oomnitza

Enterprise Technology Orchestration Solution Overview

Executive Summary

Current IT asset management approaches keep asset data in separate silos and force companies to use manual processes and spreadsheets in an attempt to meet auditing, financial, security, and compliance requirements. The exploding number of connected devices and software to be managed and the critical role that technology plays, make this approach not scalable and a threat to an organization's operations. Technology in a digital enterprise needs to be treated as a core business asset and needs to be managed and orchestrated as an integrated portfolio. Oomnitza is the leading vendor for enterprise technology orchestration. Our agentless approach consolidates all technology assets in an integrated portfolio that includes devices, accessories, software, cloud, IoT, edge computing, users, locations. Your enterprise technology portfolio can then be orchestrated for cost optimization, governance and compliance, security, employee experience and productivity.

Technology asset orchestration challenges for digital enterprises

Digital transformation is more like a revolution than a transformation. Technology is shifting from just being an enabling tool to being the core business differentiator for enterprises. For example, software is the differentiating value of a Tesla, while digital business processes that directly engage the consumer are the competitive edge for digital enterprises. No industry is isolated from this revolution, and with it comes an explosive growth of connected devices, software applications, and cloud services.

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Creating innovative digital solutions is increasingly taking place at the business unit level, outside of IT. Moving at the speed of cloud needs to occur at the edge of organizations where changing market conditions and customer behaviors are understood. Technology is therefore no longer the domain of just IT, it is at the core of a digital enterprise, it is the enterprise.

Current systems manage IT assets in silos - some systems track Apple devices, some Windows devices, some mobile devices, some focus on the data center, different categories of software are tracked in more silos, cloud is a whole separate reality and mostly a black box with little visibility. And what about accessories, IoT, and edge computing?

Govern: Asset Volume by Asset Type

22791
Total

● Desktop (13.1%)
● Laptop (13.1%)
● Monitor (8.8%)
● Tablet (8.4%)
● Mobile Device (8.4%)
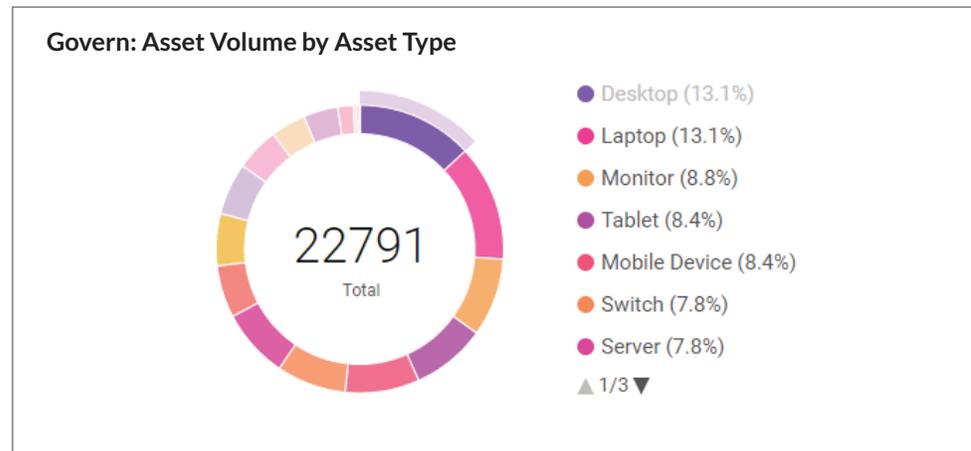● Switch (7.8%)
● Server (7.8%)
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Fig. 1 Gain a comprehensive, real-time view into the entirety of all hardware

This growing complexity and lack of consolidation and visibility leave enterprises vulnerable to overspending, security risks, lack of compliance, poor employee experience and lower productivity. Technology in a digital enterprise needs to be treated as a core business asset to be managed and orchestrated as an integrated portfolio.

The business impact of lack of technology orchestration

Why is it important to manage your enterprise technology as a strategic portfolio? What can go wrong if you do not do it? Here are some examples from Oomnitza's experience with our customers and from industry metrics.

Data scattered across siloed systems

- ▶ 40-80% of assets are unaccounted for and have incorrect data - how can you manage and protect what you do not know you have?
- ▶ A very advanced technology company could only account for 60% of their assets.
- ▶ A customer discovered $400K of unaccounted computers in a warehouse.

Overspending on technology

- ▶ 38% waste in software licenses spend from underutilized software and duplicate software[1]
- ▶ 33% waste in cloud spend from instances that are running but no longer in use, instances that can be paused but are kept running, and from not leveraging reserved instances pricing[2]
- ▶ Lack of usage data and targeted refreshes to negotiate better deals with vendors

Failed audits

- ▶ €20,450,000 fine - Marriott International - GDPR failure to ensure information security
- ▶ $1M in legal and compliance fees for allocation of assets to an incorrect economic zone
- ▶ Bad PR and lower share price
- ▶ Wasted time and error-prone manual processes to assemble data into spreadsheets from device management, software management, and security systems.
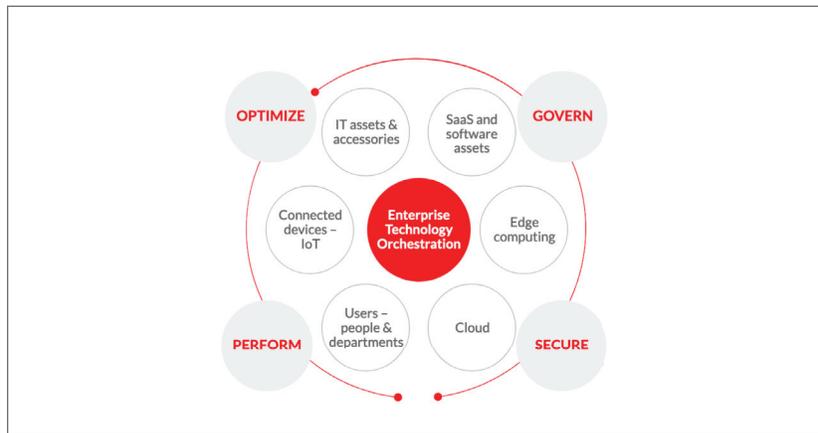- ▶ Unnecessary auditor fees to collect and reconcile data.

Fig. 2 Orchestrate across your entire IT portfolio to support mission-critical functions

Poor employee experience and productivity

- ▶ 50% time wasted tracking down the status of assets - longer time to resolution of issues
- ▶ Loss of productivity while waiting for issue resolution or because of using older, less reliable devices
- ▶ Underprovisioned devices that do not match the needs of a given role

Lack of security and privacy

- ▶ $3.86 million is the average cost of a data breach[3]
- ▶ Lost or stolen devices with active permissions
- ▶ Unprotected and unencrypted devices
- ▶ Repurposed devices not reset with required permissions

Enterprise technology orchestration for the digital enterprise

A new approach is required to address these critical needs. All the data is already there, but it is spread across multiple silos and tools that do not talk to each other. An enterprise technology orchestration solution is required to consolidate and normalize device and user data from existing systems in order to provide a single source of truth to manage the entire technology portfolio.

Oomnitza is the first enterprise technology orchestration solution that provides a single pane of glass for technology assets, users, and processes. Oomnitza is an agentless solution that integrates bi-directionally with existing device management, software, security, HR, financial, and ticketing systems to keep asset data current. Its orchestration workflow and reporting capabilities allow companies to optimize, govern, and secure their technology portfolio while enhancing user experience and productivity.

Orchestrate your technology portfolio

Enterprises have already invested in a wide range of solutions that track different technology data in silos. Many different agents are already in place to collect this data. As new device types will undoubtedly come to market, they will come with their own management systems. What is not needed is yet another set of agents! Oomnitza is an agentless solution and its platform provides:

- ▶ **Pre-configured bi-directional interfaces with** existing technology management, security, HR, financial, and service management systems to load the data into a single source of truth and keep it current across all systems. This includes data about:
  - Purchasing
  - Technical profile and performance
  - Utilization and access
  - User, department, and location
  - Security
  - Technical support and ticketing

[3] IBM - Cost of a data breach report - 2020

- Consolidation and normalization of technology asset data on an on-going basis
- Configurable data model with an un-limited number of custom fields
- Configurable UX to place data where you choose
- Realtime status, anomaly detection, and notifications
- RESTful APIs to interface with other systems and business processes
- Orchestration workflow to define and enforce governance processes and orchestrate tasks that affect technology assets
  - Drag and drop workflow design - no programming required
  - Preconfigured workflow builder blocks with decision trees and email and messaging bi-directional integrations
- Transparency - Configurable dashboards and reports to easily slice and dice the data to answer your business questions

With such a platform in place, an enterprise technology orchestration solution can then achieve the goals of optimizing technology spend, governing the portfolio, protecting from security risks, and ensuring great employee experience and productivity.

Optimize technology spend

An accurate inventory of all devices and their status is just the starting point. A key goal of managing your technology portfolio is to optimize your spend. You want to make sure you have enough technology to keep your employees productive and your business competitive, while eliminating any unnecessary spend. Oomnitza helps you optimize your technology portfolio spend by enabling you to:

Have one system of truth for all your technology spend
- Know what you are spending and why - from a single pane of glass. Be able to report on cost per additional user, cost per specific business unit, location, or other identifying attributes. Make better strategic purchasing decisions.

Track software license utilization
- Track desktop and SaaS license contracts.
- Track desktop installed software to avoid true-ups and fines for over-utilization.

- Track SaaS software utilization - workflow checks for users that have not logged into SaaS software for which they have a license and can automatically deactivate/reclaim a license if a user has not logged in for X amount of time.

Eliminate duplicate software
- Group by category of software and by user - so you can identify unnecessary duplicates.
- Oomnitza provides a built-in Software Catalog that enriches software data such as category.

Optimize Cloud spend
- Visualize across public clouds all instances by type, launch/start-time, and reserved status.
- Start/stop instances through workflow rules such as:
  - *If a VM has an unsafe security group, automatically stop the instance*
  - *If a VM only needs to run 8 hours per day, automate start/stop on off-hours to reduce spend*
  - *If a user is offboarded and was the owner of a VM, automatically stop or re-assign*

Identify active devices without an assigned owner
- Besides reflecting a security problem, this could also result in incorrect charge-backs.

Identify lost/stolen devices
- For example, with the orchestration workflow, you can check if a device has not checked in for over 30 days and is assigned to an active user - notify user and service desk to check status and adjust financials (depreciation) and security as required.

Accurately forecast refreshes and End-of-Life
- Older devices require more IT time, introduce more security risks, and reduce employee productivity from slow systems and software incompatibility issues. Forecasting devices due for a refresh and planning them helps keep employees productive and gives you better negotiating power with vendors.
- Ensure that devices are depreciated correctly

Govern your technology portfolio

Governance processes such as on and off-boarding, need to be operationalized through workflow orchestration to ensure they are followed and to be able to detect and remediate any anomalies and exceptions. This ensures the full auditability of the technology portfolio in order to meet regulatory compliance and provide readiness for IPOs.

On/off boarding employees and projects - govern and automate the process
- Integrations with HR and user directory systems automate the detection of users who are on/off boarded or change status so that devices and software are promptly provisioned or de-provisioned.

Who has what, where, and why?
- Integrations across the entire technology portfolio provide an up to the minute view of who is using what technology, where, and for which department and business process.
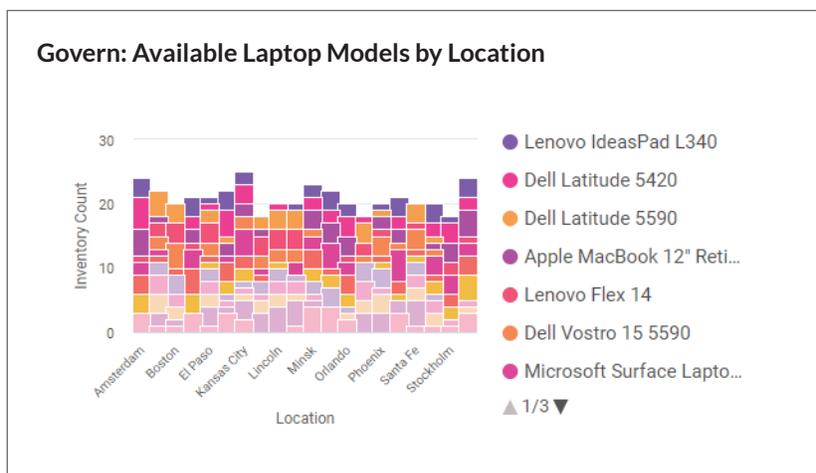
Govern: Available Laptop Models by Location

Legend:
- Lenovo IdeasPad L340
- Dell Latitude 5420
- Dell Latitude 5590
- Apple MacBook 12" Reti…
- Lenovo Flex 14
- Dell Vostro 15 5590
- Microsoft Surface Lapto…

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Fig 3 Gain an immediate understanding of the disposition of all your IT assets by model and location

▶ **Capture all technology asset status change events and trigger actions across systems**

- Oomnitza's workflow allows you to set your rules for what events constitute an asset status change, so you can take appropriate action across all affected systems.
  - — *For example, an employee being hired or terminated, a computer loaned to a customer for a project being returned, a computer not registering with security software.*
- This allows you to operationalize your technology governance processes at scale.

▶ **Allocate technology assets to correct cost center and economic tax zone**

- Meet exacting compliance requirements by tracking where an asset is located.

▶ **Meet auditing and compliance requirements - GDPR, SOC-2, CCPA, HIPAA, ISO 27001, IPO readiness...**

- A detailed audit of technology assets and validated governance processes are required to meet regulatory and standards compliance. Oomnitza's reports fully meet these needs.

▶ **Identify active devices without an assigned owner**

- This is a key risk area for companies subject to CCPA or CPRA requirements and is an avoidable risk.

Protect from security risks

Identify and close gaps in security enforcement. Determine who is using which device, what they access, and where they are. Ensure that all devices are encrypted, virus protected, and backed-up. Tie everything back to individual users. Quickly identify devices that have been lost or stolen in order to block their access and security.

▶ **Exception reports for anomalies in device/software usage patterns**

- Integrations across the entire technology portfolio provide an up to the minute view of who is using what technology, where, and how. With this, you are able to identify users accessing unauthorized resources.

▶ **Identify devices that do not have virus protection or encryption**

- With Oomnitza you can automatically identify devices without virus protection or encryption, and you can automate the remediation.

▶ **Identify active devices without an assigned owner**

- Active devices without an assigned owner could indicate a security problem.

▶ **Identify lost/stolen devices**

- For example, the orchestration workflow can check if a device has not checked in for over 30 days and is assigned to an active user.
- When a device status is set to lost/stolen (in Oomnitza or in any other device management or security system), the status is automatically reflected in all connected systems to trigger updates in access permissions.

▶ **Cloud security group compliance**

- The workflow engine can automatically detect insecure security groups, and send notifications or even stop instances.
- Automatically stopping insecure groups (who may not even realize there is a problem) is a great way to manage GRC (Governance, Risk & Compliance) requirements.
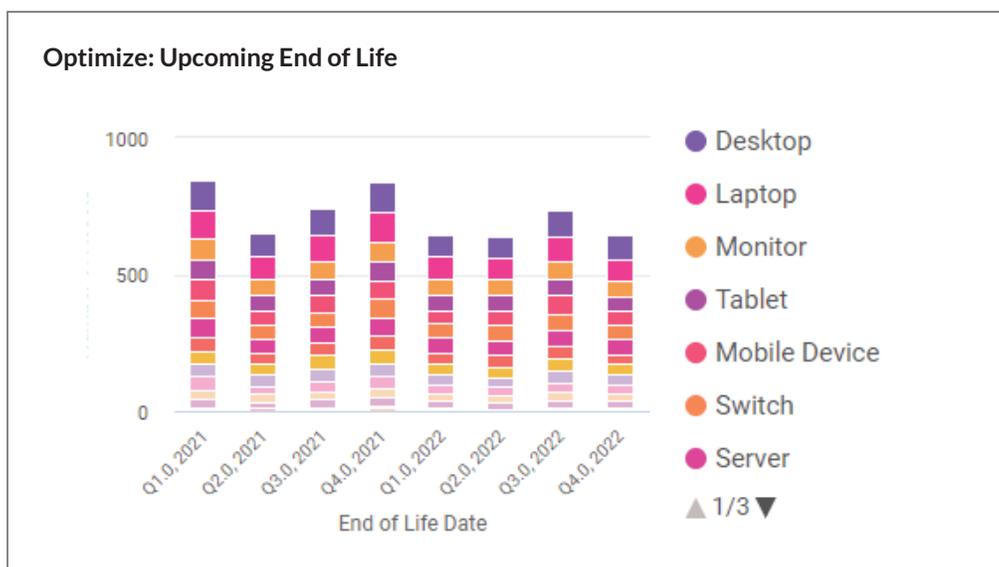

Fig. 4 Increase employee productivity by anticipating end of life asset requirements

Provide a superior employee experience and ensure their productivity

Ensure that each employee gets the device and configuration that matches their role, so they can be as productive as possible. Keep devices up to date and perform timely refreshes. Give technical support a full profile of each employee's devices and their status, so when there is a problem no time is wasted tracking that down, and issues are resolved faster.

▶ **Streamline onboarding employees to make them satisfied and productive**

- Integrations with HR and user directory systems automate the detection of users who are onboarded or change status so that devices and software are promptly provisioned.

▶ **Keep technology up to date**

- Older devices require more IT time, introduce more security risks, and reduce employee productivity from slow systems and software incompatibility issues. Forecasting devices due for refresh and planning them helps keep employees productive and feeling well supported.

▶ **Reduce time to resolution by integrating technology orchestration with service desk**

- Bring unified asset details from Oomnitza directly into the service desk. Eliminate context shifting to discover asset data across multiple systems. Agents can view assets related to tickets, and even reassign or issue loaner devices without leaving the service desk UI. This can reduce time to resolution by 50% and keep employees productive.
- Automate incident creation based on device performance or change in status.

Summary

Enterprise technology orchestration has become a must have for digital enterprises to be able to manage their technology assets as a strategic portfolio. Oomnitza is the first agentless enterprise technology orchestration solution. By consolidating technology assets data from siloed systems into a single pane of glass, you are able to optimize your technology spend, automate your governance processes to meet compliance and auditing requirements, protect from security risks, and ensure great employee experience and productivity.

[1]Source: 1E - Software Usage and Waste Report
[2] Forbes - One-Third of Cloud Spending Wasted

About Oomnitza

Oomnitza delivers the first Enterprise Technology Orchestration solution connecting hardware, software, cloud, and IoT. Customers can manage their IT portfolio to optimize their spend, automate governance processes to meet compliance and auditing requirements, protect from security risks, and support employee productivity. Oomnitza is headquartered in San Francisco.
For more information, visit *www.oomnitza.com*.