



Asset Management



BASED ON LEAN SIX SIGMA PRINCIPLES, CALERO'S VALUE ACCELERATION PROCESS (VAP) ASSURES QUALITY, SPEEDS TIME TO VALUE, AND ENSURES CONTINUOUS IMPROVEMENT OF ALL THE ENTERPRISE COMMUNICATIONS SERVICES WE DELIVER TO OUR CUSTOMERS.

Business Challenges

An efficient means to account for the ownership and location of physical assets, software license distribution, cloud subscriptions and digital services is essential to the success of every business. The frequency of change in intelligent mobile devices from smartphones to laptops and the explosion of self-enabled digital service subscriptions are making it increasingly difficult to track the applications and corporate data stored on these assets. Organizations need immediate and complete visibility into the configuration of all assets to effectively track the total cost of ownership related to managing changes, resolving incidents and administering compliance requirements related to contracts, warranties, leases, software licenses and cloud subscriptions.

Solution

Asset Management is an integrated element of the Calero management suite. This element helps organizations centralize and automate the lifecycle of asset accountability from requisition through retirement. Asset Management provides a comprehensive and flexible data model that can be customized to track configuration parameters and warranties specific to all physical devices and commitments to software application suites and to cloud subscriptions. It's a solution that empowers your organization with the insight to implement and sustain a proactive approach to:

- Managing procurements, replacements, ownership and consumption of assets.
- Tracking availability, capacity and distribution of hardware, software and digital assets.
- Ensuring compliance with all software licenses.
- Automating management of warranty schedules, maintenance cycles and contract reviews.
- Accounting for and analyzing the total cost of ownership.
- Monitoring performance and managing compliance with organizational and regulatory standards.



Procurement and Replacement

Asset Management improves IT Shared Service operations by providing an automated structure for procuring, distributing, tracking, replacing and receiving inventory items, software licenses and cloud subscriptions. Detailed information is recorded and tracked for the entire lifecycle of each asset including serial number, supplying vendor, manufacturer, warranty, procurement cost and internal resale price. An extendable array of user-defined parameters ensures the ability to configure business rules to support specific operational requirements. It provides a flexible and powerful structure to:

- Catalog inventory items for efficient organization, searching and reporting.
- Compare historical procurement costs to negotiate best prices.
- Consolidate procurement requests into bulk purchase orders.
- Automate the population of procurement forms with required administrative information – vendor, descriptions, quantity, purchase price, delivery method, etc.

Create customized workflows to facilitate:

- Composing purchase requests.
- Consolidating requests for best price purchase orders.
- Receiving inventory items.

- Tracking key supplier and asset information.
- Streamlining the replacement process.

Storage and Distribution

Delays resulting from insufficient quantities of hardware or software as a result of expired cloud subscriptions can cause disruptions in business operations. Asset Management gives you the information you need to proactively manage the availability of all essential items, along with comprehensive lifecycle support by:

- Providing recommended stock levels for inventory distributions across multiple geographic or logical distribution points.
- Establishing an audit trail on adjustments made for items that are damaged, stolen, lost or miscounted.
- Ensuring quantities on hand are properly reconciled to reflect distributions, transfers and returns.
- Enabling complete insight to the storage location of each inventory item by storage facility.
- Supporting real-time tracking of quantities on hand, on order, reserved, received but not invoiced, invoiced but not received, returned for repairs or undergoing warranty replacement.
- Quickly locating the current ownership, location and historical distribution of deployed inventory items by inventory item, license, inventory type, digital service, organization, technician, service order, incident, vendor, or other criterion.



OUR WORLD-CLASS ASSET MANAGEMENT SOLUTION HELPS CENTRALIZE AND AUTOMATE THE LIFECYCLE OF ASSET ACCOUNTABILITY FROM REQUISITION TO RETIREMENT.

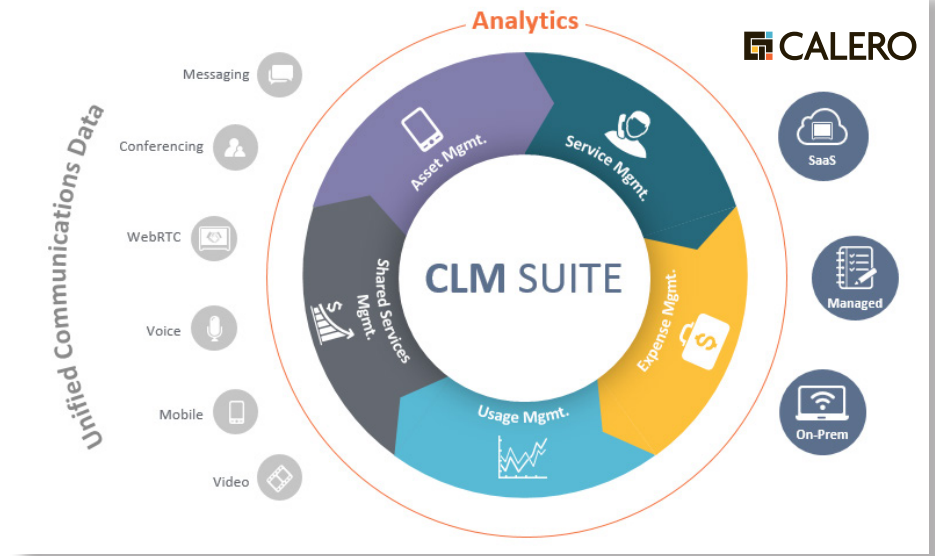
- Automating cost allocation activities for all distributed items.

A structured warehouse management framework ensures the integrity of your inventory operations and alleviates liabilities around managing changes, resolving incidents and tracking the true total cost of ownership. Chargeback activities are automatically updated based on the installation, replacement and return of distributed inventory items.

Maintenance and Warranties

This centralized management repository allows for categorizing and tracking the key elements of physical inventory items, software licenses, digital services and cloud subscriptions. With Asset Management you can successfully:

- Define and track the specific configuration of all types of serialized inventory items.
- Document the warranty agreements and expiration timeframes.
- Schedule maintenance, upgrade, lease and warranty, and subscription renewal activities.
- Manage the repair, trade-in and replacement of leased and warranted items.
- Track inventory loans and establish due dates for returns.
- Configure business policies for negotiating variances on expired warranties.



Communication lifecycle management solutions, such as the Calero CLM Suite shown above, when combined, provide powerful insight leading to significant savings opportunities.

Asset Management empowers your organization with greater control throughout the lifecycle of managing expensive inventory items. It provides the insight you need in order to reduce operational costs and accurately track warranties, maintenance contracts, loans and leases.

Performance Management

Asset Management automatically records all transactions to support accurate and easy analysis of inventory operations. Ensure the most efficient and effective use of all physical resources by:

- Analyzing distribution and procurement statistics to help ensure a legitimate balance of cost and revenue against supply versus actual demand.

- Recommending inventory levels based on business rule parameters defined by warehouse and management staff.
- Enabling comprehensive financial analysis by tracking procurement cost and resale price per inventory item.
- Tracking the configuration and status of all warehouse storage items.
- Providing immediate insight to the location and history of all inventory items.

Asset Management helps your IT Shared Service organization optimize the cost of doing business, providing you the financial and operational insight to align inventory administrative activities to business requirements. It improves



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CALERO PROVIDES
ENTERPRISE
COMMUNICATIONS
MANAGEMENT
SOLUTIONS TO
THOUSANDS OF
CUSTOMERS IN
THE UNITED STATES
AND MORE THAN 40
COUNTRIES WORLDWIDE,
INCLUDING FORTUNE
1000 CORPORATIONS,
UNIVERSITIES, AND
GOVERNMENT
AGENCIES. CALERO IS
HEADQUARTERED IN
ROCHESTER, NY, WITH
ADDITIONAL OFFICES
IN GEORGIA, OHIO, AND
TENNESSEE.

organizational performance by helping you avoid over- and under-purchasing, reducing procurement costs and tracking commitments to prevent penalties related to warranties, leases and expiration of subscriptions.

Ask your Calero Solutions Consultant to demonstrate how customers are leveraging Asset Management to:

- Manage inventory warehouse operations across multiple distribution centers.
- Proactively manage supply requirements by having Asset Management recommend thresholds for reordering.
- Automate and guarantee accurate and timely charge backs for all distributed and returned inventory items.

Communications Lifecycle Suite Review

Asset Management is only one component of the entire communications lifecycle suite of solutions. To fully comprehend usage, savings and compliance Calero's CLM suite provides the visibility and control needed to successfully manage telecommunications and its growing demands. From streamlined processes to customized analytics, the organization will experience unparalleled efficiency. The complete suite includes:

- Expense Management
- Usage Management
- Mobility Managed Services
- Asset Management
- Shared Services Management - Chargeback
- Services Management - Service Desk