xassets

Asset Management Software
Flexible, Affordable, Fast...

Software Asset Management with Integrated Asset & Service Management

CASE STUDY

ABOUT PANASONIC

Panasonic Electronic Devices Corporation of America, is a subsidiary of electronics giant Matsushita Electric Industrial Co., Ltd. and manufactures products under the trade name Panasonic.

Headquartered in Knoxville, Tennessee, U.S.A., Panasonic Electronic Devices Corporation of America began operations in 1982 as the North American manufacturing base of Matsushita Electronic Components Company, Ltd. of Osaka, Japan. The Panasonic Electronic Devices Corporation of America Group has grown to include additional manufacturing facilities in

Panasonic Electronic Devices Corporation of America (PEDCA) purchased xAssets Enterprise in early 2005 to centralize their IT Asset Management function.

PEDCA runs three main manufacturing facilities with each facility containing a number of manufacturing plants. Each plant has its own budget for Software License purchasing and other asset acquisitions Software compliance status and reporting became a priority for the management teams at the plant, facility, country and global levels.

Software Asset Management at PEDCA was difficult to control. There was no easy way of establishing which applications were installed and the software license compliance position at each
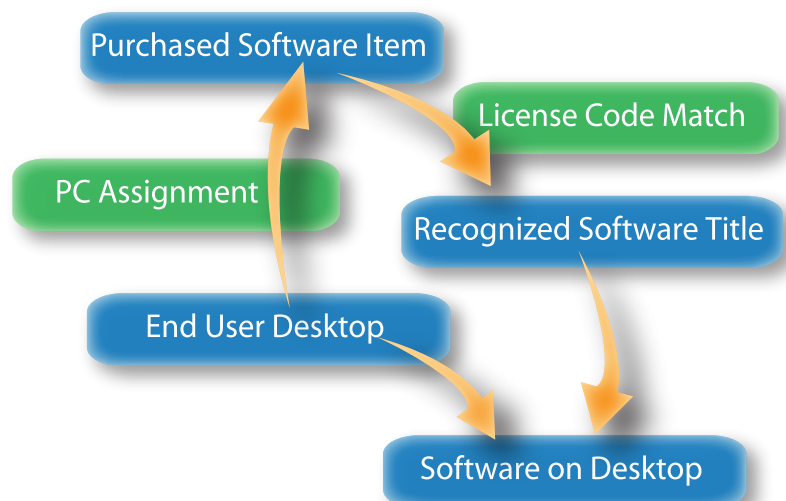
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cost center could not be established. PEDCA wanted an application that could encapsulate Discovery, Hardware Asset Management, Software Asset Management, and replace the existing Track-IT help desk system into a single solution.

Technicians evaluating xAssets Discovery were impressed by its speed, low network bandwidth, and zero footprint on the end user computer. Discovery could discover hundreds of desktops in minutes, including a hard disk scan, without making changes to the client.

Panasonic required an application which could discover and count software titles, and classify and track purchases. Assignment of purchased software assets to specific desktops was a core requirement – this is supported within the xAssets Enterprise application.

SOFTWARE ASSET MANAGEMENT

xAssets Enterprise was installed in March 2005 and Network Discovery was quickly completed. Software license purchases were entered through manual input, and from spreadsheet data loads using the Enterprise integration engine.
Software license reports were customized to Panasonic's requirements.

Software compliance reports are sent to senior management in Japan and to each plant and facility on a monthly basis, and ad-hoc compliance reports on specific locations, cost centers, specific software titles or specific users can be produced whenever needed.

KEY REQUIREMENTS

- Browser based Product

- Software Asset Management

- Hardware Inventory

- Integrated Asset & Service Management

- Email alerts & notifications

- Ad-hoc & custom reporting

- Can be customized to fit Panasonics business processes and structures

- Allows direct assignment of PCs to Purchased Software Licenses

- Enable custom reporting to Panasonic Requirements

- Must not have any impact on existing network or server infrastructure

- Active Directory Integration

- Easy, powerful and flexible integration needs

- Accessible pricing

When the Panasonic board in Japan issued a new ruling that all file-sharing software had to be removed from the entire Panasonic network, PEDCA responded immediately, issuing a report showing complete compliance to the ruling.

Panasonic found the flexibility to add new reports very powerful. Ad-hoc enquiries can be made usually through the query interface and crystal reports can be added to the application whenever required.

Full integration with xAssets Discovery ensures that the software compliance position is always fully up to date. Panasonic service desk technicians are alerted immediately when discovered data indicates that a user has installed unlicensed or banned software. The technicians have the full classification data at their disposal so they know the user, location, department, cost centre, installation date and PC upon which the software was installed.

This instant response means that Panasonic management can feel confident that any compliance or legal issues are addressed as early as possible.

Assigning purchased licenses to specific PCs allows Panasonic to address over-licensing issues easily and quickly. In a scenario where a software compliance product lists 50 software purchases and 54 PCs are using that software, it is normally impossible to tell which four PCs are non-compliant. With xAssets Enterprise each PC is hard linked to the software title so the four non-compliant PCs can be easily identified and the software can then be removed or purchased as the business requires.

The software compliance system is fully tuned to Panasonics business processes, so only minimal workload is required to maintain software purchases, review compliance positions, process alerts and produce monthly compliance reports.
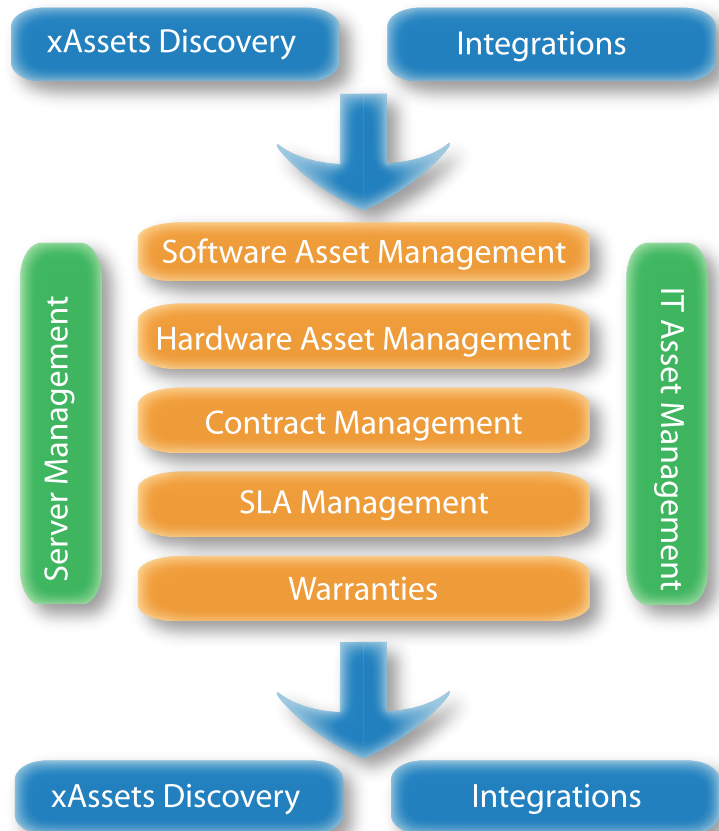
KEY ACHIEVEMENTS

- *Software Compliance is now fully under control and reported monthly*

- *PEDCA can respond immediately to changes in allowed software or unauthorized software installation*

- *Software Asset Management, Hardware Asset Management and Service Management are now managed from a single central server*

- *Built a stable and extensible base for all future Asset and Service Management functions*

- *Only minimal user training was required*

- *xAssets competitive pricing structures and productivity in services ensured an early ROI*

HELP DESK

Panasonic worked with xAssets to tune the xAssets help desk to establish PEDCA incident management best practices. This has included automated assignment of new incidents, automated email notifications and customization of service desk screens and processes.

ARCHITECTURE

xAssets Discovery

Integrations

Server Management

Software Asset Management

Hardware Asset Management

Contract Management

SLA Management

Warranties

IT Asset Management

xAssets Discovery

Integrations

EXCEEDING EXPECTATIONS

The presales process highlighted the configuration and customization options that were available to Panasonic. The real power realized to Panasonic is flexibility to configure the system to fit into the organizations business processes and to be constantly tuned and optimized to achieve efficiency beyond expectations.

Panasonic was surprised by how far the system could be configured to their requirements with minimal effort. The implementation included Active Directory Integration, Windows Authentication for maximum security, tailored reporting, and controlling how discovered CI's are loaded into Asset records.

The level of support from xAssets was beyond expectations. xAssets continued to liaise with Panasonic technicians to ensure that maximum ROI and maximum benefits could be easily achieved.

Panasonic raised a few suggestions for product changes. xAssets has been proactive in adding these to the product development roadmap. Many of those requests now form part of the current release.

For more information about xAssets, its products or how to become a reseller go to www.xassets.com