



Asset Intelligence

Experience true visibility of your IT assets like you never have before

AT A GLANCE

Why is asset intelligence important?

Firstly, from a cost perspective, it is extremely important to know where your organisations IT hardware and software investments are at any point in time. Having a labour intensive process to gain such insights is no longer sustainable and introduces unnecessary risk to any organisation and complicates budgeting activities.

Secondly, it is nearly impossible to secure IT assets that are not visible or managed effectively. All security advisory entities and legislations recommend assets be managed properly as a pre-requisite to enforcing security baselines and modernised operational procedures.

Thirdly, applying an asset centric approach to DevOps processes (including ITIL) increases the maturity of such frameworks and is the only way to minimise unplanned downtime, increase productivity and implement successful automation and machine learning technologies.

Finally, all types of audits would take less time and inevitably cost less if all asset classes are accurately accounted for at any time on any day - and governed by optimised compliance and lifecycle processes

**43% of
1600 professionals
surveyed are still
tracking IT assets
in spreadsheets
and over half,
mistakenly spend
time fixing devices
under warranty.**

THE SOLUTION

Our unified IT solution and the delivery framework were both architected in a way to package our expertise into repeatable bodies of works that yield maximum value. We do this by always addressing the most common, real-life scenarios we regularly hear from our customers. We are sharing the top four clarification questions we receive regarding asset intelligence and our responses to them to highlight to you. Although the problem we are solving for our customers is a common problem, the path each organisation has taken to date is different and has accrued varying levels of complexity and technical debt.

How do we manage many sources of truth?

In a recent Gartner report it was published that over 40% of organisations have more than six discovery tools, these are tools or systems of record that handle IT asset information. The market contains a plethora of client management tools with varying costs, features and architectures, so this is understandable. The secondary problem is that the integration and reconciliation costs grow exponentially with the number of tools you own, we call this technical debt. When we engage with customers around unified IT, our strategy is not to 'rip and replace' all their asset and discovery tools, it is to address the gaps and prove there is room for one more tool, our tool, that will reconcile all their other inventory data and populate their single source of truth (CMDB) once. It is their prerogative to discontinue using the other tools in the future as they see fit when they choose to retire unnecessary technical debt, this becomes a very easy decision when they find out that the same tool can also patch both Windows and non-Windows devices and applications.

What service management solution is best?

Regardless of which of the top four ITSM or ESM vendors you have chosen, the proposed asset intelligence solution will populate their CMDB automatically. There are, and have been for years, connectors developed by these vendors to manage the inventory mappings and scheduling options for our well established and proven proposed solution. Customers find that the two key differentiating factors in favour of the Ivanti asset intelligence solution (powered by LandDesk or LDMS specifically) is cost and time to value. In many cases it is literally a fraction of the cost to procure, with easy licensing terms and the fact that it can be rolled out in as little as 8 business days.

“We discovered 28% more devices than what we have in SCCM”

IT Manager at Melbourne transport company

Is there a compelling event?

In any feasibility study the task of assessing the cost of doing nothing must be explored when answering this question. Without over simplifying this task, the deduction of most stakeholders in this situation, is that cost of doing nothing to modernise current asset intelligence and discovery capabilities is far too big and largely unknown, which is a significant risk in itself. The top four drivers to this conclusion are:

- Current cyber security climate
- Operational efficiency / doing more with less
- Risk mitigation
- Fiscal accountability

In short, the answer is YES there is an immediate compelling event, regardless the business model or competing internal priorities that your organisation may have.

What about security / can you help with that as well?

Absolutely, as a matter of fact whether you are looking at the ACSC (former ASD) top 4, essential 8 or APRA's CPS 234 we have solutions addressing precisely those legislations. If legislations have not surfaced for your specific industry (yet), you can get still get a head start and increase your maturity levels and reduce your overheads related to Application Whitelisting, Patching (all types: desktop, application and server) and privileges management. We would still need to fix your asset intelligence problem first, but then we can quickly transition into minimising the attack surface on all your IT assets with the Ivanti security controls platform. The solution also includes agentless patching of servers that customers are super excited about, this capability lays the foundation for the patch automation revolution that is coming soon.

We are
Fusion5
Enterprise
Service
Management

At Fusion5 we strive to give our Unified IT customers quick wins and achieve the desired business outcomes rapidly, this must also hold true for the technologies we suggest to our customers as well. We believe in our solutions (so much so we have implemented them internally) and we are both a platinum partner and a customer of Ivanti's. Ivanti Asset Intelligence (Powered by LandDesk) is a proven client management tool that has evolved into a powerful unified endpoint

management platform for all devices in any modern organisation, including IoT devices. This solution has helped Fusion5 achieve our required certifications and helped us identify, plan and execute our desired security posture.

Fusion5 do offer an end to end IT Asset Management solution but it always starts with asset intelligence, please speak to your national sales representative to organise an ITAM session