IAITAM ACE 2025
ITAM - Another Brick In The Wall

ITAM Operations Best Practices

Renee Cordova Lottes, Senior Manager at Accenture, is a Delivery Lead in the Cloud Advisory group. Currently, her focus is on delivering solutions using the ServiceNow platform. Renee has been focused on successful delivery of ServiceNow solutions and services internally for Accenture for the last 5 years and is now using those skills within client engagements with a proven track record of successful delivery of the project in terms of scope, deliverables, budget, client satisfaction, and achievement of required business outcomes.

For the past 20 years, Renee has been part of Accenture's internal IT department where she has managed major projects and support organizations for a +$43B, +500k person company. She worked with executives to analyze, plan and solve business problems. She has extensive experience setting-up, managing and operating diverse technical projects in a global environment.

Renee holds a B.B.A. from the University of Iowa and an M.S. from Northern Illinois University majoring in Operational Management Information Systems (OMIS). She lives with her husband and five sons in the Chicago area. In addition, she has a passion for developing women in technology.

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Our Story

Enterprise asset management solution

Business value and lessons learned

Future Plans

Lack

- of cross enterprise view of assets
- of standard processes definition and governance per asset type (purchases/approvals, tagging, tracking, report to controllership, disposal)
- of processes definition for leased assets, client assets, demo units, and ventures and acquisitions

Manual

- audit capability
- and error-prone tracking of devices
- license tracking

Liability

- when assets are purchased by different areas (information security, data privacy, copyright, thefts, maintenance uncovered, etc.)

Inconsistent

- assets movement tracking generating discrepancies on inventory, depreciation and disposal
- asset management
- asset description in the purchase order, controllership report and local inventory
- discrepancies between GAAP, fixed asset report and physical assets

Incomplete

- data sets
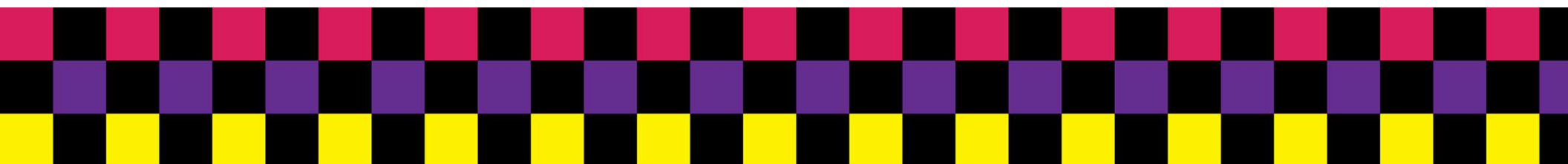
Limited

- compliance reporting capability

Local solutions

- and initiatives in place

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May 2019
- Begin migration for non-workstation assets (through March 2020)
- Established core integrations - ServiceNow Hardware Discovery, CMDB & Ariba BuyNow
- Built process flows: Asset procurement to asset disposal

September 2019
- Launched EAM Asset Portal

November 2019
- Established software entitlements

March /July 2020
- Completed migration of on-workstation assets
- Launched mobile app
- Began migration for workplace assets
- Established core integrations - SAP and Software Discovery
- Built process flows: controllership and software request mgmt.
- Tracking of consumables
- Build Local Integrations

FY21
- Continue Workplace asset migration
- Migrate workstations & laptops
- Migrate leasehold assets

May'19

Sep'19

Nov'19

Mar/Jul'20

FY21

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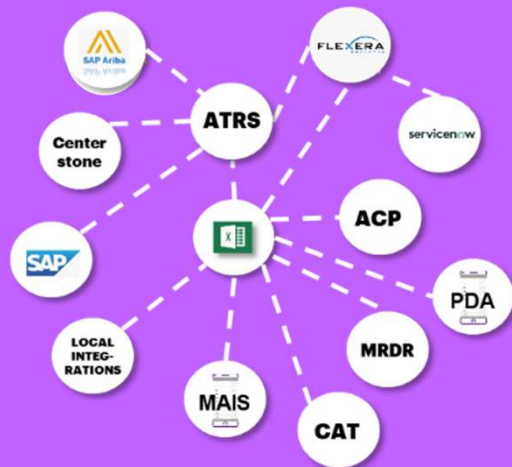Business value and lessons learned

Future Plans

THEN

Disjointed, redundant systems and manual work
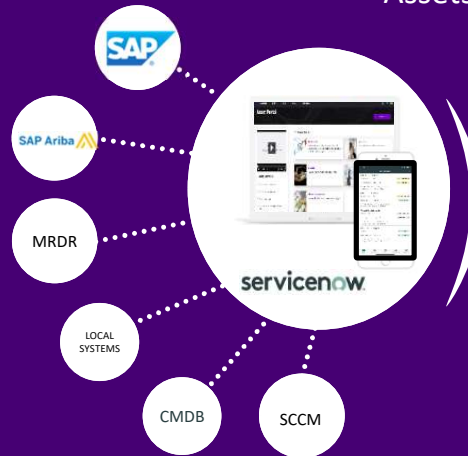
65+
Data sources

now™

Single Integrated solution with automation, mobility & traceability
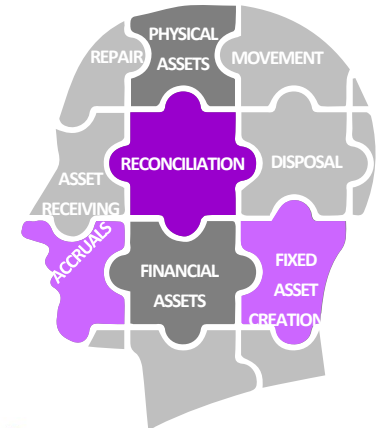
4.3M+
Assets

One platform | One governance model | End-to-end integration

Speed to Reconciliation
6 months to
under 3 months
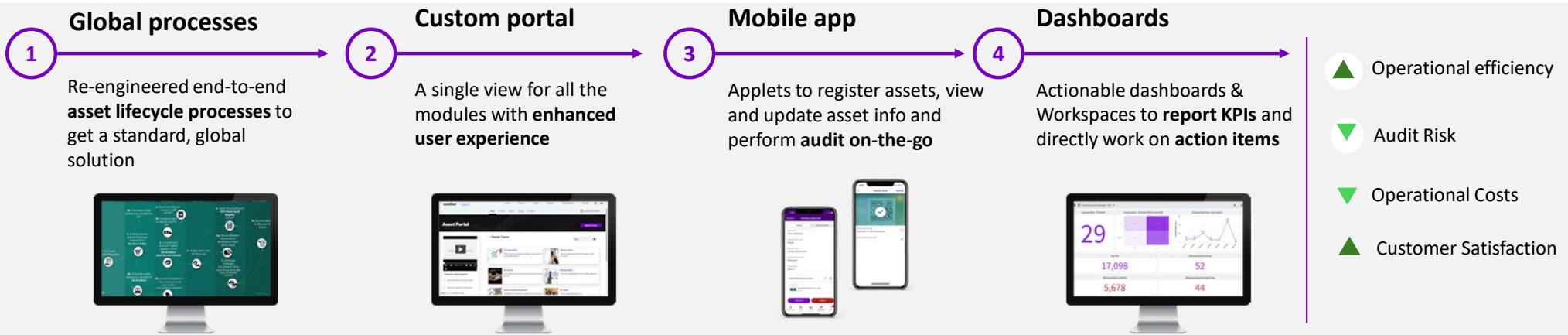
Auditor Confidence
with real-time
Mobile Audit

Effort Reduction
with **65% reduction** in manual efforts

Accenture Global IT

Single integrated enterprise asset management solution with automation, mobility and traceability to manage end-to-end asset lifecycle

1 **Global processes**

Re-engineered end-to-end **asset lifecycle processes** to get a standard, global solution

2 **Custom portal**

A single view for all the modules with **enhanced user experience**

3 **Mobile app**

Applets to register assets, view and update asset info and perform **audit on-the-go**

4 **Dashboards**

Actionable dashboards & Workspaces to **report KPIs** and directly work on **action items**

▲ Operational efficiency

▼ Audit Risk

▼ Operational Costs

▲ Customer Satisfaction

Geographical Reach

50
Countries

Cost Savings

$10M+

89
Software Publishers

We track and manage
40,000+

Software titles

Asset Volume

4.3M+
assets migrated

8K+
products tracked

$2B+
assets value

6M+
software licenses

Impacted Users

700+
mobile app users

2K+
total users

REQUEST

1. End Users Submits Requests

PROCURE

2a. Purchase Order Reference created in SAP

2. Business teams submit Purchase Order(PO) in **BuyNow/Ariba**

2b. Purchase order reference created in **ServiceNow**

RECEIVE

3b. Process Invoice in Ariba & Send to SAP

3b. Reconcile invoiced & Received Asset

3. Local teams receive* assets against POs in **ServiceNow Asset Record Created**

3a. Local Compliance – *Farm In/Material Inward* Tag Assets – *System generated coding*

DEPLOY

4. Fixed Asset Record Created in **SAP** *Future Automation***

5. Assign asset and set to in use

MANAGE

6. Asset Accounting in **SAP/Fixed Asset Register** *Future Automation***

6a. Reconciliation Hardware or Workplace Asset *Discovered*

7. Manage Changes, Movement, RMA and Physical Audits *Farm Out/Material Outward*

DISPOSE

8. Decommission & Disposal of Assets

OUR EXPERTISE IN PROCESS RE-ENGINEERING WAS PIVOTAL TO FORMULATE STANDARDIZED PROCESSES FOR **OVER 6 GEOGRAPHIES**

PROCESSES RE-ENGINEERED
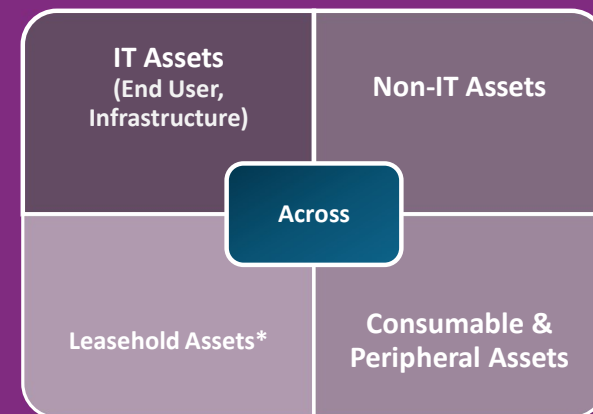
1. **Registering Assets**

2. **Asset Tagging/Re-tagging**

3. **Pre-Receiving and Post-Receiving Compliances as per SEZ/PEZA norms**

4. **Asset Management**

5. **Physical Inventory (Stockroom/Production Area/Project Audit/Annual Complete Inventory)**

6. **Audit and Activity Logging**

7. **Asset Movement (Non-Project and Project Seat Movements)**

8. **Asset Maintenance & Pullout**

9. **Asset Disposal**

10. **Accruals**

11. **Fixed Asset Creation**

12. **Reconciliation of Physical and Financial Assets**

13. **Asset Data Management**

14. **For Asset/Finance/Compliance Teams: Predictive stock-keeping, Operations monitoring, Work Management, Compliance Reporting**

IT Assets (End User, Infrastructure)	Non-IT Assets
Across	
Leasehold Assets*	Consumable & Peripheral Assets

OUR RICH EXPERENCE IN DEFINING AND REVAMPING BUSINESS, FINANCIAL AND COMPLIANCE PROCESSES HELPED US RE-ENGINEER OVER 14 BUSINESS PROCESSES

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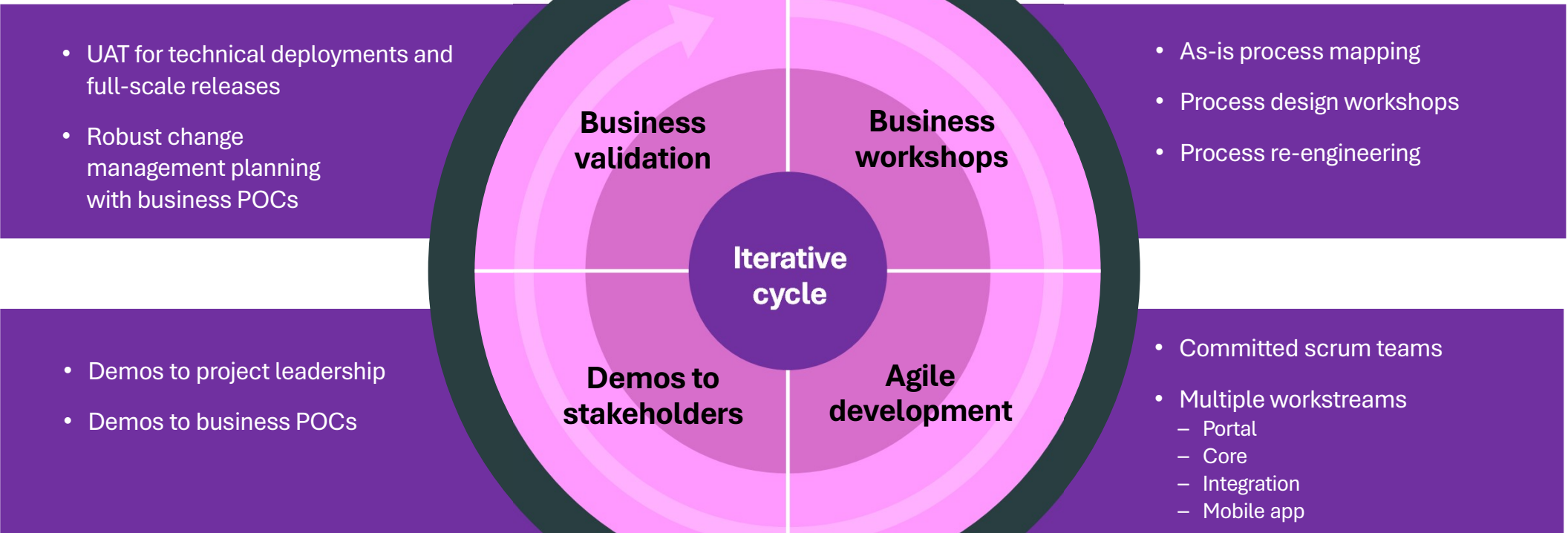
- UAT for technical deployments and full-scale releases
- Robust change management planning with business POCs

- As-is process mapping
- Process design workshops
- Process re-engineering

Business validation

Business workshops

Iterative cycle

Demos to stakeholders

Agile development

- Demos to project leadership
- Demos to business POCs

- Committed scrum teams
- Multiple workstreams
  - Portal
  - Core
  - Integration
  - Mobile app

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COMPLIANCE REDEFINED

POWERED BY now™

Vendor Interaction Automation

THEN..
- **Manual follow-ups with vendor** for obtaining delivery schedules and compliance documents

NOW..
- **Auto-dispatch of emails** to vendors
- **Auto-capture of compliance documents** from vendor response with email trails

Optimized Work Management

THEN..
- Work distribution was **inefficient**
- Heavily **reliant on systems** instead of business process

NOW..
- **Transparent, process based** work allocation
- Allocation & **Progress monitoring** on actionable dashboards

Accurate Capacity Planning

THEN..
- **No clear backlog** as team worked on multiple systems for different processes

NOW..
- **Single, definitive, actionable backlog** of all asset processes
- Managers can forecast incoming work volume

Visibility into Turnaround Times

THEN..
- **Lack of visibility** due to processes scattered over systems

NOW..
- **Complete Visibility** into end to end process turnarounds
- **Breached SLAs** are highlighted

Faster Compliance Reporting

THEN..
- **Multiple reports, multiple systems**, no consistent reporting standards
- Time wasted in organizing data for compliance reporting

NOW..
- Reporting in one **consistent format**
- **Ready for submissions** to authorities

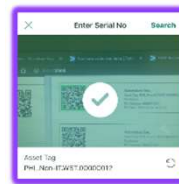April 22-24, 2025 | The M Resort Spa Casino | Las Vegas, NV

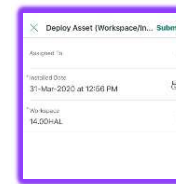**ASSET RECEIVERS**

QUICK REGISTER AND DEPLOY

SCAN

Scan Asset Tag (QR/Barcode)

1. REGISTER

Scan and Update Serial Number
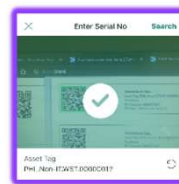
2. DEPLOY

Update Location and Asset User

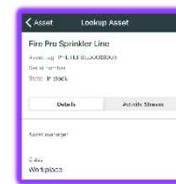↓**40%** Asset Registration Time (ISA)

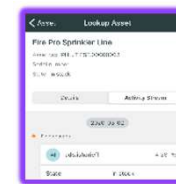**ASSET MANAGERS**

ONE TOUCH ASSET LOOKUP

SCAN

Scan Asset Tag (QR/Barcode)

1. VIEW / EDIT ASSET

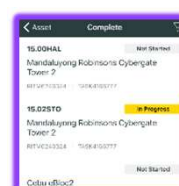Asset Details with Edit option

Asset Activity Stream

↓**25%** Asset Issue Resolution time
✓ Update Assets On the Go
✓ Add pictures / documents / comments to asset record
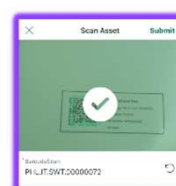✓ View history of movement, repair, etc. for the asset

ASSET OPERATIONS
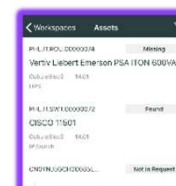
ASSET AUDIT VIA MOBILE

1. SELECT LOCATION

List of Locations to be audited

2. SCAN
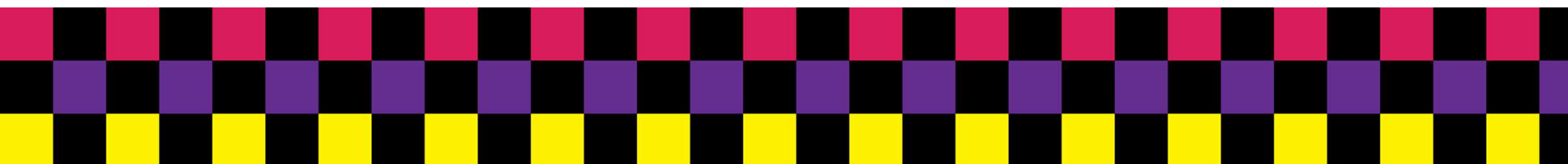
Scan Asset Tag (QR/Barcode)

3. VIEW AUDIT RESULTS

View Audit Report for scanned locations

↓**50%** Inventory Audit Time per Facility

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Keys to Success

Executive sponsorship

Leadership commitment is critical

Implementation approach

Phased and agile deployments

Every publisher is unique

Management approach may vary accordingly

Tool consolidation

Leverage native capabilities to increase ROI

Automation

Simplify and automate for user experience

Understand the licensing evidence

Obtain written confirmation from the vendor for the proof

Change management

Engage stakeholders early and often

ServiceNow partnership

Collaborate for innovation and impact

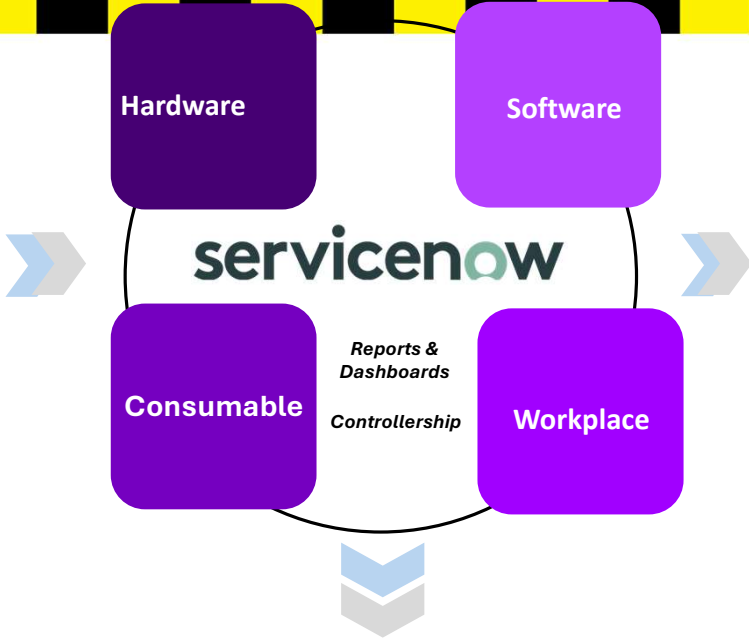ITAM - ANOTHER BRICK IN THE WALL

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Integrating Platforms & Solutions

Microsoft System Center Configuration Manager

SAP

Ariba

Azure Data Lake

MRDR

Local Compliance Applications

jamf

servicenow

Hardware

Software

Consumable

Reports & Dashboards

Controllership

Workplace

51 Countries

1200+ Locations

6000+ Daily Users

4M+ Assets tracked globally

$10M+ Cost Savings

65% Increase in operational efficiency

Portal | Mobile App | Dashboards | Workflows | Discovery

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KEY CHALLENGES ACROSS

Disconnected Tools

Manual Processes

Increased Cost and Risk

IT Hardware and Software

OT Infrastructure

Lack of Network and Process Visibility

Reactive Threat Response

Sub-optimal / No Lifecycle Automation

Facility Assets

Sub-optimal Inventory & Spares Management

Unplanned Maintenance Downtime

Difficulty in **capital management & reconciliation**

...and many more hidden challenges
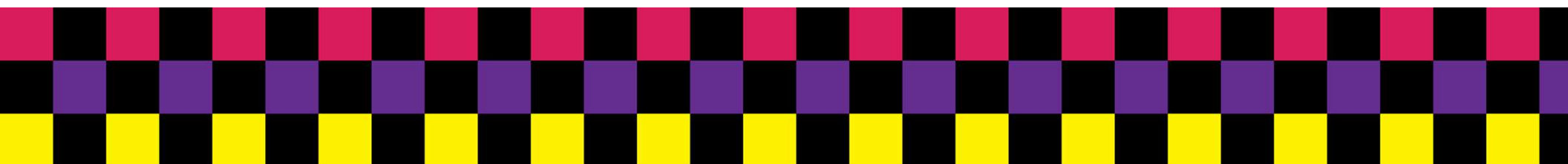
...asset managers must target solutions that directly address the barriers to achieving this vision

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Connect with Me!

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