaning it up and reusing it. With legacy non-integrated ITAM systems, accessory management may span multiple asset management systems broken down by OS and device type (Android, iOS, Apple, Windows). This can lead to a splintered view of accessory inventory and therefore disjointed accessory management.

For these reasons, many IT teams don't actively track accessory ownership or forecast accessory use and reuse. This in spite of an average accessory cost of $200+ per employee, including mouse, keyboard, cables, headsets and chargers. For employees with greater ergonomic requirements, those costs can easily exceed $500. With an average annual employee turnover rate of 18% in the U.S., this means that a 5,000 person company might spend over $200,000 per year

on new accessories just in response to employee turnover. If the lost productivity and additional cost of employee downtime due to accessory absence or breakage is included in the calculation, it's likely that inefficient accessory management is costing mid-sized and large companies millions of dollars per year. Worse, this can all negatively impact all-important EX because no one likes to wait for a new mouse or keyboard to arrive.

The accessory management challenge solved with integrated ITAM

Effective accessory management requires several key competencies:

Ability to track, inventory, audit and manage accessories with a single view across all device and OS types	*Ability to generate an up-to-date view of accessory inventory with physical location data*	*Ability to associate an accessory (or request for an accessory) with a person (employee) or location (room or office)*	*Ability to inventory accessories in the field based on IP address which are connected with endpoints on the network*

An accurate, comprehensive cross-silo integrated ITAM capability allows for more cost-effective and efficient accessory management and audits. Unlike point solutions and siloed ITAMs, integrated ITAM enables automation of key discovery and reconciliation of accessory management. An integrated ITAM system also normalizes data formats across all ITAM types, creating a single database of record that is programmatically addressable and allows export of data via APIs into other systems. This streamlines all onboarding and support functions by enabling IT teams to transform time-consuming manual processes into automated workflows. It also allows HR teams to deliver a better EX by making sure that every employee gets what they need faster. Lastly, integrated ITAM can save money by reducing redundant and one-off purchases and allow IT teams to better forecast accessory usage and spend.

How integrated ITAM handles accessory management

For the purpose of this Use Case these are the key definitions used to describe how integrated ITAM can improve and automate Accessory Management.

▶ **Accessory:** A non-serialized device such as a mouse, keyboard, or headset
▶ **Catalog:** The collection of accessories used by an organization
▶ **Stockroom:** A physical location within an organization that houses an inventory of accessories and assets
▶ **Inventory:** Used to refer to a quantity of a given accessory in a stockroom (e.g. "The Dallas stockroom's inventory consists of 5 keyboards, 3 laptops, and 10 mice.")
▶ **Audit:** A query or workflow where the quantities of individual Accessories or Assets within a stockroom are confirmed/counted and used to update that stockroom's inventory

An integrated ITAM accessory module would assign a unique ID to each accessory and automatically show in the online catalog whether that accessory was available or on order. The module could also automatically generate an inventory of all accessories entered into the ITAM. To run an audit, the integrated ITAM could run a workflow against all known assets in the system, whether they reside in a stockroom or are already assigned to an employee or location.

Use cases for accessory management with integrated ITAM

Integrated ITAM has several use cases for accessory management. Integrated ITAM, as well, can deliver a single source of truth for accessory count, status and location. Here are three common use cases that illustrate the benefit of integrated ITAM to the audit process.

USE CASE 1 - EMPLOYEE SELF-SERVICE FOR ACCESSORIES

Because integrated ITAM can deliver an enterprise-wide view of where all accessories reside and what is available, it can work as a back-end for self-service applications for employees wishing to check out their own accessories. Employees can browse an accessory catalog to identify what they want, then see where the accessory is located and either request it for their workspace or, physically pick it up if it is present in an on-site stockroom. They can scan the items with the self-service app or the request can be routed to an IT team member (as a ticket) for fullment. The ticketing process can be closed loop, from catalog search to request to the ITAM connecting with Jira or ZenDesk or other systems to issue the ticket. In this manner, organizations can reduce the Mean-Time-To-Resolution of tickets for accessories.

USE CASE 2 - ENSURE ONBOARDING EMPLOYEES CAN START WORK FASTER

Providing the employees with all the equipment they need to get started is a critical part of rapid onboarding. Integrated ITAM helps IT teams more easily and efficiently handle onboarding. While integrated ITAMs generally do not automatically provision new accessories, by eliminating numerous manual steps required to find existing or purchase new accessories, integrated ITAM can accelerate the onboarding and general ticketing throughput of the IT team. Because the initial check-in process remains manual even with integrated ITAM, the onboarding process of accessory assignment and shipping cannot yet be fully automated, but it can benefit greatly from a reduction in steps and errors induced by manual data entry and selection.

USE CASE 3 - ACCELERATE AUDITS AND INVENTORIES OF ACCESSORIES

With Integrated ITAM, auditing accessories is a less manual process. At present, many organizations use several legacy asset management tools - each for a specific asset type, and these systems rarely talk to each other. They often have different ways of capturing, structuring, updating and sharing data, and often accessory management is carried out completely manually via spreadsheets. For that reason, running audits and taking inventory of accessories tends to be entirely manual as well.

In contrast, integrated ITAM that includes automated data capture for accessory products and ties assignment and status of assets to individuals and locations streamlines running audits or inventory counts. This will allow IT teams to spend less time on audits and more time on challenging parts of audits such as anomaly tracking. The automation and systematization of audit processes can also give purchasing and finance teams better planning data to inform forecasts. Specific benefits of integrated ITAM for accessory auditing include:

- ▶ Less time spent on manual capture of accessory asset information
- ▶ Less time spent by IT team reconciling accessory asset records
- ▶ Formalization of accessory audit processes as semi-automated workflows
- ▶ Forecasting of accessory use and demand as well as historical trend data

How to leverage integrated ITAM for Accessory Management

Improving accessory management with integrated ITAM largely builds on your existing asset management processes and requirements. First, determine the key requirements of your accessory management strategy. This might mean:

IDENTIFY	DETERMINE	DEFINE	CONSULT	DEFINE
problems with existing accessory management	*the goals (cost savings, time savings, improvements in EX, faster audits) & criteria for success*	*ideal workflows for accessory management*	*customer success team to define workflow automation*	*how to track performance on accessory management*

After running through this planning process, examine steps required and jobs to be done to put the new accessory module approach in place. This will likely require connecting different systems with your integrated ITAM; a good test of whether your ITAM is actually integrated is how easy or difficult it is to connect new systems or what pre-existing connectors can be leveraged. Additionally, adopting new accessory management practices will require creation of new team playbooks and definition of how the IT team can manage these new practices as well as what new workflows need to be created.

In the best case, your integrated ITAM will be flexible enough for quick modification of workflows and connectors to enhance accessory management processes without requiring significant code or integration changes. Test your new process out on a small or single subset of your accessory catalog; it's best to do this with actual employees and IT team managers rather than just the project team. Once you are satisfied with the results of the proof-of-concept, apply the process to the rest of your accessory catalog and rebuild your practice around your new methodology.

Building a business case for integrated ITAM for accessories

Creating a strong business case for accessory management with integrated ITAM is a matter of showing costs and benefits. Like any other cost/benefit exercise you must evaluate the cost of the ITAM platform solution versus the benefits in cost savings and efficiencies. A partial list of benefits might include:

REDUCED *IT staff time managing accessories*	**BETTER EX** *due to self-service and accessory availability transparency*	**REDUCED** *onboarding time which drives higher efficiency*	**IMPROVED** *accessory audit accuracy*
REDUCTION *in MTTR (mean time to resolution)*	**REDUCTION** *in spending on accessories*	**IMPROVED** *forecasting and visibility into accessory requirements*	**IMPROVED** *employee productivity and uptime*

Secondary benefits of better audits driven by integrated ITAM can actually be as significant, if not more significant, than primary benefits. Secondary benefits might include the following:

IMPROVED	**REDUCTIONS**	**HIGHER**	**IMPROVED**	**IMPROVEMENT**
asset use and efficiency rates	*in accessory overstocking*	*employee satisfaction*	*employee productivity and uptime*	*in decision-making for finance / HR / business planning*

Add up costs and benefits and weigh them to determine the true value of integrated ITAM to your organization. It is generally helpful to paint a clear before/after picture so the review committee can comprehend the inefficiencies and costs of the status quo. Modern employees hate waiting, and IT teams hate wasteful manual processes and auditing. Modern HR and employee experience teams desire to elevate the employee experience. Integrated ITAM can address all three of these concerns by creating an accurate view of existing accessory inventories, a way for employees to take care of their own problems, a path for IT teams to streamline their processes, and a mechanism for businesses to save millions of dollars per year in costs.