Asset Vision

DUDE SOLUTIONS.
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Dude Solutions, a cloud-based operations management software provider, needed an IT asset management solution to address the company's rapid growth. **They chose Scalable.**

"We are growing quickly, hiring up to 15 people every two weeks at one point, so we really had a challenge. We needed to ensure we had assets available and balance that with the refresh and replacement cycle. Scalable provided the right solution."

– John Cullen, Corporate IT Manager, Dude Solutions

Executive Summary

Customer Name:
Dude Solutions

Industry:
Software

Location:
Cary, North Carolina
Toronto, Canada

Number of People Served:
500+ employees

Challenges:

- Increase visibility of corporate assets and obtain automated, real-time information on those assets.

- Identify hardware and software assets that can be reconfigured, recycled or retired.

- Support company growth and changing demand for laptops and an increasingly mobile environment.

Solution: Asset Vision

- Registry™

- Optimize™

- License Manager™

Results:

- Real-time reports providing information for hardware and software asset tracking, refresh and upgrade, harvesting, auditing and compliance.

- Enhanced decision making to assist with end-to-end asset lifecycle management.

- Improved time and cost efficiencies.

Challenge

Dude Solutions is a leading software-as-a-service (SaaS) provider of operations management solutions for education, government, healthcare, manufacturing and membership-based organizations. The company has built a global client base and grown to encompass three niche service companies. With 500 employees, Dude Solutions offers software solutions to more than 9,000 clients. Their internal IT support services had limited visibility of its IT assets relying on manual management systems. They needed an automated, dynamic, flexible solution.

Solution

Last year, the IT department at Dude Solutions began working with Scalable Software to address management of 500 laptops across the organization, many of these increasingly mobile. With rapid growth, it became imperative to manage IT assets, allowing its workforce to have access to the most up-to-date systems and software, plus improve response time and generate cost savings for the IT department. Scalable's Asset Vision was the right choice for Dude Solutions.

"With our growth, we were concerned about having accurate inventory of our systems and knowing exactly which employee had what, what the current system configuration of that laptop was, and of course, the software behind it, too," said Cullen, Dude Solutions IT Manager. Asset Vision's Registry™ allows hardware and software discovery, inventory and tracking. Optimize™ delivers comprehensive analysis of applications. According to Cullen, "Overall, Asset Vision allows us to have a complete, accurate picture of our inventory."

Results

Asset Vision has consistently performed, taking Dude Solutions from using spreadsheet management to automated dashboards and real-time reports. "That is definitely a real timesaver," said Cullen.

"We can more accurately forecast our needs and ensure we have ample inventory on hand. We are still growing at a good rate, so we can now manage and make sure we have the asset available to an individual and also balance the refresh and replacement cycle," he added. With streamlined asset management, that translates into improved operational expense and time reduction.

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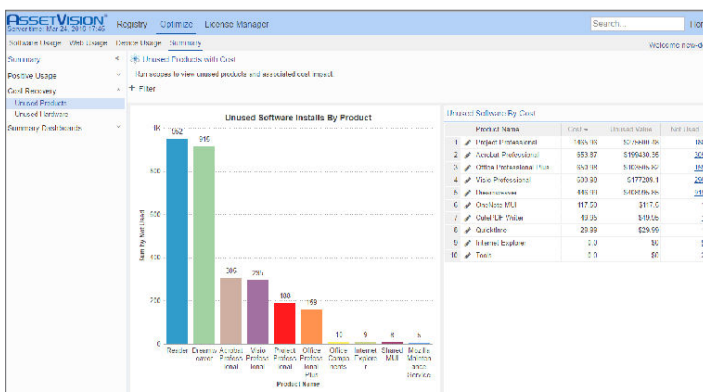
www.scalable.com

Why Scalable Software?

"Deployment and use of the software is very easy and intuitive," said Cullen. "The amount of information that you will have at your fingertips is a wealth of knowledge. With the metadata, you get the information you need on a day-in, day-out basis to produce the dashboards and reports you need to manage inventory.

Asset Vision is helping Scalable's customers reboot IT Asset Management in the era of cloud computing. Asset Vision allows IT professionals to:

- Track hardware and software assets from arrival through deployment to decommissioning, and gives a 360-degree view of all assets along with their network locations and procurement records;
- Have continuous agentless network discovery, and software inventory with support for most common platforms;
- Utilize a Cloud-based, SaaS model that is always enriched and always running the latest version;
- Generate easily customizable reporting and analytics from a robust business intelligence layer;
- Gain automatic hardware warranty detail; and
- Identify potential security vulnerabilities.

> Asset Vision acts as the single source of truth for all types of IT Hardware and Software Assets.

Asset Vision Registry is designed to be the trusted source of truth for IT Assets - as the definitive IT Asset Registry. Flexible import mechanisms enable disparate sources of information to be easily added. You can integrate from multiple sources of information such as SCCM, then validate and reconcile with
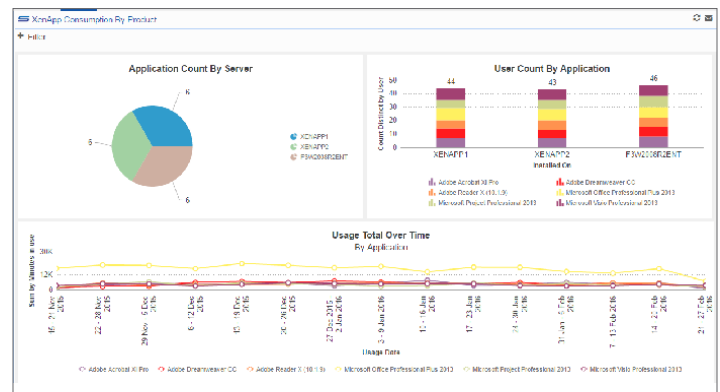
Asset Vision's integrated discovery capabilities. It is then possible to correlate the discovered information with procurement data such as purchase orders, warranties, advance ship notices and invoices from various sources.

The information is enriched and normalized with the necessary data elements all backed by a team of Scalable data researchers who ensure high standards of data quality. Integrated search, reporting and analytics means the information maintained by Asset Vision can be interrogated and shared with ease.

Equally important, Asset Vision provides comphrehensive detail on the use of applications by people. Asset Vision enables IT professionals to:

- Monitor software usage across the estate;
- Capture actionable intelligence about an organization's software use without compromising user privacy; and
- Determine whether an application or its features are being used or simply viewed, enabling an organization to reduce ongoing license fees.

> "From my side, it has been very easy to work with the Scalable support team and to get our questions answered throughout our implementation. Scalable has been very responsive and definately has good customer service." – John Cullen, Corporate IT Manager, Dude Solutions

Unused software by installs can be easily tracked to help with cost recovery and re-distribution.

Usage of software can be captured and reported on whether it is running on a physical device or deployed on a virtual server.

About Scalable

Scalable Software's SaaS-based Asset Vision® provides customers with tools to manage the complexities of the cloud era. From forensic discovery and normalization, to license management and governance, to integration with other enterprise IT and ERP systems, Scalable's Asset Vision product suite provides a foundational ITAM solution.

For more information: www.scalable.com or info@scalable.com