XSi **Rethink Maintenance**

![XSi Rethink Maintenance logo]

KEY CHALLENGES:

» Lack of a dedicated person in the Configuration Management Database (CMDB) / asset manager role

» Pilfering / physical security of inventory without updating system for failures, projects, etc.

» Lack of physical audit to create depot and CMDB system baselines

IMMEDIATE NEEDS:

» Creation of internal user guides for all operations, technical and supply chain personnel to open tickets for access to inventory

» Training for all staff

» Monthly inventory consumption reports and replenishment procedures with enterprise organizations respective VAR(s)

MAJOR ENERGY PROVIDER USES XSI TO STREAMLINE IT ASSET MANAGEMENT

The Challenge: A cumbersome and expensive process to manage an unknown number of assets

For one large U.S.-based energy provider, the IT infrastructure is mission critical in working with all facets of the business in order to optimize customer service and ensure proper emergency response in the event of an incident. The network runs the business, billing systems, and communication within the corporate campuses, which includes voice, video, power plant networking and more. Failures can not only be expensive to repair in a timely manner, but they can also damage the faith that customers have in the brand. To continue to meet— and exceed—customer and employee expectations, equipment must perform at optimal levels, and any necessary repairs must be completed in a timely, cost-effective manner.

However, the company's IT asset management process was both complex and challenging to navigate, and it was nearly impossible to optimize by using a combination of internal IT resources and original equipment manufacturer support. Assets were spread across multiple locations and the IT department was not designed to facilitate equipment logistics. Inventory was tracked manually using Excel spreadsheets, resulting in an unreliable, error-prone methodology. Not only that, the company required a four-hour repair and replacement SLA for key devices at critical sites, but using an original equipment manufacturer for this was extremely expensive, and the process was further complicated by the lack of a seamless process to open support tickets.

In order to empower the employees to deliver the quality services on which its customers rely, the company needed to maximize asset lifecycles across multiple locations cost-effectively—but doing so required a rework of its entire IT asset management system. With the help of an expert in IT Asset Management (ITAM), logistics and third party Technical Assistance Center (TAC) support, it became possible.

THE SOLUTION: A COMPREHENSIVE STRATEGY FOR TANGIBLE RESULTS

The Audit

In order to meet high standards for equipment performance and rapid repair completion, the company selected XSi for IT asset management, logistics, and technical assistance center (TAC) support. However, before XSi could design a custom plan, it was essential to understand the number and location of IT assets.

As a first step, XSi performed a full equipment audit. XSi physically transported two and a half shipping containers of assets from the company's multiple locations to the XSi service center and warehouse in Atlanta. Once there, all equipment was tested and cleaned, and all test records and results were archived in the Cloud-Based CMDB System. XSi verified entitlement of all serial numbers to validate that all inventory was purchased through manufactured authorized distribution channels and all parts were manufactured by the original equipment manufacturer. This is an ongoing practice.

THE RESULTS ARE IN!

Estimated number of assets: **400-500**

Actual number of assets: **2000+**

Discrepancy: **1500-1600**

ANATOMY OF AN AUDIT:

» **An Experienced Cisco network resource traveled onsite to each depot**

» **Inventory data tracked:**

– Model and serial number

– Dimensions (H/W/L)

– Weight

– Milestone data (End of Software, End of Life, Warranty Type and Expiration)

– Location confirmation

– Traceability of Parts back to the Manufacturer

– Other data, as requested

Inventory

SaaS Based CMDB and Ticketing System

CMBD Database(s), contain all relevent information about the configuration items (CI) and information about their relationships to each other.
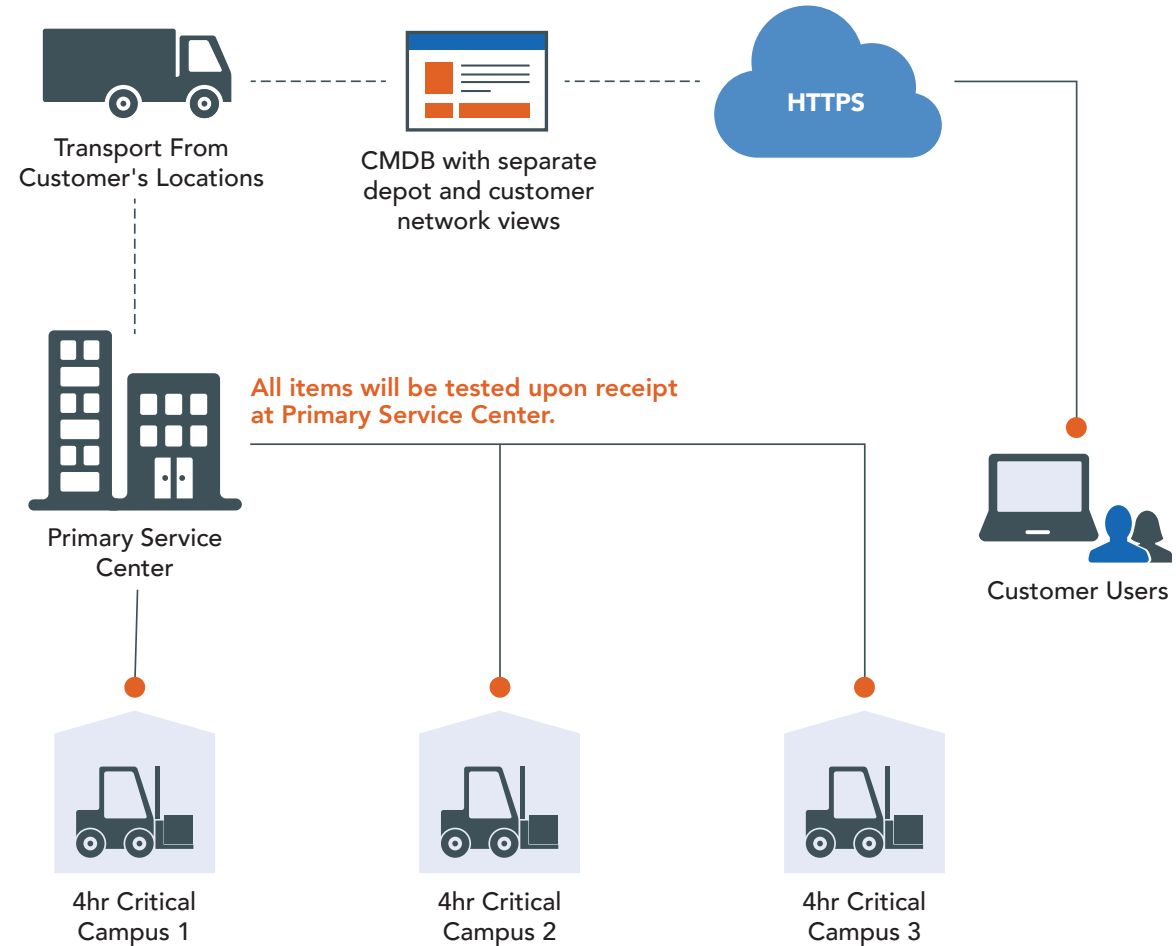
THE STRATEGY:

Once XSi had a precise count of the number of IT assets, it was time to move forward. By understanding the energy company's unique and specific challenges, XSi designed a custom asset management and logistics plan that leveraged existing inventory and met customer needs. As part of the solution, XSi would house and manage IT asset inventory, perform all repair and maintenance tasks and coordinate all logistical efforts to transport equipment between XSi warehouses and the company's major campuses. As part of the SLA, XSi agreed to meet the company's four-hour delivery requirements for critical devices and locations.

THE EXECUTION:

After cementing the plan, XSi deployed transportation, inventory management and reporting systems that update in real-time, giving the company increased visibility into its asset quantities and locations. Inventory tracking was immediately moved from Excel to a cloud-based database asset management / CMDB system. From there, XSi created a custom software system to handle asset management and enable users to open up tickets. To ensure that the plan could be fully executed, XSi designed and updated custom user guides and trained over 50 users. Subsequent quarterly training and updates are now performed to keep employees abreast of any changes.

Once the systems were in place and users were adequately trained, the XSi team took over the hardware maintenance process, which included replacing the parts and dispatching field engineers for hardware break-fix and technology refresh and upgrades. While XSi managed all IT assets, the company received monthly incident and inventory consumption reports to show how much equipment was in inventory, determine future needs and offer suggested orders.

Transport From
Customer's Locations

CMDB with separate
depot and customer
network views

HTTPS

Primary Service
Center

All items will be tested upon receipt at Primary Service Center.

Customer Users

4hr Critical
Campus 1

4hr Critical
Campus 2

4hr Critical
Campus 3

TRAIN, REPORT, ADJUST

The Results: A streamlined, seamless process with immediate ROI

The benefits were immediate. Not only was the company alleviated from the everyday duties of managing IT asset inventory and repairs, but the streamlined system also gave the team unprecedented visibility into equipment needs as well as the rapid return of service to keep all systems functioning properly. For the company, this meant that it could continually deliver on the promise to its customers to provide them with the best possible experience.

Following our success, the company decided to migrate
all their mature asset bases to the XSi solution.

Found over 4x more devices in inventory than the **400-500** the company initially estimated

Saved 80-85% on maintenance as compared to OEM plans, amounting to over **$1,000,000** annual OPEX savings

Increased network uptime

Over 99% accuracy for both inventory and tracking

Extended product life cycle of installed IT assets

Replaced legacy solutions with SaaS tools to create a single source of truth and a streamlined user experience

OVERARCHING BENEFITS:

» Dedicated external professionals assuming a Configuration Management Database (CMDB) / asset manager role

» Monthly asset and consumption reports for increased visibility

» Creation of internal user guides for all operations, technical and supply chain personnel

» Training for all staff

» Monthly inventory consumption reports

» Defined replenishment procedures with enterprise organizations respective VAR(s)

Rethink Maintenance

MAINTENANCE SERVICES

HEADQUARTERS

XS International, Inc.

1005 Alderman Drive

Suite 212

Alpharetta, GA 30005

NORTH AMERICA

+1-800-256-6133 or +1-770-740-0040

sales@xsnet.com

www.xsnet.com

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