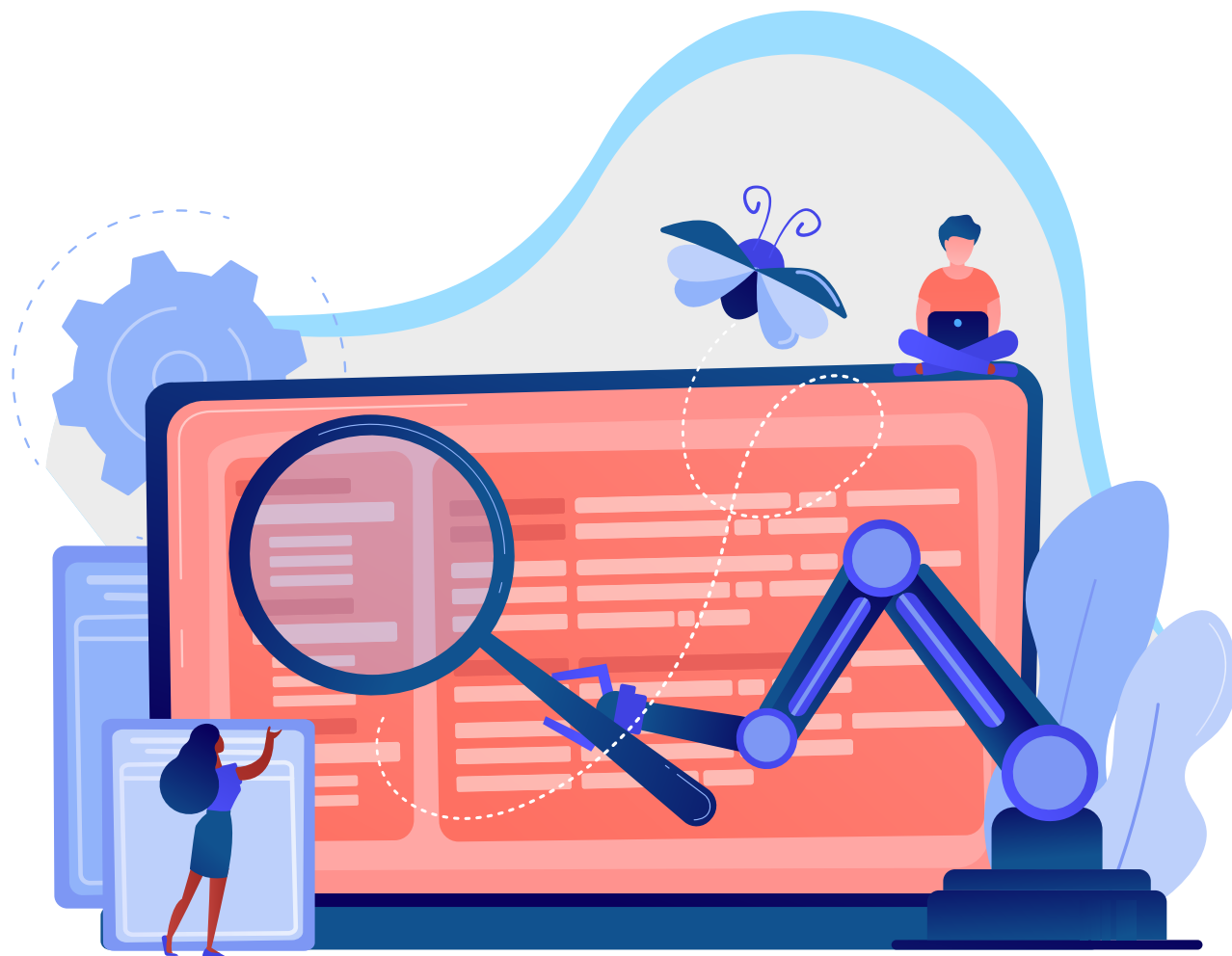


An AOTMP® and Asignet Impact Paper

CRACKING THE ILLUSIVE

TEM

INVENTORY CODE



Technology expense management (TEM) solutions and business practices exist to drive process efficiency, cost savings, environment visibility, and business insights. While these goals may be universal, the degree of success each organization experiences can vary greatly. Symptoms that lead to sub-optimal TEM program performance may include incomplete asset/service/license detail visibility, inaccurate charge/cost center/accrual financial reporting, or additional workaround/manual/exception processes. The root cause of these symptoms – which contributes to poor performance and diminishes TEM program business value – is: Inaccurate Inventory.



TEM IS ONLY AS EFFECTIVE AS YOUR INVENTORY

Ultimately, inventory is a collection of virtual and physical assets, services, licenses, and location/site details assembled from various sources. Invoices, inventory files, contracts, devices/equipment, location directories, HR files, active directory, and business unit details are some of the common data sources. Inventory accuracy is achieved when business rules are applied to a set of known financial, logical, and physical inventory parameters; exceptions are then investigated and resolved to establish point-in-time inventory accuracy.

Asset, service, and license inventory is the cornerstone of all telecom, mobility, and IT management practices. –
Timothy C. Colwell, EVP,
AOTMP®

Three leading factors that inhibit inventory accuracy are:



Incomplete source data



Incomplete validation business rules



Limited execution time/resources




Inability to integrate all these data sources

To establish inventory accuracy, a robust collection of source data is required that represents the details of all assets, services, and licenses across the technology estate. Vendor records, CMDB records, and other internal network engineering records are fertile ground for sourcing technology environment data. Collecting, cataloging, and indexing all source information isn't as easy as it sounds, though. Information silos, poor recordkeeping, and the volume of data can challenge efforts to capture complete source data.

Cracking the Illusive TEM Inventory Code

Inventory validation business rules pose the second challenge towards achieving inventory accuracy. Once source data is collected, accuracy is distilled from validation of known financial, logical, and physical attributes across the technology estate. While validation of only one of the three sets of attributes can be beneficial – financial invoice-to-contract validation, for example – it does not paint a complete picture of inventory, and accuracy cannot be fully validated.

|  FINANCIAL |  LOGICAL |  PHYSICAL |
|---|---|--|
| Invoice Charges | Employees | Service Address |
| Invoice Charges | Business Units | Physical Location |

Time and resources comprise the third inhibitor to inventory accuracy. Why? First, the volume and complexity of source data that must be evaluated to validate inventory is significant. Second, technology moves, adds, changes, and disconnects increases the complexity of inventory maintenance exponentially. Finally, the number of skilled resources needed to effectively navigate data and business rules in real time to divine inventory accuracy can be significant.

Inventory accuracy is the attribute that separates the good from the bad when considering its contribution to technical, financial, and operational workstreams across a TEM program.
– Timothy C. Colwell, EVP, AOTMP®

INVENTORY CODE CRACKED: IT'S ALL ABOUT RPA, ITIL, CMDB AND WORKFLOWS







Robotic process automation (RPA) and CMDB are the keys to establishing and maintaining inventory accuracy. RPA can be used to acquire and validate inventory source data using automation and the CMDB relates and organizes this information. It also establishes the process to maintain the inventory. It is equally important to maintain your inventory (change management process) as it is to build your inventory. Today the TEM industry relies on skilled resources to manually perform these tasks. In fact, this process will crack the inventory code by automating a lifecycle management approach from a variety of vendor sources, business systems, and network equipment – and, by exercising intelligent business rules that automate reconciliation and validation of inventory elements against financial, logical, and physical attributes.

RPA, CMDB, and workflows enables true inventory management through automations.



BUT WAIT, THERE'S MORE...

The value of this process extends well beyond elevating inventory accuracy, though, building best practices from traditional business process outsourcing practices with leading-edge technology creates new value propositions for TEM. Automation enables workflow efficiency, workflow accuracy, and creates a robust CMDB and change management process that will accelerate your TEM program results.

| | EXAMPLES | RPA OPPORTUNITIES |
|---|---|--|
|  Technology Migrations | <ul style="list-style-type: none"> • UCaaS • SD-WAN • 5G | <ul style="list-style-type: none"> • Service Order Automation • Configuration Automation • Change Management Automation |
|  Service Plan Optimization | <ul style="list-style-type: none"> • Pooled Plans • Features Bundles • Usage Tiers | <ul style="list-style-type: none"> • Optimization Opportunity Identification • Change Order Automation • Change Management Automation |
|  Audits | <ul style="list-style-type: none"> • Invoice-to-Contract Audit • Asset/Service/License-to-Employee Audit • Asset/Service/License-to-Location Audit | <ul style="list-style-type: none"> • Audit Automation • Exception Resolution Automation • Change Management Automation |
|  Reporting | <ul style="list-style-type: none"> • TEM • MMS • ITAM • UC | <ul style="list-style-type: none"> • Asset/Service/License Configuration Reporting • Budget Reporting • BI Reporting |

CONCLUSION

There are technical, financial, and operational aspects to technology lifecycle management (workflows), and inventory (building the TEM CMDB) is the central hub for all of the data that supports a TEM program's success. As such, taking action to build and more importantly maintain a process based inventory is the corner stone in establishing the value of your TEM program.



To learn more about how purpose-built RPA can change your TEM program, [Contact Asignet](#).

ABOUT ASIGNET



Asignet provides a proprietary cloud-based aPaaS platform – Wayfast (www.wayfast.com) that provides the architectural backbone of a set of highly flexible solutions that are currently backed by 11 global patents and provides a single, comprehensive platform that seamlessly and dynamically ties all aspects of IT assets, usage, and cost into one holistic view.

Built as a Rapid Application Development, low-code development platform, Asignet is one of the only providers that fully integrates Robotic Process Automation as the technological means to easily build and deploy thousands of workflows to drive thousands of automated activities, integrating with any other system and making intelligent decisions or executing intelligent actions based on an analysis of the data being collected.

Offering a full suite of highly configurable IT Asset Management, IT Software Management, Unified Communications as a Service, and a full suite of Technology Expense Management solutions and services.

ABOUT AOTMP®



AOTMP®, the Association of Telecom, Mobility, and IT Management Professionals, (www.aotmp.com) is a membership organization focused on advancing technical, financial, and operational management practices. Dedicated to leading the industry into the future, AOTMP® helps businesses, public sector organizations, and service providers through solutions based on the patented Efficiency First® Framework – a set of best practices and principles that promote operational excellence, financial accountability, technical integrity, and business results. AOTMP® members practice and adopt Framework principles to drive performance improvement, productivity gains, and cost optimization while continuously strengthening business–service provider relationship value. For nearly two decades, AOTMP® has used analytics to synthesize global data and information gathered from thousands of telecom, mobility, and IT environments and professionals into insights that elevate performance. The Efficiency First® Framework is the foundation for resources available to association members and customers worldwide including AOTMP® University, Certifications, Events, Memberships, and Advisory Services.

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