

West Berkshire Council

with LANDesk® Asset Lifecycle Manager

Business Needs

West Berkshire Council wanted to extend the management of its IT assets to include financial information, and to introduce automated workflows to track and control IT and telecommunications equipment from acquisition through to disposal. The goals were to improve financial visibility and control and to reduce the time and effort expended on manual asset management.

Solution

LANDesk® Asset Lifecycle Manager

Business Benefits

- Complete visibility of all tagged IT assets and their financial value
- Workflows accelerate acquisition and reduce manual administration
- The LANDesk solution helps the Council meet internal obligations for IT and financial controls

Overview

West Berkshire Council provides a full set of municipal and civic services to around 150,000 residents, including education, highways maintenance, social care, benefits, libraries, waste disposal and recycling, environmental control and car parking. To ensure that it can deliver effective services that offer good value to the taxpayer, the Council makes significant use of technology across its operations.

As a user of LANDesk® technologies for more than seven years, the Council already had a highly efficient and well-managed IT infrastructure. Aiming to extend and enhance its control over IT-related assets, the Council implemented LANDesk® Asset Lifecycle Manager. The new solution enables IT equipment and its associated financial data to be tracked from acquisition through to disposal—improving financial control and reducing administrative effort and paperwork.

The Council is using LANDesk Asset Lifecycle Manager to create automated workflows for new and existing IT equipment, and is currently tracking around 2,350 devices, from servers and laptops to BlackBerry smartphones and electronic security tokens. The solution provides complete visibility of all assets and their changing financial value, and frees up the IT department from low-value, time-intensive administration.

Challenge

With around 2,350 devices to manage—PCs, laptops, servers, switches, printers, faxes, scanners, security tokens, smartphones, and more—West Berkshire Council was struggling to maintain visibility of the value of its IT assets. Information was tracked in a variety of different spreadsheets, which were then manually consolidated for reporting purposes. Different departments had their own approaches to procuring new equipment, and a significant amount of time and effort went into the approvals process for purchases. Equally, the lack of integration in the various administrative processes introduced delays at every stage, and required managers to frequently chase up requests to check their status.

Once successfully procured and set up by the IT department, new devices would then be registered and tracked on spreadsheets through to their ultimate disposal—representing significant time and effort over their full lifecycle. Again, the manual nature of this tracking made it difficult to enforce common standards for asset management or to gain a single point-in-time view of the financial value of each asset.

Paul Bartlett, ICT Technical Project Manager at West Berkshire Council, comments: “Determining the financial value of our IT assets was a major exercise in the past, requiring us to consolidate information from a variety of spreadsheets and systems. It was also difficult to know the exact status of any particular asset, and to ensure that all Council-owned equipment was returned by employees leaving the organization. We wanted to reduce administrative effort and to enable a joined-up view of IT assets that would empower managers and enable effective financial control.”

Solution

West Berkshire Council had been using LANDesk technologies to manage its IT infrastructure for more than seven years, with LANDesk® Management Suite, LANDesk® Patch Manager and LANDesk® Server Manager to control security, automate administration, manage users and deploy new software. Its positive experience with these solutions encouraged the Council to evaluate the new LANDesk Asset Lifecycle Manager solution, together with several other options.

“At that time, we were using the asset management function in LANDesk Management Suite, and while this was helpful, it didn’t provide the comprehensive process-driven management and workflows that we needed,” says Paul Bartlett. “LANDesk Asset Lifecycle Manager fitted our IT governance requirements perfectly, and enabled us to broaden our approach to asset management from simple inventory into an automated, end-to-end solution. It also offered easy integration with LANDesk Management Suite, which was a major benefit and a key factor in our decision.”

Following a thorough data cleansing and metadata standardization phase, the Council imported its existing asset information into LANDesk Asset Lifecycle Manager and started building workflows for common management tasks.

“We are still rolling out the new solution, and we have already eliminated a large amount of form-filling and other manual administrative tasks,” says Bartlett. “A significant piece of work-in-progress is integrating the asset management system with Human Resources systems. When complete, this will create a seamless set of automated processes for providing new employees with the equipment they need for their job, running from the set-up of their account by HR through financial approval, procurement, receipt and preparation by the IT team. We are also creating an automated process to ensure that all equipment is returned upon the termination of an employee’s contract.”

Benefits

LANDesk Asset Lifecycle Manager gives West Berkshire Council a powerful set of tools for managing IT assets from procurement through to disposal. Using the software, the Council can easily audit its assets, check that the correct software licensing is in place, monitor equipment leasing arrangements, check the physical location and assigned owner of each asset, and apply standard management approaches to all assets. The LANDesk solution also assists with maintenance and with the planning of new IT purchases, by providing full details on all existing equipment down to the level of individual components.

“LANDesk Asset Lifecycle Manager centralizes and standardizes our view of the IT assets, and brings together all the financial and non-financial information related to each asset,” says Bartlett. “With a single point of control and clear visibility, we save significant time and effort as well as improving the quality of reporting and auditing. What’s more, even though we have the benefits of centralization, the solution will actually give more power to departmental managers. We are planning to launch a self-service procurement catalogue for IT and telecoms equipment, so that managers will be able to order approved devices with a single click and without any need for tedious form-filling.”

Replacing manual tracking and procurement processes with automated workflows in LANDesk Asset Lifecycle Manager will save an enormous amount of time and effort at West Berkshire Council. It will also cut the rate of error, accelerate the procurement of new equipment and help compliance with the WEEE regulations on the disposal of IT equipment.

“As we streamline our procurement processes using LANDesk Asset Lifecycle Manager, we will both eliminate form-filling and build a rigorous, standardized, auditable approach,” says Paul Bartlett.

“Financial controllers now have a current, accurate view of the exact value of all assets and of the nominated owners within the organization. And in IT, we can more accurately measure the value and efficiency of our operations.”

Visit www.landesk.com for more information.

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— Paul Bartlett

ICT Technical Project Manager
West Berkshire Council

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