

Proactive Support Services Asset Tracking and Analytics

Tighten IT security and maximise the value of your IT assets

Dimension Data's Asset Tracking and Analytics Service improves efficiency in the management of the lifecycle of your IT assets and quickly identifies the areas requiring your immediate attention.

Business Outcomes

- Better asset utilisation, higher reliability, and greater return on capital investment
- Lowers cost and security risks
- Reduces downtime
- Optimises maintenance costs
- Reduces contract renewal and contract rationalisation efforts
- Improves technology refresh planning and configuration standardisation

'Leveraging a trusted third-party partner provides the assurance and technical expertise required to invest in automation tools and processes to drive optimisation of infrastructure and capitalise on the digital transformation journey.'

Optimisation drives digital transformation, IDC Infobrief, sponsored by Dimension Data and Cisco, January 2017.

Challenge

As IT estates become more complex and dynamic, keeping track of IT assets has become extremely challenging. But effective IT risk management requires continuously updated and accurate asset information to ensure the health and security of your IT environment. Our 2016 Network Barometer Report indicates that networks are getting less secure, primarily due to neglected patching. 76% of network devices were found to have at least one known security vulnerability, up from 60% last year.

In addition to security risks, ineffective asset tracking can result in higher levels of unplanned downtime and lost productivity due to failed configuration and release management efforts. Additional cost implications of poor asset tracking can include not upgrading assets on a timely basis, overpaying for support of assets that are no longer required, or buying spares for assets that are no longer deployed.

Solution

Our Asset Tracking and Analytics Service allows you to manage the lifecycle of your network assets more effectively. The Service discovers your Cisco asset data and transforms it into actionable information to help you make informed infrastructure decisions. You can gain an overview of all your assets and, with pinpoint accuracy, identify the areas requiring your immediate attention. Predefined reports offer information on IT asset vulnerability notifications and lifecycle status received from the vendors.

Use cases for the Asset Tracking and Analytics Service

Improve the accuracy of your Configuration Management System: Get accurate information on your Cisco assets across your global locations.

Pinpoint vulnerabilities and take prompt actions: Easily identify assets with known or potential vulnerabilities.

Efficiently plan and execute standardisation initiatives: Enforce standards for your technology and ensure consistency in the version levels deployed through your organisation with rapid identification of assets requiring updates.

Make smarter, more informed decisions in technology planning: Understand which assets are at, or are approaching, end-of-sale and end-of-support.

How the Service works

Automated asset discovery

The automated asset discovery feature discovers the Cisco hardware and embedded software assets in your IT environment. After executing the initial asset discovery, it will be repeated monthly, and will provide you with comparison reporting.

Asset discovery captures the following information:

- asset model
- serial number
- manufacturer
- IP address and host name
- location details (if available)

Additional data that's provided through the enrichment applications of Dimension Data and Cisco includes:

- vendor lifecycle status data (end-of-sale and end-of-support)
- field notifications
- security alerts

Managed Centre Portal

Our Managed Centre Portal provides you with a view of your IT assets from a single graphical interface. With our intuitive Managed Centre Portal, you can determine the critical areas that require your attention, saving valuable management and administrative time.

Data reporting and analytics

Our reporting and analytics provides preconfigured reports with easily interpreted graphic displays of your inventory of assets. Reports and analysis options available in the Managed Centre Portal:

Summary dashboard provides a high-level view of the scope and health of your IT estate.

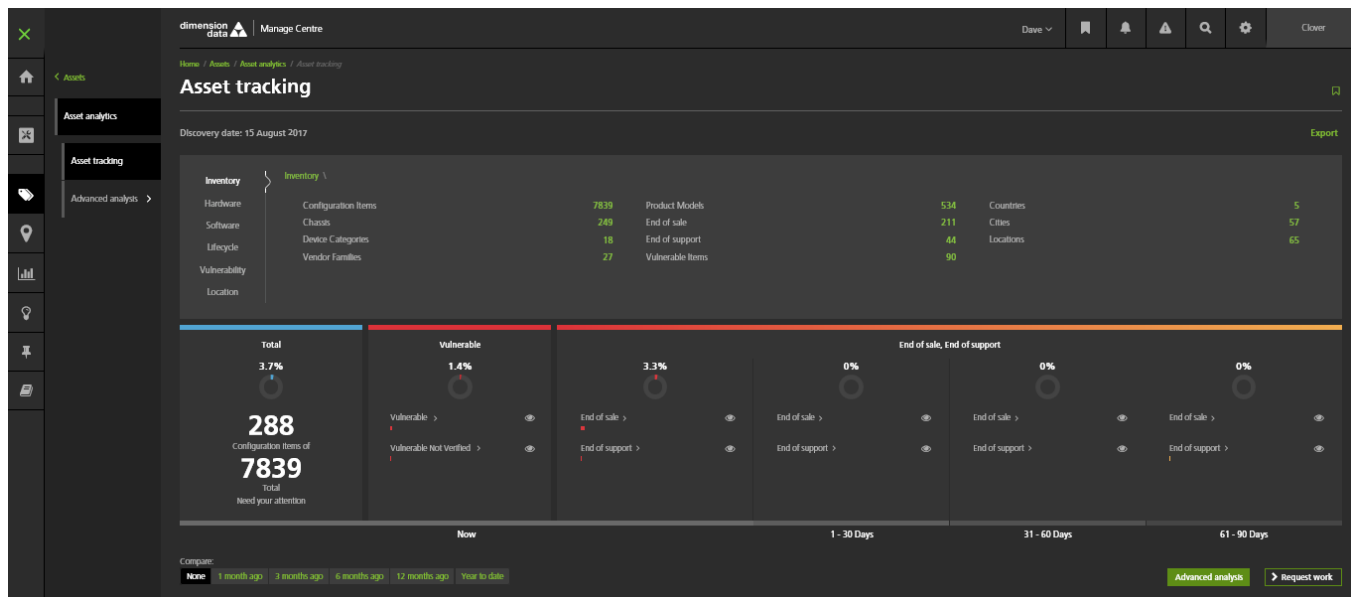
Vulnerable items report identifies assets with a known or potential security vulnerability.

Outdated assets report shows assets that have a known end-of-service status.

Items becoming outdated soon report provides a summary of IT assets that will become outdated in the near future.

Comparison report enables comparison of information between two points in time to view changes from discovery to discovery and to provide information trends.

Advanced analysis report provides you with the capability to run queries using filters and selection criteria on the data to view and export specific asset data.



Additional Proactive Support Services

The Asset Tracking and Analytics Service is a member of our Proactive Support Services portfolio. These Services accelerate IT optimisation and ensure that your technology is delivering all that it can. We recommend combining our Configuration Archive and Annual Version Update Service with the Asset Tracking and Analytics Service to further improve your IT efficiency, mean time to repair (MTTR), and security and compliance profile. Configuration Archive automatically captures, backs up, and stores the last two configurations of each IT asset. This not only accelerates MTTR by quickly retrieving stored configurations when needed, but also provides additional information to better manage your IT assets. Using our Annual Version Updates Service, you can improve your IT infrastructure security, availability, and compliance profiles. With this Service, each year, we help you standardise on vendor updates for infrastructure. We collaborate with you to agree on the version levels best suited to your organisation and implement the updates needed.

Other Proactive Support Services you may wish to consider include:

Availability and Capacity Monitoring provides active polling and threshold monitoring of your assets to diagnose and resolve incidents faster.

Technical Account Management assigns a senior engineer who understands your operations, monitors and tracks your support needs and service requests, troubleshoots issues, and identifies opportunities to improve availability.

Service Delivery Assurance assigns a client delivery executive to act as your advocate and help provide governance across service entitlements, processes, and assets.

Third Party Incident Coordination delivers end-to-end incident management support for service incidents involving other providers on your behalf.

MACD Support fulfils standard move, add, change, and delete requests, relieving your team of these routine functions.

IT Service Integration integrates your existing service management system with ours to automatically exchange task information.

Proactive Problem Support reviews service incidents and proactively identifies potential problems that can result in future downtime.

Dimension Data Advantage

With our Services, you gain the knowledge you need to efficiently manage the lifecycle of your worldwide network assets through a single, easy to view Managed Centre. Dashboards, graphic displays, drill-down capabilities, and self-service query functionality deliver the knowledge IT operations require to more efficiently manage the IT asset lifecycle – taking action when and where needed.

Our portfolio of Proactive Support Services improves operational efficiency by automating and integrating processes, leveraging analytics to improve your decision making, and simplifying operational complexity across technologies and vendors. We can proactively handle many of your standard IT processes freeing up valuable staff and management time to devote to innovation.