

IT Asset Management Now Assist & Agentic AI

Asset managers often have a long queue of mundane tasks that take time away from innovation and value-adding activities. AI Agents for IT Asset Management play a role in all aspects of asset management to act as a team guided by the asset managers to simplify their day and achieve more across every stage of the asset lifecycle. This allows employees and end-users to be served faster and provides organizations easy access to asset data in their own workflows.



The challenge

- Asset managers receive dozens of software or hardware requests in a day that require manual input and can take a long time to resolve
- Complicated licensing requirements and software entitlement information can be time-consuming and difficult to analyze
- Assets that require repair may have extended downtime due to the time it takes technicians to identify the issue and determine the path to repair



Govern AI from ServiceNow AI Control Tower

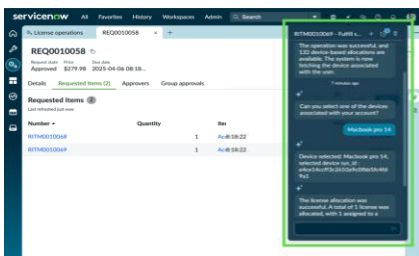
- **Take command of your AI strategy**
 - Align AI initiatives with enterprise goals by using business and tech context to drive strategy and decisions.
- **Seamlessly manage AI operations**
 - Automate end-to-end workflows to manage ANY AI system efficiently, unifying teams and accelerating value.
- **Secure your AI and stay compliant**
 - Protect your enterprise with integrated controls that manage risk, ensure compliance, and build trust.

With Now Assist and AI Agents for IT Asset Management you can eliminate key issues like overspending on AI, difficulties with compliance, missing hardware, and more.

With Now Assist and AI Agents, organizations can:

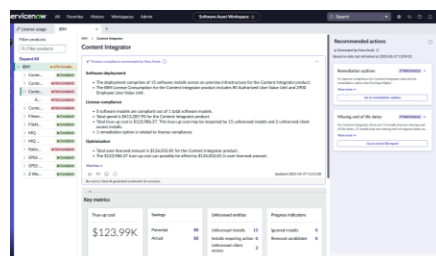
1 Manage software & hardware requests

- Identify items or entitlements required to fulfill a request
- Determine and recommend the next best action to help fulfill asset request
- Automate the transfer of stock and license allocation



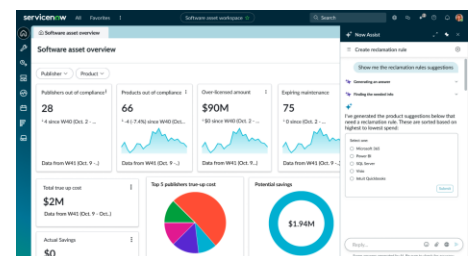
2 Prepare for audits

- Summarize the current compliance position of a publisher or product with a single click
- Identify True-up costs and related utilization information
- Get recommendations on actions to take to avoid additional expense



3 Create software reclamation rules

- Identify software products without reclamation rules
- Analyze usage patterns and other data to recommend new rules
- Optimize software portfolios through timely license reclamation



Now Assist and AI Agents vision

- AI Agents will relieve asset managers of mundane tasks
- AI Agents will act as a team guided by the asset manager
- Employees and end-users will be served faster and more seamlessly
- Everyone in the organization will have easy access to appropriate asset data in their own workflows

