

Making IT more efficient and valuable with Maximo Asset Management for IT and Tivoli Service Desk



Highlights

- Leverage a modern J2EE™ platform to achieve business agility and a service-oriented architecture (SOA) for stronger integration with key asset and service management components
- Manage software costs and license compliance risk in all IT environments from mainframes to distributed environments
- Integrate change and configuration as well as IT asset financial and lifecycle management processes for better control of all assets, both IT and non-IT
- Increase the availability of critical IT services, while aligning IT with business objectives through a world-class integrated service desk, designed on the IT Infrastructure Library® (ITIL®) framework

In today's marketplace, organizations rely on flexible, end-to-end IT solutions to create and maintain a competitive edge and help meet increasingly burdensome regulatory and compliance reporting requirements. Ensuring optimal services availability and maintaining an accurate inventory of hardware and software assets spread across the infrastructure can be costly and can lead to inefficient business processes. As the complexity of technology increases, companies need solutions built on a single, unified platform to support the business processes that make up both IT asset and service management in a cost-effective manner.

Unlike other IT solutions that fulfill a single need such as incident and problem management, procurement or IT inventory maintenance, the flexible IBM Maximo® platform provides the ability to more easily integrate a wide range of IT asset and service management products from Tivoli® and Maximo. Furthermore, organizations can use Maximo to manage both IT and industrial assets, allowing them

to achieve greater efficiencies by leveraging just one asset management system for all asset classes. The Web-architected IBM Maximo platform is built on the latest industry standards such as J2EE, SOA and Web services for interfaces, and XML for messages and configurations. This one-of-a-kind platform enables companies to simplify and connect asset and service management practices throughout the organization, resulting in a broader and more comprehensive asset and service management solution.

Take control of mainframe software assets

IBM Tivoli License Compliance Manager for z/OS enables more effective software asset management for companies with z/OS environments. This solution is designed to:

- *Discover mainframe software inventory.*
- *Eliminate unused, under-used, outdated or redundant software.*
- *Identify unlicensed and over-licensed software.*
- *Gather information on software use for more cost-effective planning.*

Maximo Asset Management for IT



Manage IT assets across the enterprise

IBM Maximo Asset Management for IT is a far-ranging IT asset management application that supports inventory, financial, maintenance and contract management from a single, user-friendly interface. The solution can:

- Track and manage IT assets throughout the asset life cycle more efficiently.
- Help manage procurement, budgeting and contracts more effectively.
- Proactively manage regulatory, financial and software license compliance efforts.
- Maximize the use of IT resources by identifying and redeploying underutilized assets.
- Help to control IT costs and more accurately plan for future IT needs.
- Integrate with additional asset and service management components from IBM and other vendors.

Companies that run hundreds of applications can easily underutilize or exceed their software license entitlements without knowing it. Tivoli License Compliance Manager for z/OS automatically associates mainframe licenses with software inventory and use activity, and it eliminates the manual task of determining software use activity on mainframe systems to create an accurate inventory. This solution also provides detailed reports that help reduce cost and proactively maintain, manage and document compliance efforts across the organization.

Support compliance efforts and improve cost control for distributed software assets

Organizations rely on their IT infrastructure and business applications to keep business running smoothly, but these applications can pose a license compliance risk if not managed successfully. IBM Tivoli License Compliance Manager can help a company with a distributed IT environment keep a more up-to-date inventory of all software assets. The ability to track use and licensing helps ensure that companies pay only for the software they need. When used with Tivoli License Compliance Manager for z/OS and Maximo Asset Management for IT, the products create a powerful end-to-end software management and compliance monitoring solution for the entire enterprise.

Tracking IT assets can be costly, time consuming and error-prone. And it's only one part of the asset management process. Maximo Asset Management for IT has capabilities for managing all asset-related functions and captures information that underpins more intelligent business decisions. This solution can provide a more comprehensive view of your IT infrastructure and offers detailed reports and key performance indicators (KPIs), all presented in an easy-to-configure user interface.

Maximo Asset Management for IT also supports configuration and change management capabilities that can help simplify these critical processes into smaller, more manageable tasks as a component of the Tivoli Change and Configuration Management Database (CCMDB) evolution strategy. Maximo Asset Management for IT can enable higher return on investment and better IT decision-making across the enterprise.

Furthermore, Maximo's technology enables you to manage not only your IT assets, but also critical operational assets such as facilities, production equipment and transportation assets. Clients should achieve cost savings and greater efficiencies by using Maximo to consolidate all asset management on one platform and leveraging asset management best practices throughout the enterprise.

More efficiently manage service requests through streamlined incident and problem management processes

IBM Tivoli Service Desk provides the support that organizations need to keep business systems and services available and reliable.

This solution can help:

- *Automate incident and problem management processes for faster service restoration at a more appropriate cost.*
- *Increase availability of critical IT services and reduce disruptions.*
- *Reduce costs associated with service desk calls.*
- *Streamline service desk operations and optimize the productivity of service desk personnel.*
- *Improve infrastructure stability and expand availability by providing a common solution for global support.*

Today's complex technology often means more complex problem resolution. To address this need, IBM Tivoli Service Desk provides service request support through a streamlined incident and problem management process that helps your service team provide more consistent, higher quality service that should reduce downtime and service-related costs. Based on the ITIL standard, this integrated solution allows you to move from incident management to problem management to change management—all on a single platform. The configurable user interface provides a portal to processes and data, and detailed reports provide valuable business intelligence that can be used to improve decision-making and expand availability of key IT systems.

For more information

To learn more about the Tivoli Service Management and Maximo Asset Management for IT portfolio, please contact your IBM representative or IBM Business Partner or visit ibm.com/tivoli and mro.com

About Tivoli software from IBM

Tivoli software provides a comprehensive set of offerings and capabilities in support of IBM Service Management, a scalable, modular approach used to deliver more efficient and effective services to your business. Meeting the needs of any size business, Tivoli software enables you to deliver service excellence in support of your business objectives through integration and automation of processes, workflows and tasks. The security-rich, open standards-based Tivoli service management platform is complemented by proactive operational management solutions that provide end-to-end visibility and control. It is also backed by world-class IBM Services, IBM Support and an active ecosystem of IBM Business Partners. Tivoli customers and partners can also leverage each other's best practices by participating in independently run IBM Tivoli User Groups around the world—visit www.tivoli-ug.org



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