

CUSTOMER SUCCESS STORY

ABOUT TELOS

Telos Corporation has provided innovative IT solutions and services to the federal government for more than 30 years, focusing since 1997 on cybersecurity. Telos solutions ensure that the governments most security conscious organizations comply with demanding federal and DoD information security mandates. Offerings include Xacta® IA Manager for enterprise IT security management, enterprise security consulting services, secure networks, secure enterprise messaging and secure identity management solutions.

Under multiple contracts, Telos provides and maintains over ten thousand computer systems deployed to US military operations world-wide. Telos is responsible to

A TIME FOR CHANGE

In 2008, Telos was advised that support for the asset management software that it was using to manage the laptop provisioning and maintenance contract would be discontinued at the end of 2009. Consequently, Telos began a search for a new solution in mid-year. As part of the search for a new solution, Telos vetted the xAssets Enterprise Asset Management solution. During the presentation made by xAssets, it became clear the comprehensive solution could provide all of the required functionality available from competing software products, but at a lower cost and with less overheads. Following a comprehensive review of potential software products Telos selected the xAssets Enterprise Management Solution.

CASE STUDY

CUSTOMIZED WITHOUT COMPLICATIONS

Telos had developed a list of functional requirements that needed to be met by the xAssets software. Using the xAssets Enterprise framework, Telos-specific menu items, queries, profiles, integrations, data movements, triggers, business rules, reports, forms and processes were configured from within the user interface. This design phase included configuring the asset register to allow multiple profiles, and incorporating Telos-specific menus, reports, queries, forms and dashboards. In addition, the warehouse, help desk and shipping functions were integrated. In this way Telos was able to use a single, integrated system to create and issue purchase requests, track the availability of parts in the warehouse, allocate parts to a specific repair and automate the entire shipping process.

OUTSTANDING RESULTS

Using the xAssets Enterprise Asset Management solution, Telos now have a vertically integrated and automated system for

provide depot-style maintenance of the computers, including records of all deployed devices, replace-and-repair support and spare parts inventory tracking and control. As such, the company needed an integrated method to match computers returned for service with the device's original deployment, allocate parts to specific repair work orders, re-inventory the repaired computer and record the details of the replacement device shipment back into the field.

" Ed Cartier, xAssets US Marketing Director noted that the Telos - xAssets relationship has been beneficial for both companies and xAssets looks forward to working even more closely with Telos in the future"

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

tracking incoming service orders, allocating parts to those work orders, tracking the status of each repair and shipping the repaired computer. The required parts are entered, identified as available in the warehouse, and are automatically allocated to the repair. If parts are not available a purchase order is generated, and the parts are pre-allocated and held upon receipt. When the repair is completed the xassets system generates a shipping order, directly integrating with Federal Express® or UPS®.

REAL FINANCIAL BENEFITS

By installing the xAssets Enterprise Asset Management solution, Telos was able to upgrade the existing depot and repair system, and lower the overall operating costs associated with the process. Furthermore, the fee structure for the xAssets solution ensured Telos saved real budget dollars. After a year in operation, the xAssets solution has met all of Telos' needs, enabled the company to better serve its customer and is an integral part of the overall operations.

ABOUT XASSETS

xAssets is a privately owned company headquartered in Wiltshire, UK. It is focused on developing flexible, affordable and easy to deploy IT assets management and fixed solutions. Its subsidiary companies provide distribution and support in the US and Australia. A fast growing company, xAssets has major corporate and government customers worldwide. xAssets is a Microsoft Gold Certified Partner and a member of the SIIA.

xAssets' core product, the Enterprise Network discovery Toolset, enables organizations like Telos to discover their IT and software assets without degrading their network or end-user performance and without the need to deploy agents. Utilizing a single database, the integrated software suite provides users with a full Configuration Management Database (CMDB). In addition, users can perform IT Asset Management, Software Asset Management and Software License Compliance operations using a single browser based application. xAssets offers its software as a hosted SaaS (Software as a Service) solution or as a locally installed software.