

IAITAM ACE 2025

ITAM - Another Brick In The Wall

Using AI To
Improve IT
Asset
Management




1

How Many People Use ServiceNow for IT Asset
Tracking?

Other System?

Excel?




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Raise your hand if you scan asset tags?

Raise your hand if you scan serial numbers?



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Has your organization ever experienced inaccuracies when scanning serial numbers of IT assets either by employees or third-party contractors?


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Label Complexity

- Bar Code Scanning is Error Prone
- Paper with hole cut in it
- Model numbers, part numbers, and sometimes duplicate serial numbers




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HP Laptop (reddit request for help)



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Solid State Drives

- Size of SSDs
- Serial Number Difficult to Read
- No Barcode



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[illegible]

How AI Helps

- More Accurate than Humans
- Photo as a backup



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SnapDrive AI Technology

- Cloud Based AI Software
- Scanning Software
- New Scanners (better cameras ~\$1,300 ea.)
- Securix Proprietary Inventory System
- Middleware (Client Portal, Integrations)



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After the presentation, who plans to investigate AI or another method to improve the accuracy of IT asset scanning? Feel free to tag me on LinkedIn with your ideas.

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