



User Guide

Getting started with Freshservice IT Asset Management



As in life, so in business, getting your house in order is key to unlocking efficiencies and opportunities – which is exactly what Freshservice IT Asset Management is designed for. And by downloading this guide, you've taken a crucial step towards identifying the right way to manage your assets. Whether you are responsible for managing IT assets in an organization or just starting on this journey, this guide is here to help you every step of the way.

Do you have a clear idea about the IT assets in your organization?

Modern organizations handle a variety of IT assets, including computing devices, networking equipments, cloud resources, software licenses, entitlements, and subscriptions. Tracking these assets via an updated inventory and documentation is vital for reaping their cost and efficiency benefits.

Without a proper solution, that's easier said than done. The sheer number and distribution of IT assets across locations make it impossible to manually track them. That's where IT Asset Management (ITAM) makes a strategic difference. It acts as the missing puzzle piece that brings everything together, making your assets accessible, visible, and easily manageable.

- 1 What IT assets do we own?**
- 2 Where are the assets located?**
- 3 Who is using those assets?**
- 4 Are we using all the assets purchased?**
- 5 Are our financial records aligned with our assets?**

These questions have been around for a while, yet they continue to trouble the majority of IT organizations when it comes to managing their IT assets.



Freshservice IT Asset Management: Tracking all assets on a unified platform

Any IT Service Management solution will invariably receive service requests and tickets related to IT assets. Freshservice IT Asset Management, available within the IT Service Management platform, provides organizations with a 360-degree view of their IT assets and enables them to manage & automate the asset lifecycle process, unlocking enormous benefits including:



Cost reduction:

Organizations are empowered to make informed decisions, avoid unnecessary purchases, optimize licensing, and negotiate better contracts, resulting in long-term cost savings.



Risk mitigation:

Organizations are able to track software licenses and ensure compliance, minimizing the risk of penalties for non-compliance.



Informed decision-making:

Organizations leverage real-time data on IT assets to make strategic decisions about purchases, upgrades, replacements, identification of underutilized assets, and plan for future needs.



Enhanced experiences:

Organizations are able to offer an improved experience to both – employees and customers – with streamlined workflows and reduced downtime.

Freshservice offers great flexibility in how organizations can set up their asset management process. In the next section, let's explore these options with regard to the different stages in the asset lifecycle.

Decoding the Asset Lifecycle

To ensure effective IT asset management, it is crucial to decode the asset lifecycle within your organization. It is worth noting that while Asset Managers can monitor assets in various lifecycle phases, the asset lifecycle journey can start from any stage. In this guide, we've used seven stages to explore an asset's lifecycle and the benefits of automated approaches at each stage.

1



Discover

Identify devices, understand the environment, and anticipate issues

2



Inventory

Unify asset inventory (CMDB) from multiple discovery methods

3



Request

Request an asset via a diverse catalog of pre-defined asset options

4



Fulfill

Use service order fulfillment & purchase order management to keep track of all IT Purchases

5



Monitor

Continually observe IT assets via reports, calculate depreciation, manage contracts, & service health

6



Audit & Service

Receive scan error notifications, track last audit dates, & associate assets to tickets

7



Retire

Set up an asset retirement process including redeployment, repair, retirement, & disposal



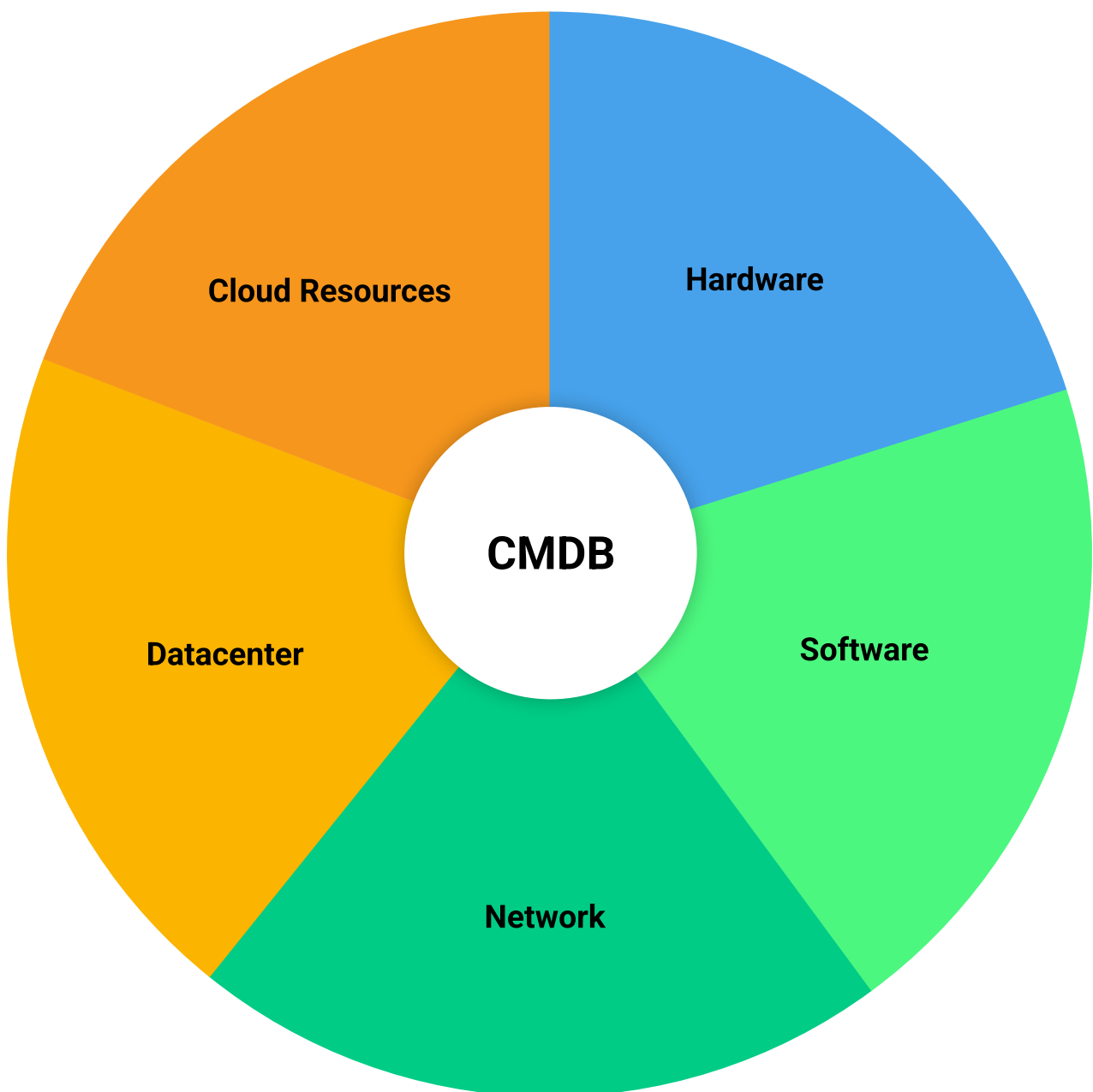
PHASE 1

Discover IT assets within your organization

Discovery is the first step in asset lifecycle management, providing a foundation for effective asset management. It helps identify devices, understand the environment, and anticipate issues.

Freshservice offers multiple effective discovery methods for IT asset discovery and management. Its discovery tools automatically scans hardware, software, cloud, and network devices, ensuring up-to-date asset information through regular scans.

Let's explore Freshservice's discovery methods that can assist IT agents in discovering and managing assets efficiently.

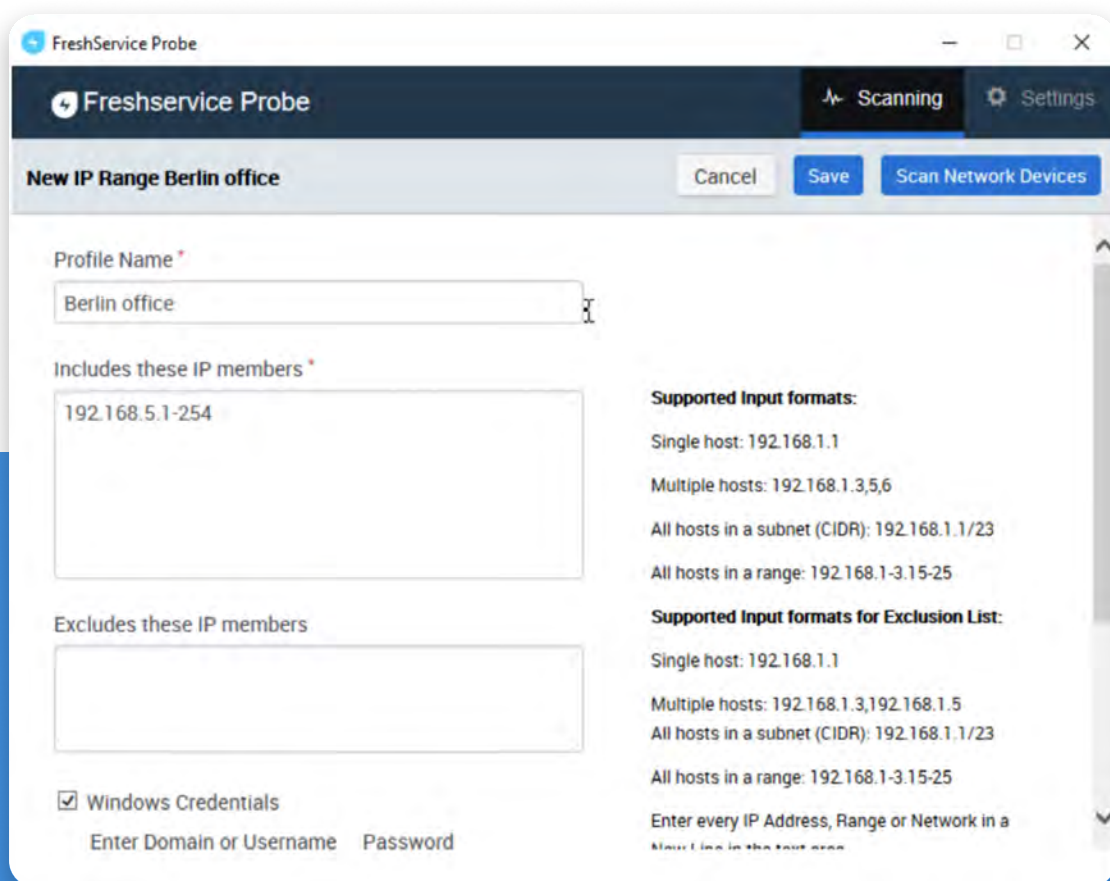


DISCOVERY PROBE (Agentless discovery)

Discovery Probe is a feature that scans and discovers stationary network devices such as printers, laptops, routers, desktops, servers, and much more. With Freshservice Discovery Probe, you can schedule regular network scans to ensure that asset inventory is always up-to-date.

Additionally, Probe Email Alerts provides comprehensive tracking of scan errors, inactivity, and scheduled scan summaries, enabling prompt actions and preventing potential disruptions for the respective agents or teams.

WHERE Admin → Asset Management → Discovery → Probe



The screenshot shows the 'FreshService Probe' configuration window for a 'New IP Range Berlin office'. The window has a dark header with 'Freshservice Probe' and tabs for 'Scanning' and 'Settings'. Below the header, there are 'Cancel', 'Save', and 'Scan Network Devices' buttons. The main form contains the following fields and options:

- Profile Name ***: A text input field containing 'Berlin office'.
- Includes these IP members ***: A text area containing '192.168.5.1-254'.
- Excludes these IP members**: An empty text area.
- Windows Credentials**: A checkbox that is checked, with sub-fields for 'Enter Domain or Username' and 'Password'.

On the right side of the form, there are two sections of supported input formats:

- Supported Input formats:**
 - Single host: 192.168.1.1
 - Multiple hosts: 192.168.1.3,5,6
 - All hosts in a subnet (CIDR): 192.168.1.1/23
 - All hosts in a range: 192.168.1-3.15-25
- Supported Input formats for Exclusion List:**
 - Single host: 192.168.1.1
 - Multiple hosts: 192.168.1.3,192.168.1.5
 - All hosts in a subnet (CIDR): 192.168.1.1/23
 - All hosts in a range: 192.168.1-3.15-25

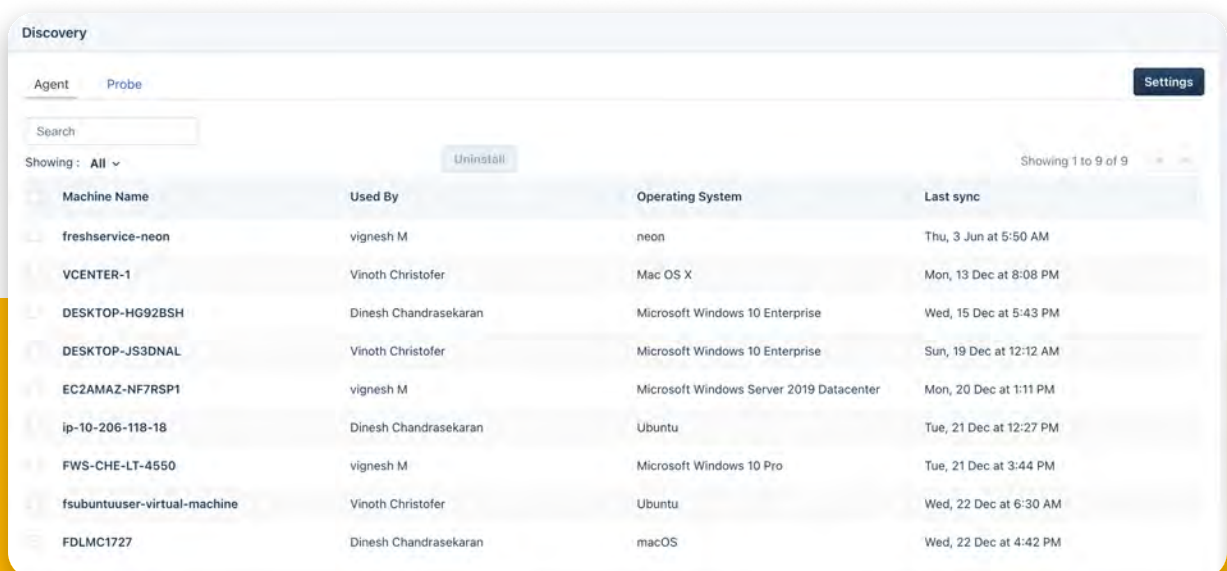
At the bottom right, there is a note: 'Enter every IP Address, Range or Network in a New Line in the text area'.

The Discovery Probe can be installed for more advanced purposes, such as syncing users with Freshservice or integrating with SCCM.

DISCOVERY AGENT

Discovery Agent is a lightweight software tool that is used to track or scan removable assets that are not connected to your network. It can be installed on all Windows, Mac, and Linux machines. It collects detailed information about hardware and software configurations and updates Freshservice regularly in real-time without needing further intervention from the respective user(s).

WHERE Admin → Asset Management → Discovery → Agent



The screenshot displays the 'Discovery' interface in Freshservice. It features a search bar, a 'Showing: All' dropdown, and a 'Uninstall' button. The main content is a table with the following columns: Machine Name, Used By, Operating System, and Last sync. The table lists 9 discovered assets.

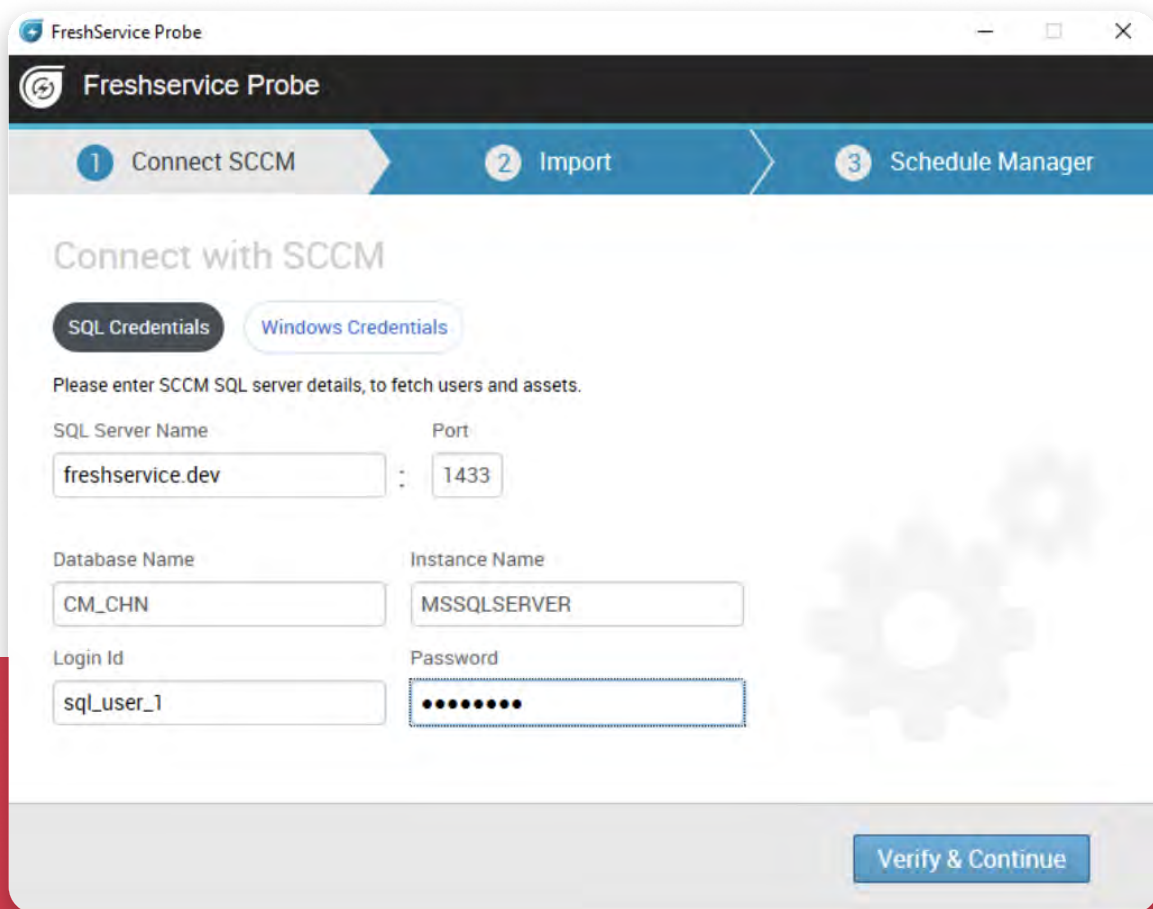
Machine Name	Used By	Operating System	Last sync
freshservice-neon	vignesh M	neon	Thu, 3 Jun at 5:50 AM
VCENTER-1	Vinoth Christofer	Mac OS X	Mon, 13 Dec at 8:08 PM
DESKTOP-HG92B5H	Dinesh Chandrasekaran	Microsoft Windows 10 Enterprise	Wed, 15 Dec at 5:43 PM
DESKTOP-JS3DNAL	Vinoth Christofer	Microsoft Windows 10 Enterprise	Sun, 19 Dec at 12:12 AM
EC2AMAZ-NF7RSP1	vignesh M	Microsoft Windows Server 2019 Datacenter	Mon, 20 Dec at 1:11 PM
ip-10-206-118-18	Dinesh Chandrasekaran	Ubuntu	Tue, 21 Dec at 12:27 PM
FWS-CHE-LT-4550	vignesh M	Microsoft Windows 10 Pro	Tue, 21 Dec at 3:44 PM
fsubntuuser-virtual-machine	Vinoth Christofer	Ubuntu	Wed, 22 Dec at 6:30 AM
FDLMC1727	Dinesh Chandrasekaran	macOS	Wed, 22 Dec at 4:42 PM

Utilize Freshservice Discovery tools to **automatically assign devices** to your users, ensuring that asset assignment details are consistently kept up to date in Freshservice.

System Center Configuration Manager (SCCM)

The **SCCM** (System Center Configuration Manager) integration connects Freshservice with SCCM, a Microsoft tool. It allows IT agents to see and track all devices and softwares managed by SCCM within Freshservice.

WHERE Admin → Asset Management → Discovery → Probe → SCCM integration



The screenshot shows the 'FreshService Probe' application window. The title bar reads 'FreshService Probe'. Below the title bar is a navigation bar with three steps: '1 Connect SCCM', '2 Import', and '3 Schedule Manager'. The main content area is titled 'Connect with SCCM'. There are two tabs: 'SQL Credentials' (selected) and 'Windows Credentials'. Below the tabs, a message says 'Please enter SCCM SQL server details, to fetch users and assets.' The form contains the following fields:

SQL Server Name	Port
freshservice.dev	1433
Database Name	Instance Name
CM_CHN	MSSQLSERVER
Login Id	Password
sql_user_1

A 'Verify & Continue' button is located at the bottom right of the form area.

SCCM is integrated with Freshservice using the Discovery Probe. SCCM or Network Discovery can be configured in an instance of Probe.

Cloud Management

Freshservice **Cloud Management** allows you to discover and manage your cloud infrastructure effortlessly. Seamlessly connect with leading cloud providers such as AWS, Azure, VMware and Google Cloud Platform

Automate key tasks like powering on/off, resizing, and requesting VM instances with Orchestration apps like AWS EC2 - Orch and Azure Cloud-Orch. These agentless cloud workload operations are designed to save IT agents valuable time and effort, enabling them to focus on other critical tasks.

WHERE Admin → Asset Management → Cloud Management

Discover your cloud resources
Integrate with leading cloud providers like AWS, Azure and VMware cloud to build a single system of record for your cloud resources in the Freshservice inventory.

Setup integrations to discover and manage the cloud assets
Get started with cloud management integrations

Cloud discovery
Discover a broad range of cloud resources with its dependencies.

- AWS Cloud Discovery** (Status: On) - The AWS Cloud Discovery App discovers virtual assets across your AWS accounts
- Azure Cloud Discovery** (Status: On) - The Azure Cloud Discovery App discovers virtual assets across your Azure Cloud
- VMware VCenter Cloud Discovery** (Status: On) - VMware VCenter Cloud Discovery

Cloud orchestration
Streamline operations on the discovered cloud resources with end-to-end automation

- AWS EC2 - Orch** (Status: On) - Orchestration apps let you automate repeatable tasks and actions that span
- Azure Cloud - Orch** (Status: On) - Orchestration apps lets you automate repeatable tasks and actions that span

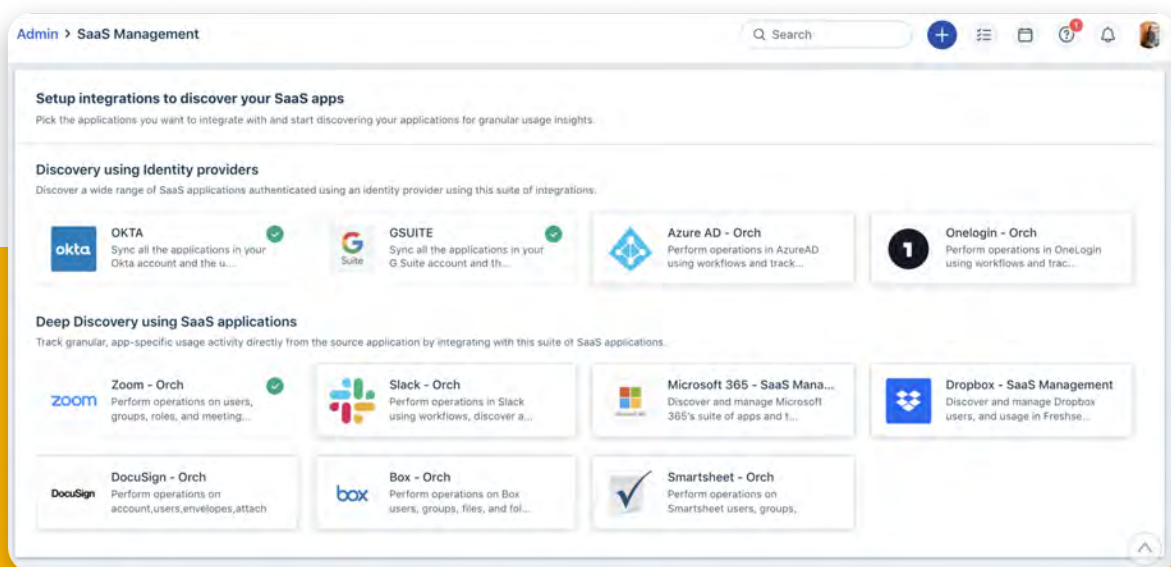
Cloud Management offers an inbuilt service catalog and workflows to help you quickly get started and optimize cloud operations and cost.

SaaS Management

Freshservice's **SaaS Management** offers a 360° view of an organization's SaaS footprint by seamlessly discovering and managing all SaaS apps. It integrates with identity providers and popular SaaS applications like Azure, Okta, Gsuite, Zoom, Dropbox, and many more.

Once SaaS applications are discovered and managed, IT agents can optimize usage and licenses with data-driven insights, de-provision or downgrade inactive users, and reduce SaaS spending. SaaS management also aids in staying on top of renewals and usage data to appropriately adjust SaaS subscriptions within an organization.

WHERE Admin → Asset Management → SaaS Management



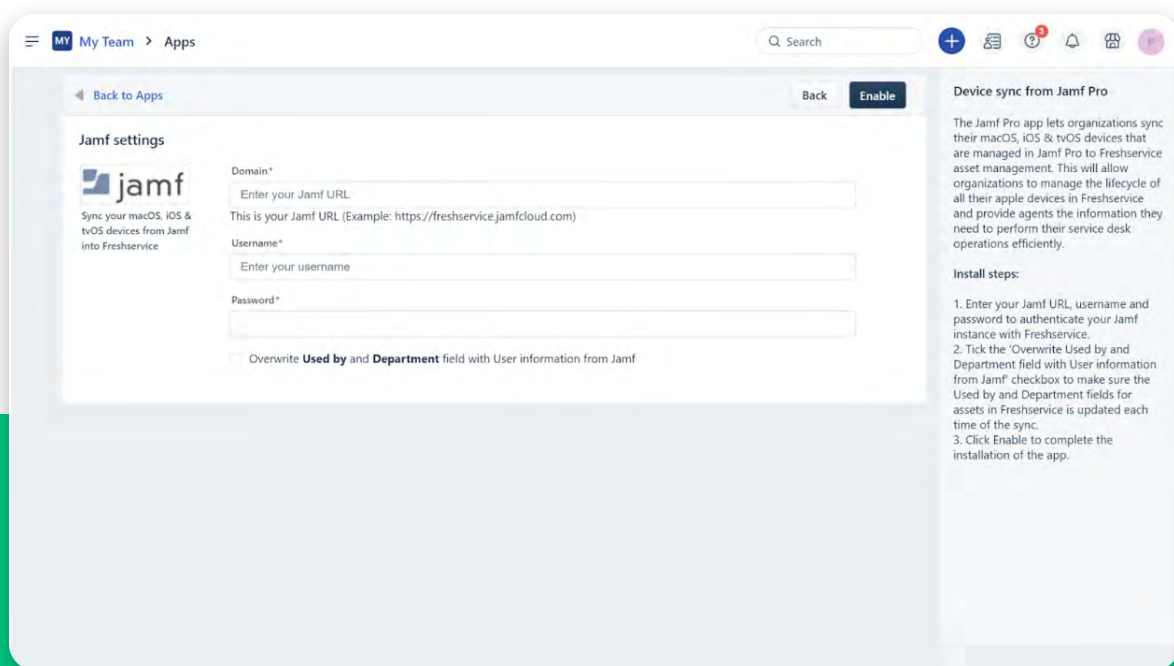
Automate actions on SaaS applications without agent intervention by creating workflows using **orchestration apps**.

Integrations



Freshservice provides an out-of-the-box integration with **JAMF** that allows one to easily monitor and manage Apple devices (macOS, iOS and tvOS) from within the Freshservice platform. The integration enables IT agents to fetch details such as device name, OS version, and serial number and automatically sync them with Freshservice. [Learn More.](#)

WHERE Admin → Marketplace apps → JAMF



Organizations can efficiently manage the lifecycle of all their Apple devices within Freshservice. This provides agents with the necessary information to perform their service desk operations effectively.

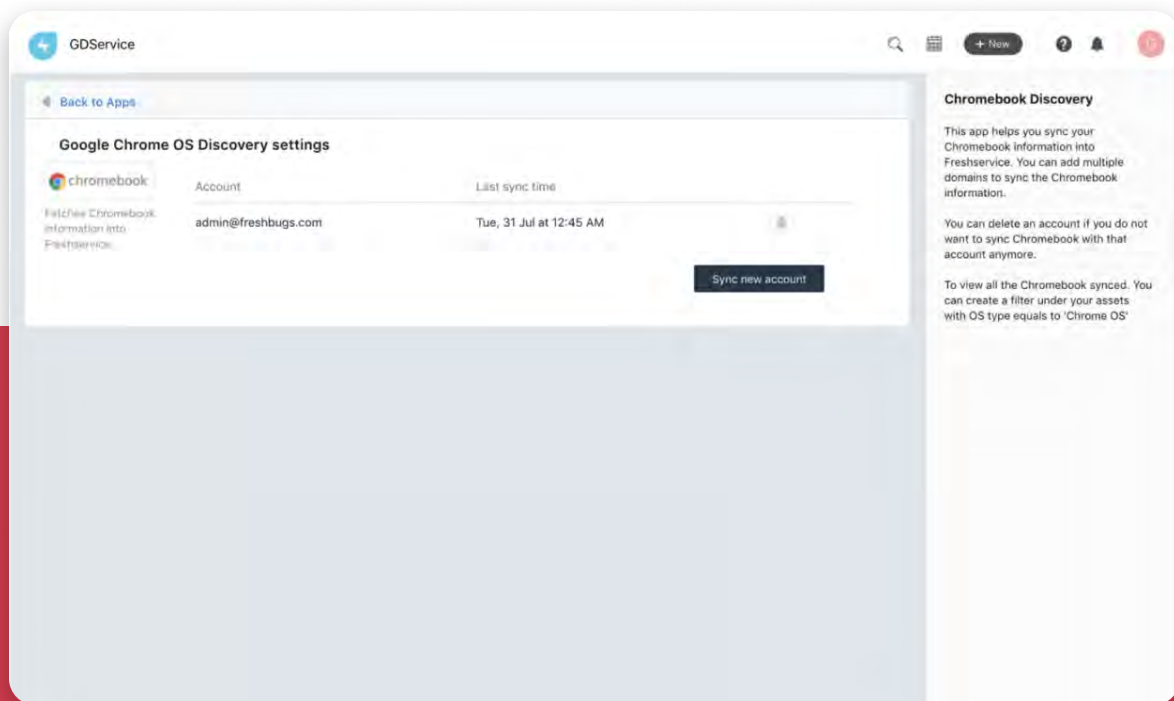
Integrations



Freshservice integrates with [Chrome OS device discovery](#), making it easy for IT teams to efficiently discover and manage Chrome OS devices. By granting Freshservice access to devices with credentials:

- Users can directly view all Chrome OS devices in the organization from Freshservice.
- IT teams can associate Chrome OS devices with tickets, offering valuable insights and facilitating quick identification of devices requiring attention based on issue history.

WHERE Admin → Marketplace apps → ChromeOS Device Discovery



Freshservice fetches and updates the Chrome OS devices every 24 hours.

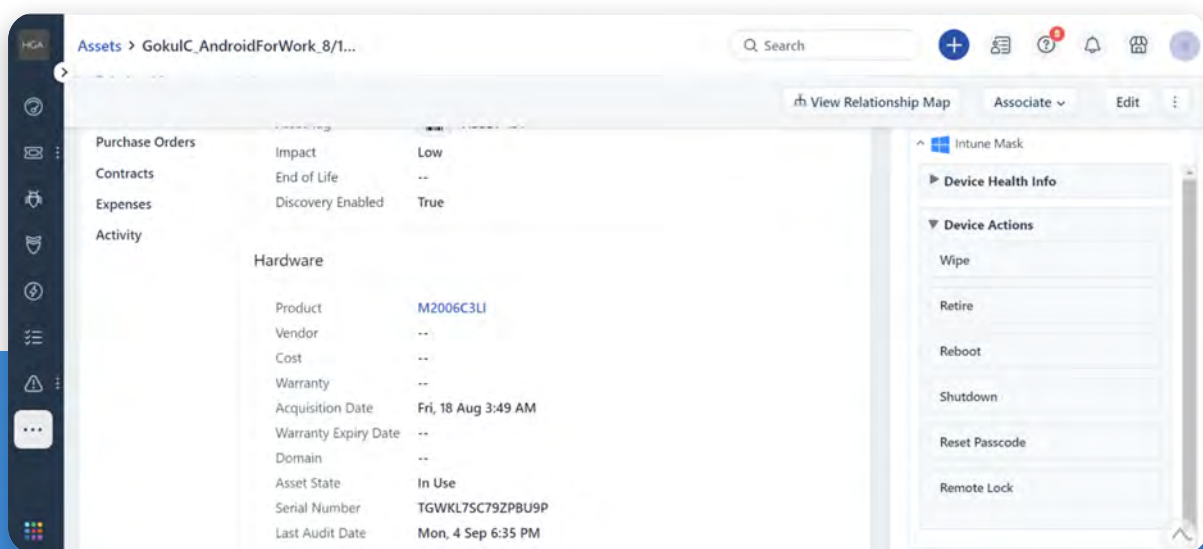
Integrations



The Freshservice and [Intune integration](#) synchronizes asset information from mobile devices and computers in Intune with Freshservice, ensuring regular updates. IT agents can assign these assets to users and track their lifecycle.

The Intune app enables viewing the device's health status and performing actions like Lock, Reset Passcode, and Wipe directly from the Asset Details page in Freshservice.

WHERE Admin → Marketplace apps → Intune



View the Device Health Info like Enrolled on Date, Last Synced On Date (to Intune), and Device Compliance Status on the Asset Detail page of Freshservice.

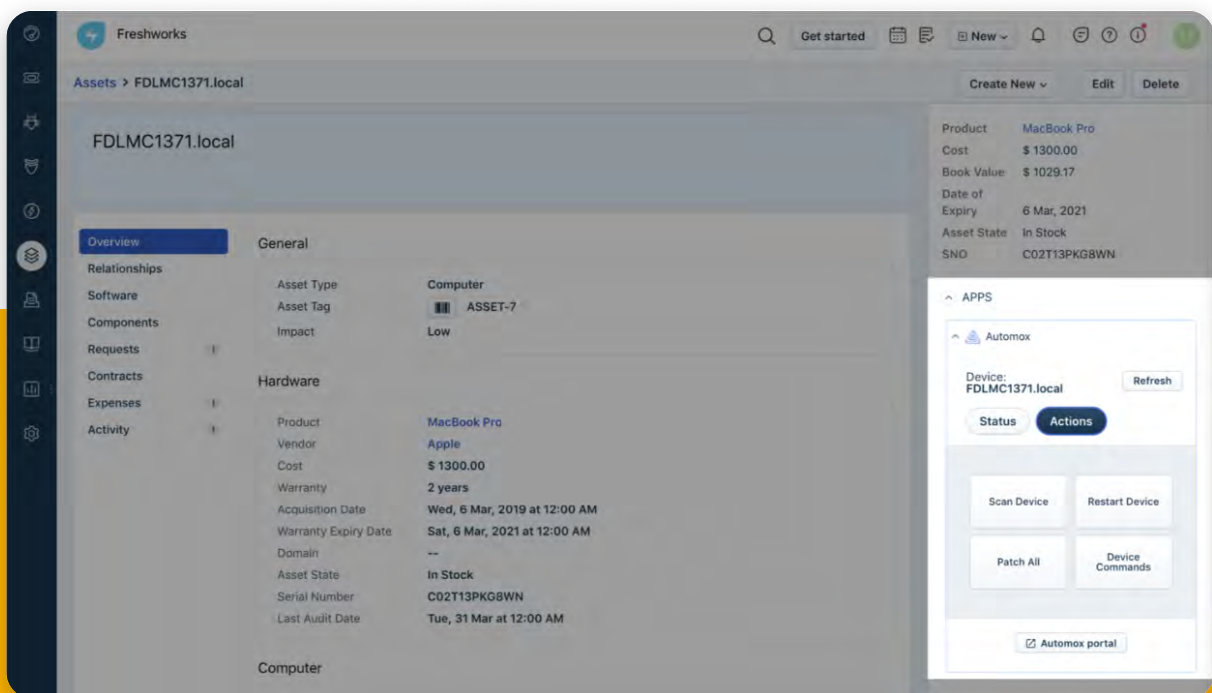
Integrations



Freshservice's integration with **Automox** brings the power of a cloud-native endpoint hardening solution to your service desk. By integrating Automox with Freshservice, you can effortlessly sync device information, monitor device health, and check patch statuses directly from within Freshservice.

Additionally, gain the ability to patch devices, deploy software, and enforce device policies right from your service desk, streamlining IT management and enhancing endpoint security.

WHERE Admin → Marketplace apps → Automox



Integrations

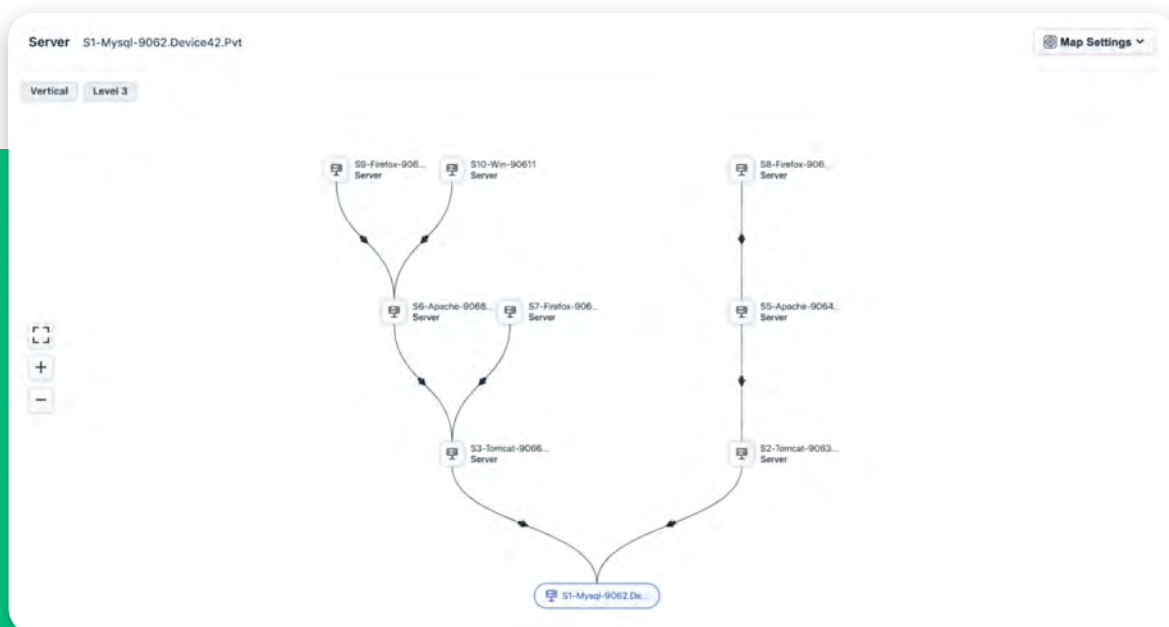
DEVICE42

Freshservice seamlessly integrates with [Device42](#), providing a comprehensive asset management solution. By synchronizing Device42's devices with Freshservice, IT teams can easily manage and view all the asset details across their IT infrastructure.

Device42's auto-discovery capabilities ensure the accuracy of the inventory, covering physical, virtual, cloud servers, containers, network components, software, and services. Regular syncs maintain up-to-date Configuration Items (CIs) in Freshservice.

The integration includes native dependency visualizations, automated workflows, and the ability to associate synced CIs with Freshservice ITSM tickets. This streamlines the asset management process for the IT team, enhancing visibility and efficiency.

WHERE Admin → Marketplace apps → Device 42



IMPORT VIA CSV

Importing assets in CSV format provides a quick and simple method to track assets in Freshservice CMDB. This feature allows IT agents to import large amounts of data simultaneously and supports numerous asset fields.

Asset fields can be mapped to corresponding fields in Freshservice during the import process, saving valuable time and effort when adding or updating assets in Freshservice.

WHERE Left nav → Assets → Inventory → Import

Import Assets

Step 1: Select Asset type*

Laptop

Step 2: Choose a CSV for upload

Please ensure that your CSV file has

- A header row with field names (eg: display name, description... etc)
- Columns for all the required fields for the asset type are selected

[Learn how to import assets](#)

Asset Import Sample (Laptops).csv

Step 3: Match Records by

Asset tag

⚠ If an asset with the same **Asset tag** exists, the asset will be updated. If no match is found, a new asset will be created.

Cancel Next

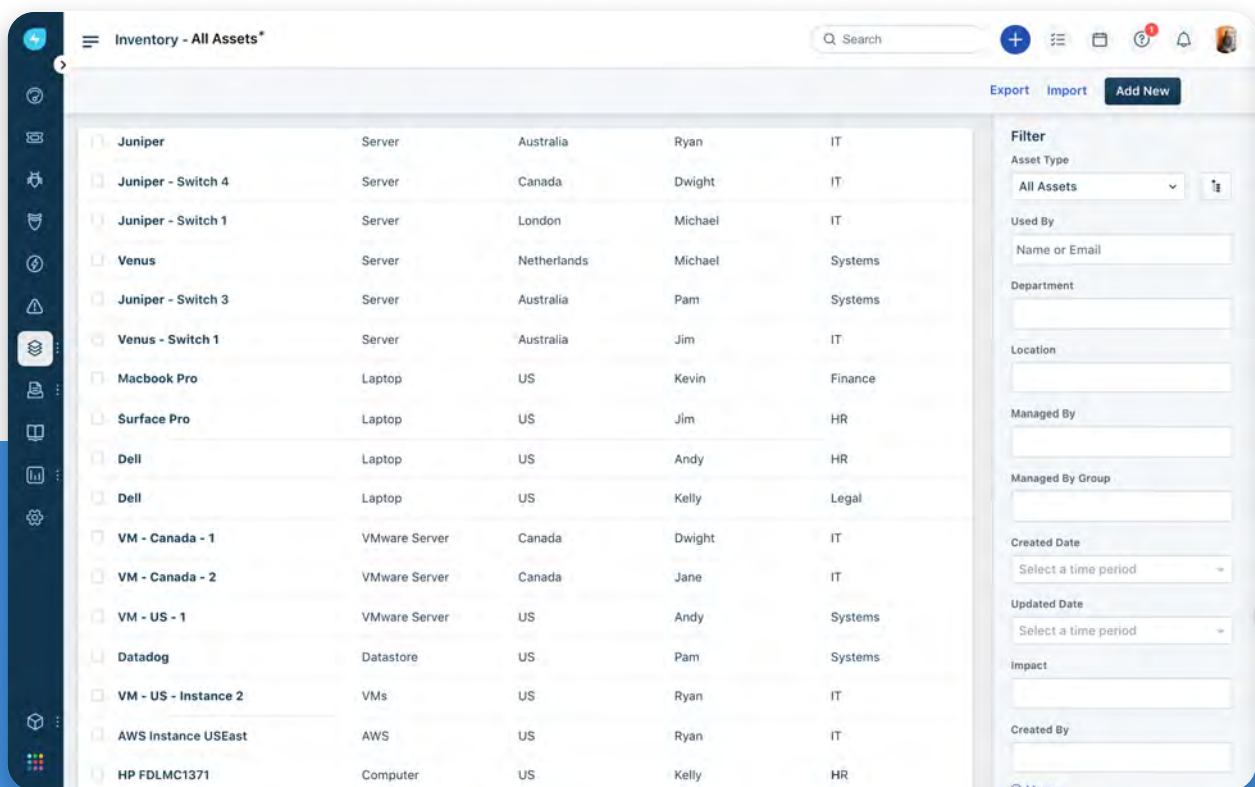
When you don't have access to other tracking tools and have to bulk create or update your IT assets, importing assets via CSV is recommended.

MANUAL ADDITION

In addition to scanning assets with other discovery tools, Freshservice provides the capability for IT agents to **add assets** to the service desk manually. This feature is beneficial for tracking systems outside of the network or managing consumable items and peripherals.

These manually added assets can be included in the CMDB/Asset Management module and can have properties and relationships similar to automatically discovered assets.

WHERE Left nav → Assets → Inventory → Add new

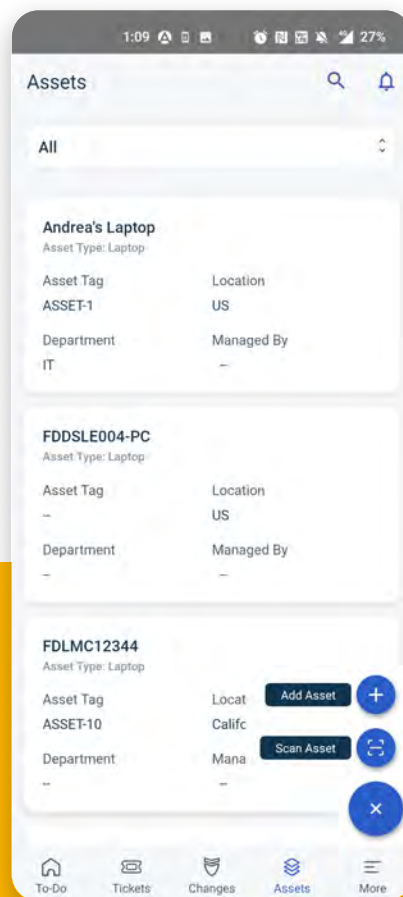


BARCODE SCAN VIA MOBILE APP

The Freshservice mobile app for Android and iOS includes a [barcode/QR code scanner](#) feature that facilitates tracking assets while on the move.

When using an iPhone or Android to scan a new device, the scanner detects the Asset Tag and permits its addition to the CMDB/Asset Management module. If the device already exists, the scanner retrieves the asset details and updates the Last Audit Date.

WHERE Freshserviceapp → Menu → Assets



Asset labels are useful for quick device identification. The [Asset Label Designer](#) app lets you design labels that contain more than just the asset barcode. Add free text and device-specific details like location, serial number, IP Address, barcode, and image.



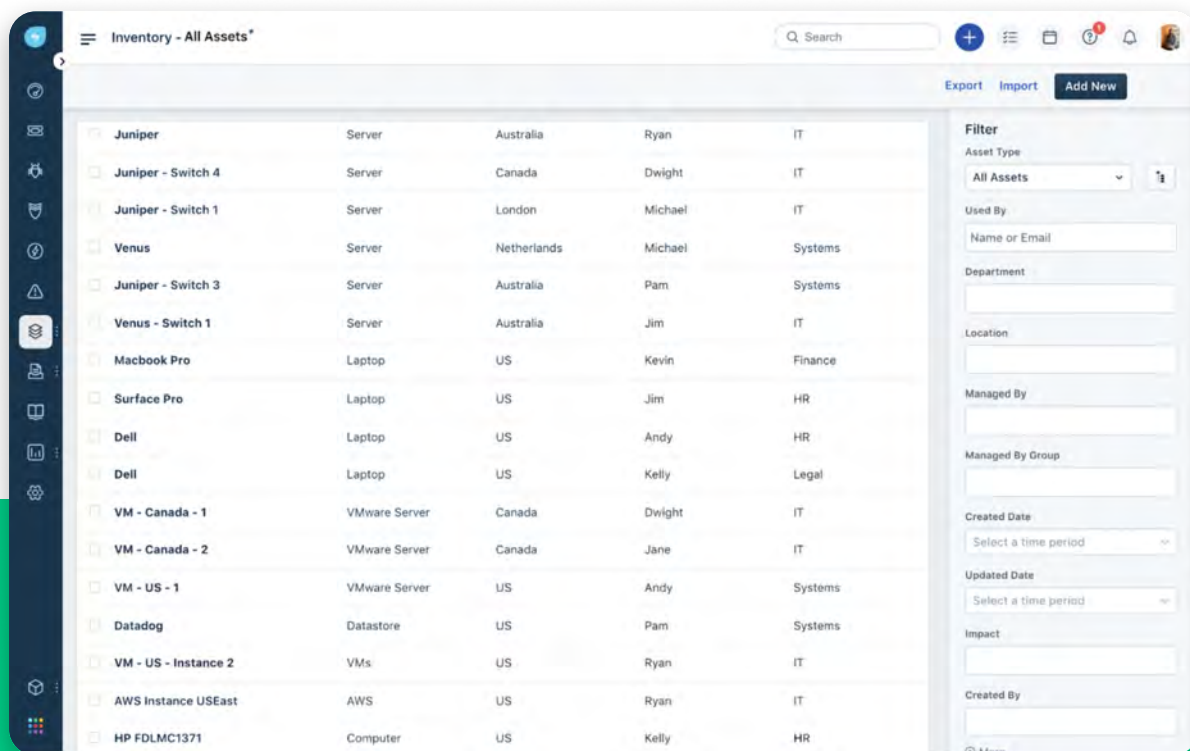
PHASE 2

Unify asset inventory (CMDB) from multiple discovery methods

Organizations employ various methods like network scanning, agent-based discovery, manual entry, and system integration to gather IT asset information. Centralizing this information in a CMDB offers a holistic view of the asset landscape.

The CMDB/Asset Management Module in Freshservice displays a comprehensive list of assets and configuration items discovered from multiple sources, all linked within your IT service desk.

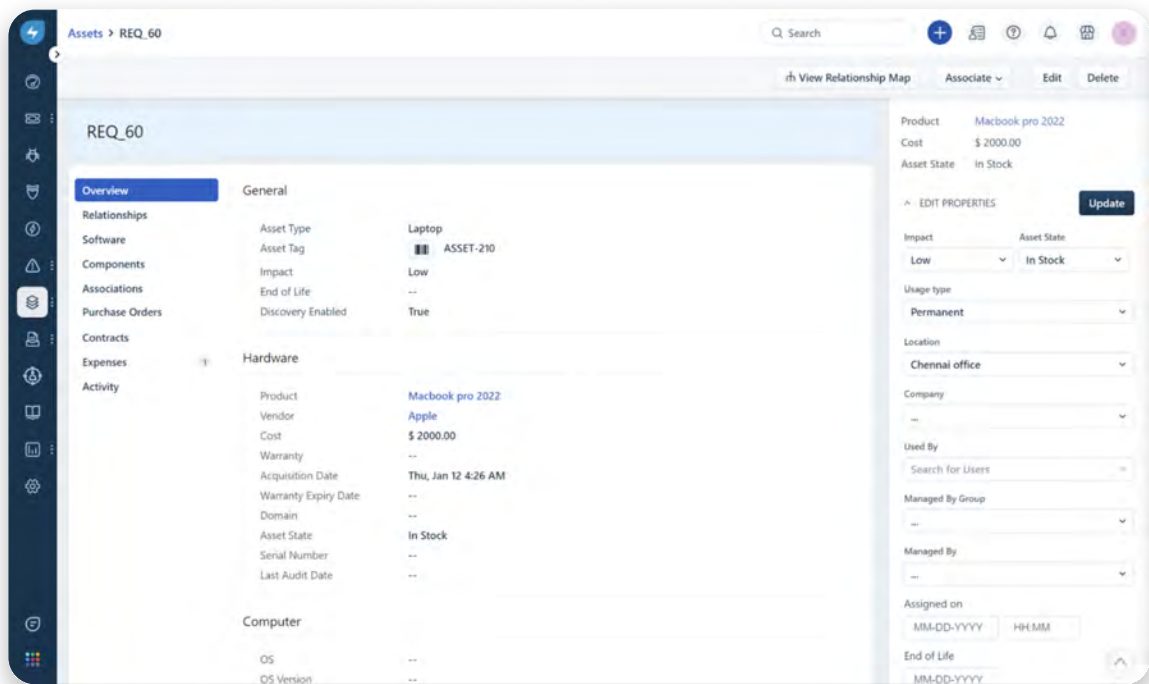
Let's explore some out-of-the-box features in Freshservice CMDB that assist IT agents in managing asset data efficiently.



ASSET VIEW IN CMDB

The asset view page in Freshservice CMDB displays detailed information about assets, including configuration, location, relationships, and more.

This feature offers a comprehensive understanding of asset usage, facilitating effective management. Let's explore all the components of this page:



1 Overview

The Overview tab in Freshservice offers a comprehensive summary of an asset, displaying important details like name, vendor, cost, serial number, warranty information, and more.

2 Properties

The Properties section, found on the asset view page sidebar, presents a collection of variables assigned to the asset. This section offers flexibility to customize asset properties, including the ability to add fields based on specific requirements.

WHERE Admin → Asset Management → Asset fields

3

Relationships

The **Relationships** tab provides visibility into how assets are linked or utilized by different users or assets in the helpdesk. These links can be customized based on the nature of the asset, and the mapping can be one-to-one or one-to-many.

For instance, while a laptop may only be used by a single employee, a hundred users might be connected to the same access point.

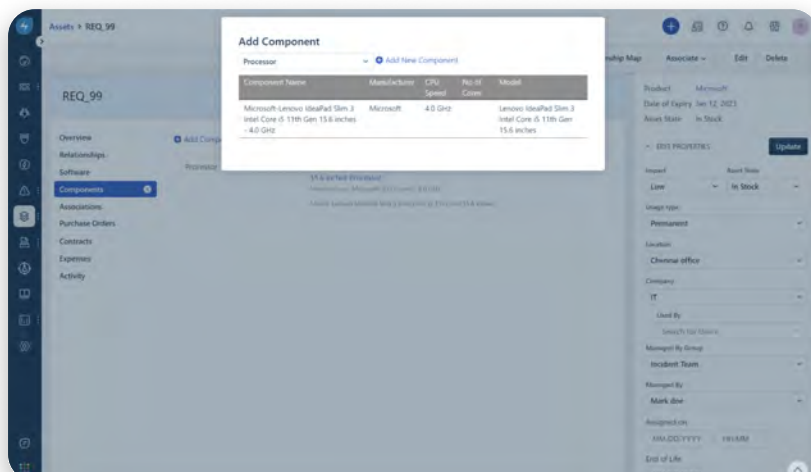
WHERE Admin → Asset Management → Relationships



4

Components

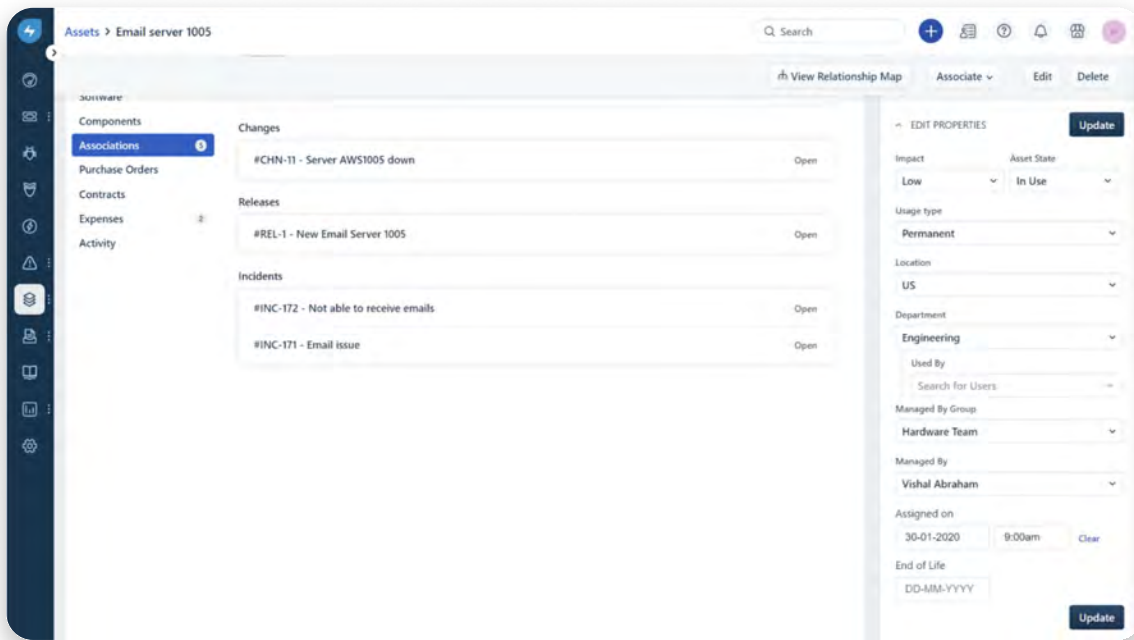
The Components tab in Freshservice lists the internal components of an asset/CI, such as processor, memory, and storage options. This information is helpful during part replacements or issue troubleshooting.



5

Associations

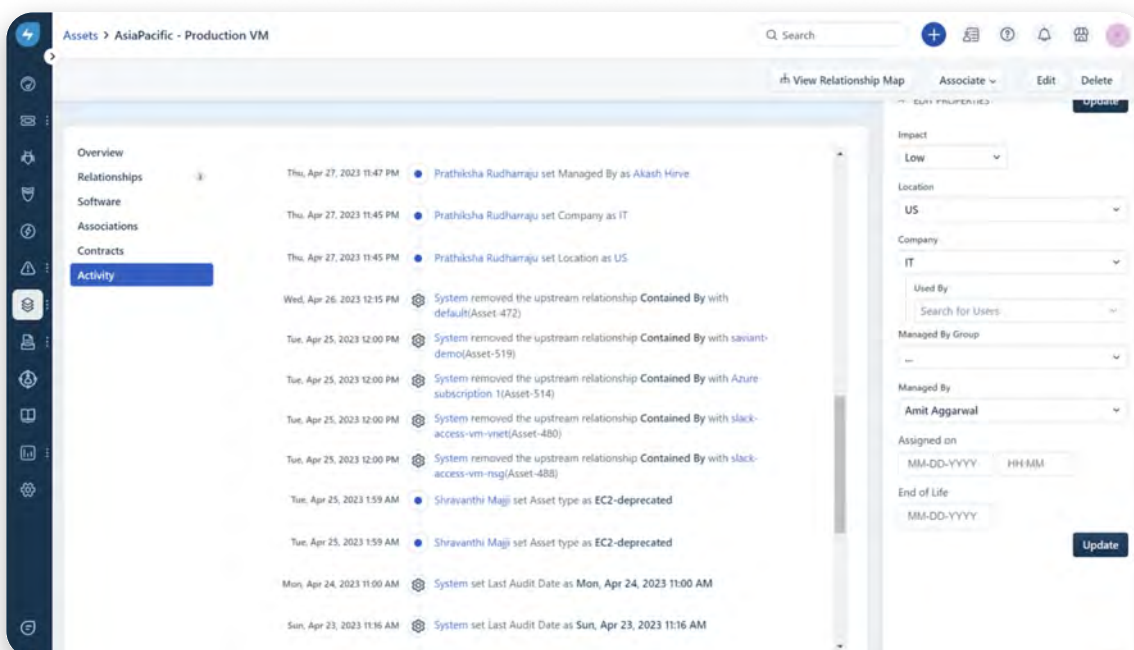
The Associations tab provides an overview of all tickets, whether incidents or service requests, associated with a specific asset/CI. This view helps agents to identify recurring issues for a particular asset/CI and make informed decisions.



6

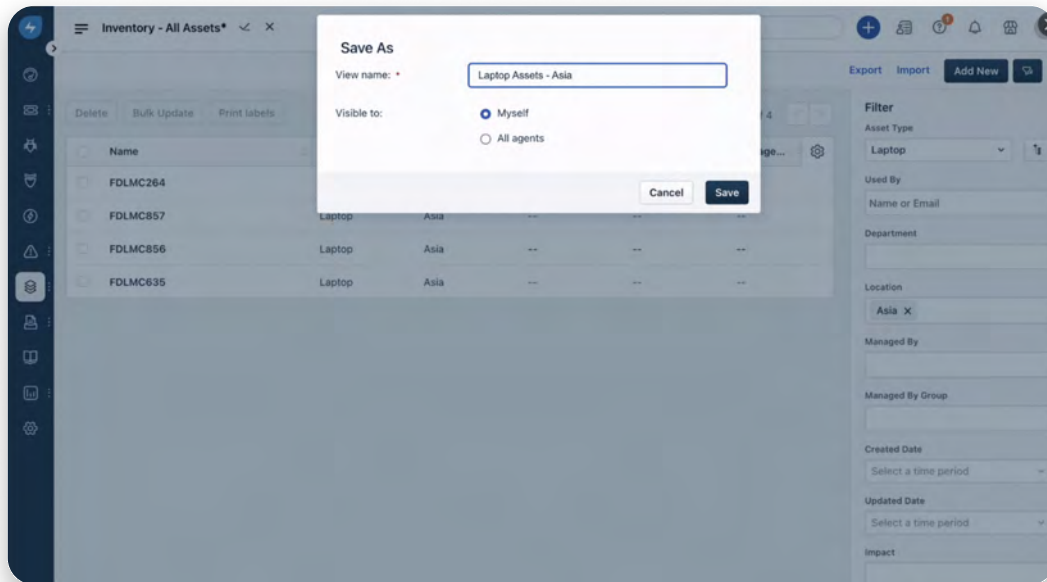
Activities

In the Activity section, access a log that provides historical information about the actions performed on an asset/CI by different users. Track details such as the last owner of the asset, component changes, and other relevant activities to gain better insight into the asset's usage patterns.



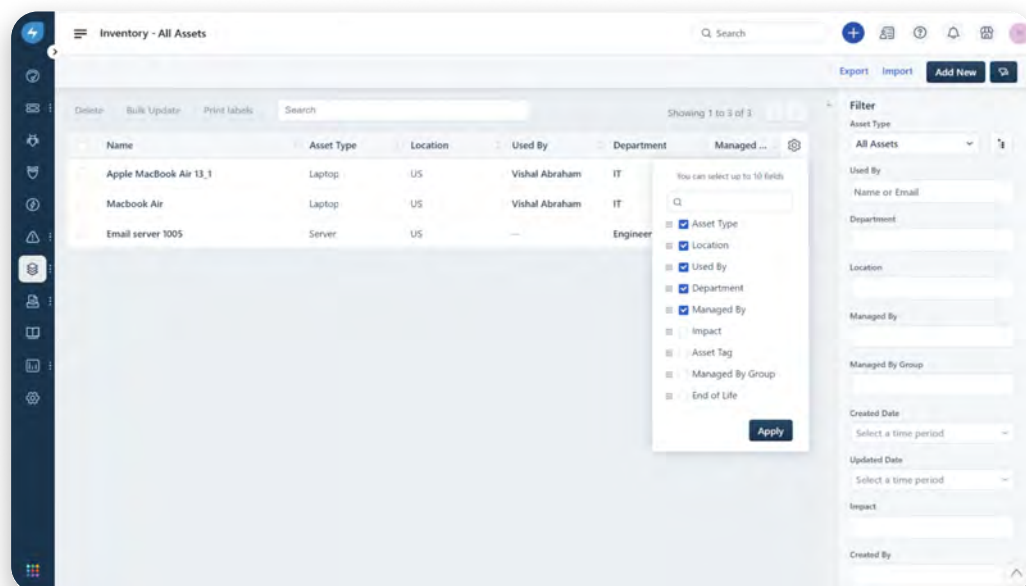
ASSET FILTERS

Simplify asset search using **filters** based on asset type, status, location, etc. While Freshservice provides default views, users can also create custom filters and save them as views for advanced operations. This feature ensures easy access to frequently used filter conditions, making asset search convenient for any inventory size.



ASSET LIST PAGE

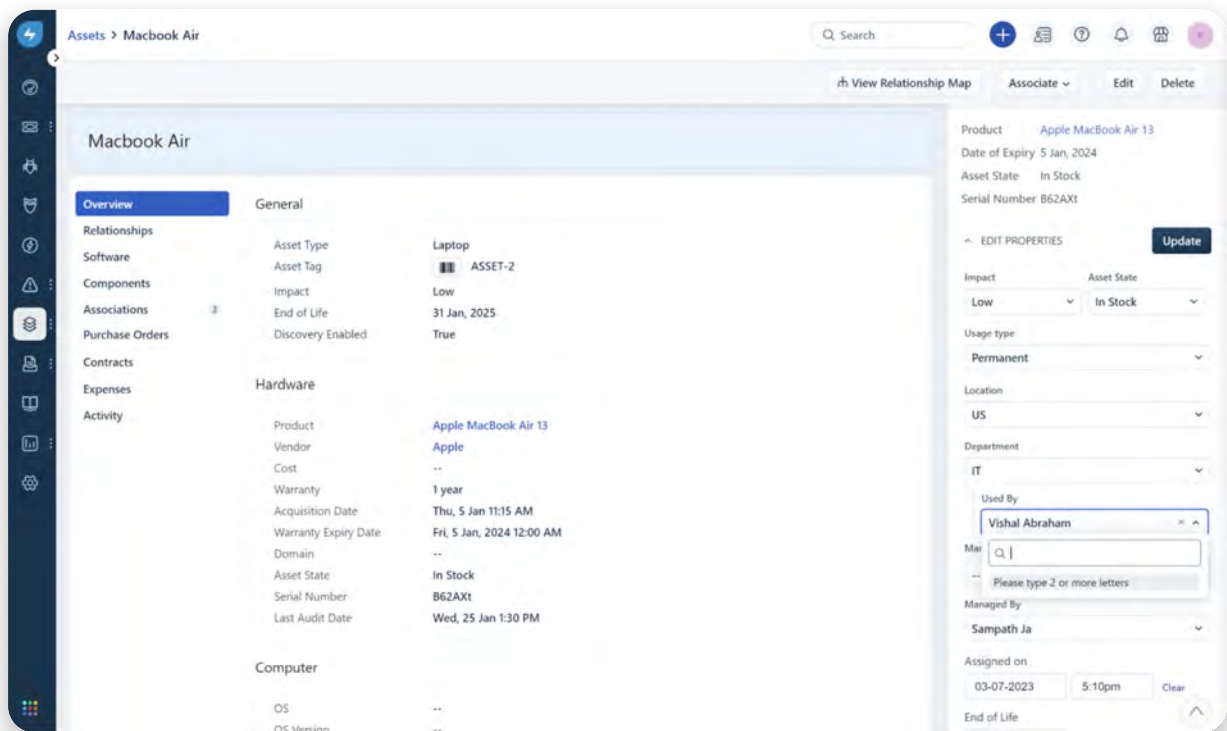
The Assets list page in Freshservice displays a list of assets with default columns like Name, Type, Location, Used By, Department, and Managed By. However, IT agents can customize the displayed columns using the column customizer. This feature allows tailoring the asset view to specific needs and showing only the most relevant columns for viewing the assets.



ASSET ASSIGNMENT

Freshservice simplifies the **asset assignment process**, allowing department heads and managers to have control over access to specific assets.

In addition to assigning assets to departments and users, it is also possible to directly assign a manager from the asset's properties. By assigning assets this way, organizations can ensure effective utilization and maintain better control over their usage.



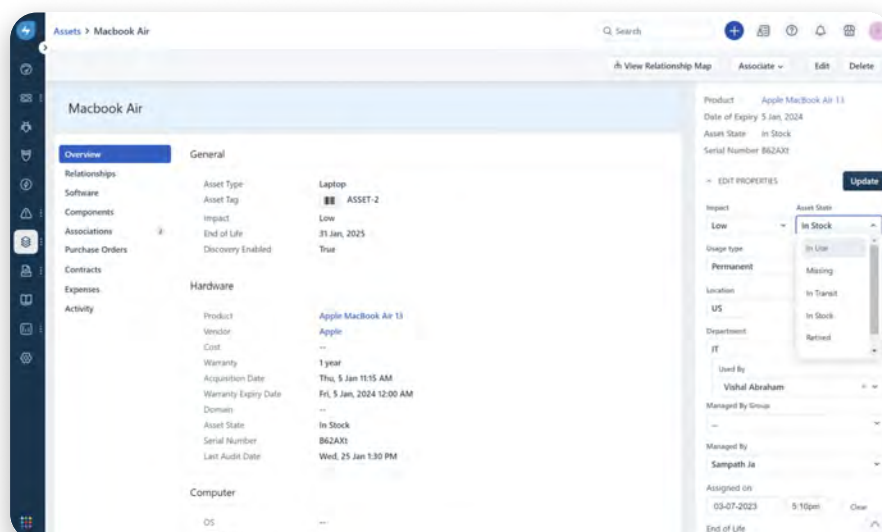
ASSET STATES

Understanding the different asset states available helps in making informed decisions about asset allocation and procurement within the organization. Freshservice provides five default asset states to choose from:

- 1 In Use**
This state indicates that the asset is currently being used by someone in the organization.
- 2 Missing**
This state represents an asset that is not in use and cannot be located.
- 3 In Transit**
This state refers to an asset that is in the process of being ordered from a vendor or is being moved.
- 4 In Stock**
This state indicates that the asset is available and ready for use.
- 5 Retired**
This state designates an asset that is no longer functional or too old to be used.

Moreover, Freshservice offers the flexibility to define custom asset states to align with your organization's specific requirements.

WHERE Admin → Asset Management → Asset Types & Fields

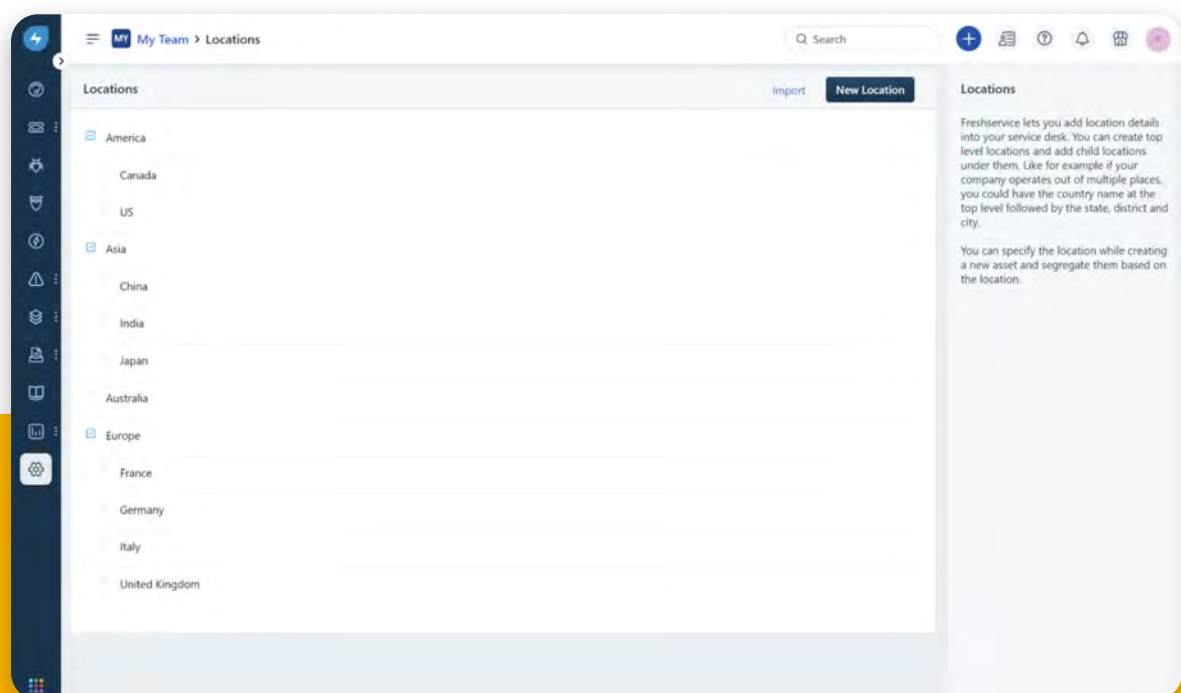


ASSET LOCATIONS

Adding and **importing asset locations** is a beneficial practice for organizing and finding configuration items effectively. In Freshservice, locations can be configured in a parent-child hierarchy, which proves advantageous for organizations with multiple operating locations.

For instance, the hierarchy can include country, state, district, and city, with each field as a separate record. This hierarchical structure facilitates quick and efficient asset location and management.

WHERE Admin → Asset Management → Locations



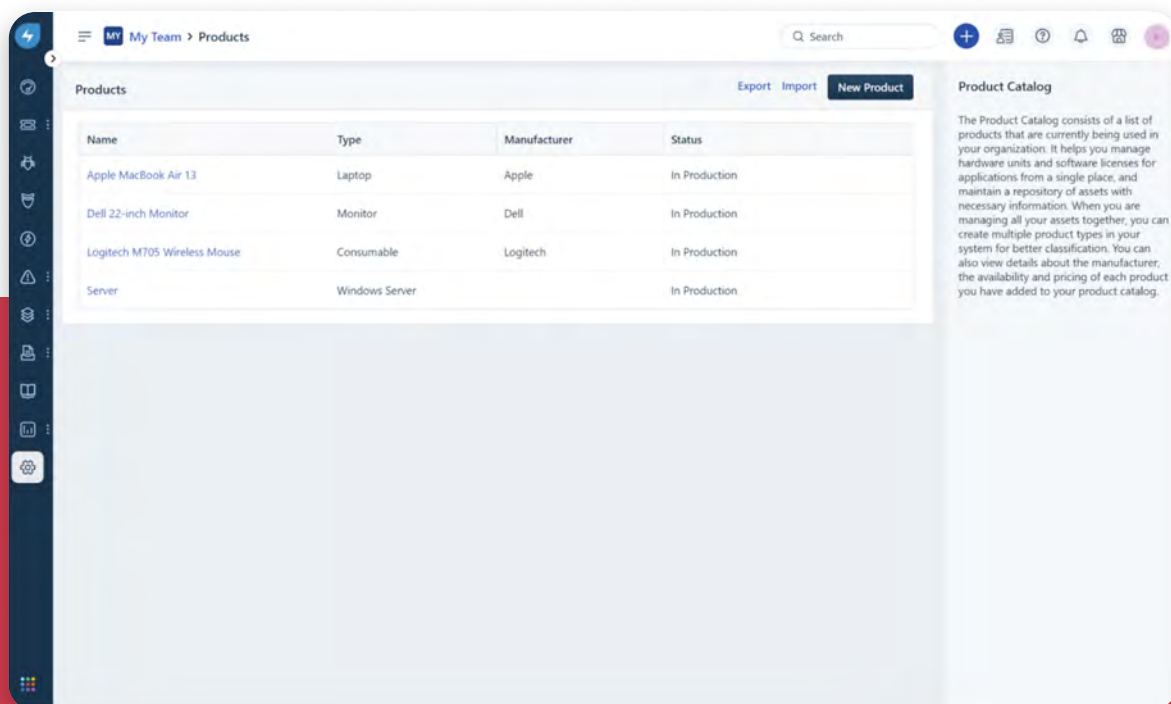
PRODUCT CATALOG

The [Product Catalog](#) in Freshservice is a centralized repository for hardware devices, software applications, and services. IT agents can create different product types to classify and organize IT assets, including details like manufacturer, description, cost, and warranty or maintenance contracts.

It also simplifies software license management, ensuring compliance with vendor agreements. You can track license usage, expiration dates and set up alerts for renewals or updates.

Integration with other Freshservice ITAM features, such as Asset inventory and Purchase Management, allows for seamless linking of products to assets, tracking of product usage, and efficient management of product purchases and orders.

WHERE Admin → Asset Management → Product

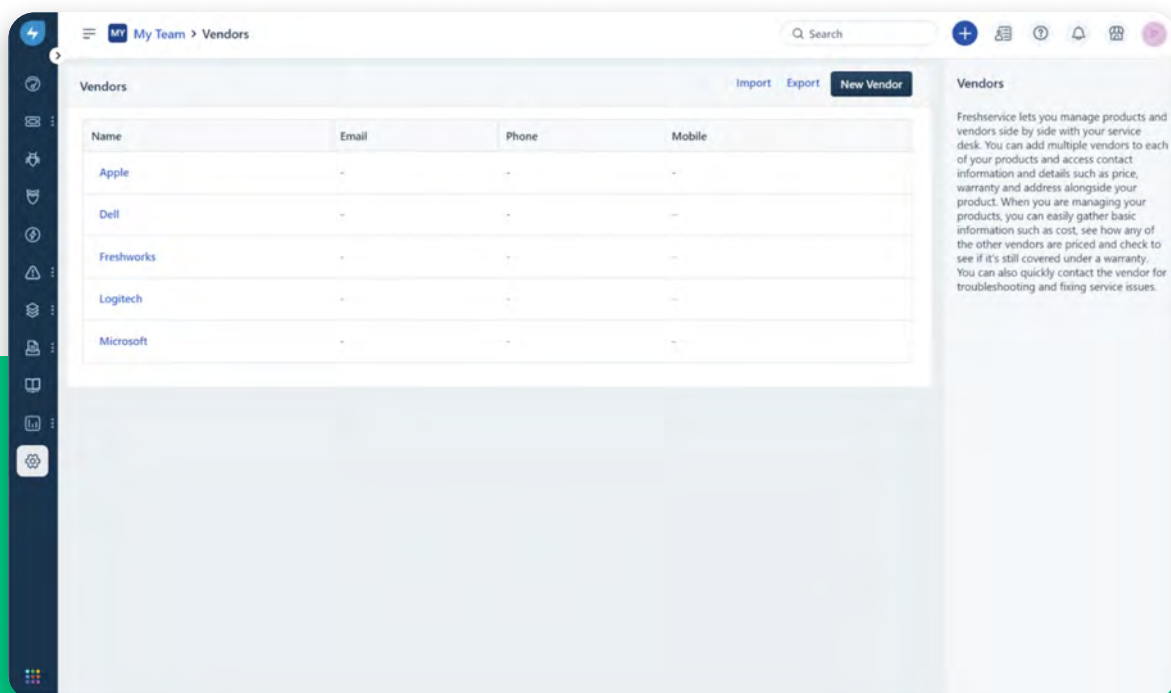


VENDORS

The Vendor feature in Freshservice offers a convenient and organized solution for managing vendor information within the service desk. IT teams can store crucial vendor details like contact information, addresses, and vendor-specific notes.

Additionally, this feature allows for the association of multiple products with each vendor, providing easy access to product information and enabling efficient tracking of sourced products. IT teams can also utilize the Vendor feature to track vendor-specific support and service information, facilitating quick and easy communication for issue troubleshooting and technical assistance.

WHERE Admin → Asset Management → Vendors





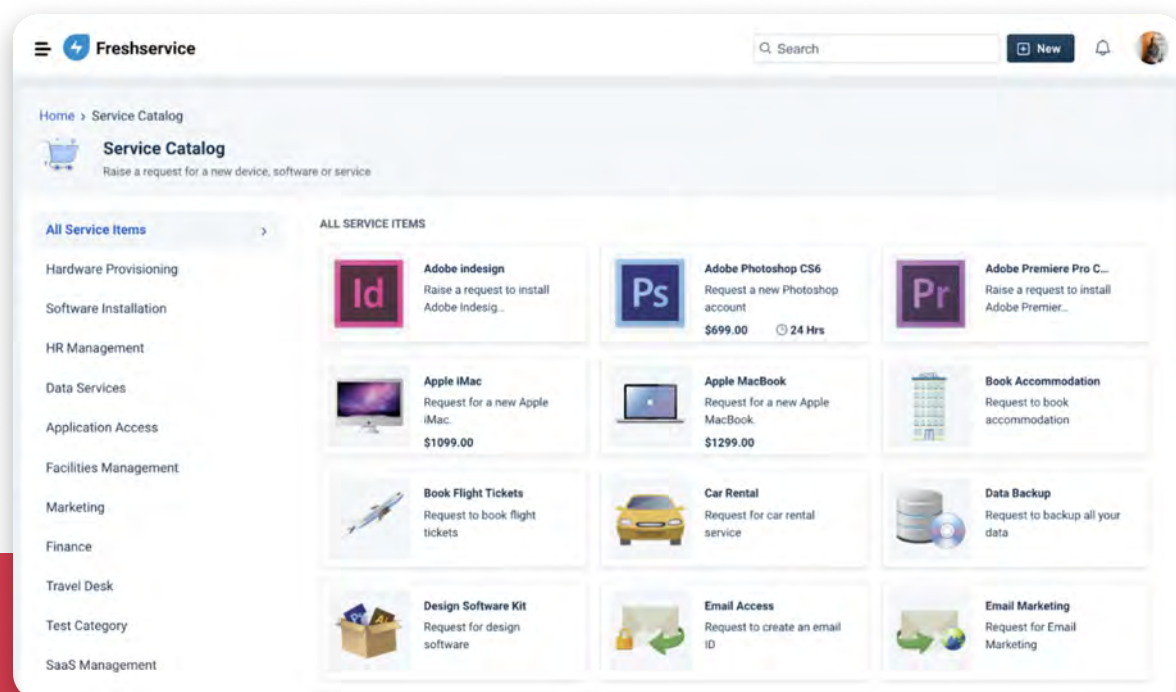
PHASE 3

Request an Asset

Freshservice streamlines the process of requesting an asset via the [Service Catalog](#). This centralized portal provides employees with a diverse catalog of pre-defined asset options, including hardware, software, network, cloud assets, and more.

Employees can easily browse through the catalog, select the assets they need, and submit a request directly through the portal, ensuring an efficient and error-free asset acquisition process.

WHERE Admin → Service Management → Service catalog



The Visible group option in the Service catalog allows for restricting access to IT assets based on specific groups. This ensures that the availability of IT assets for raising requests is limited to designated groups.

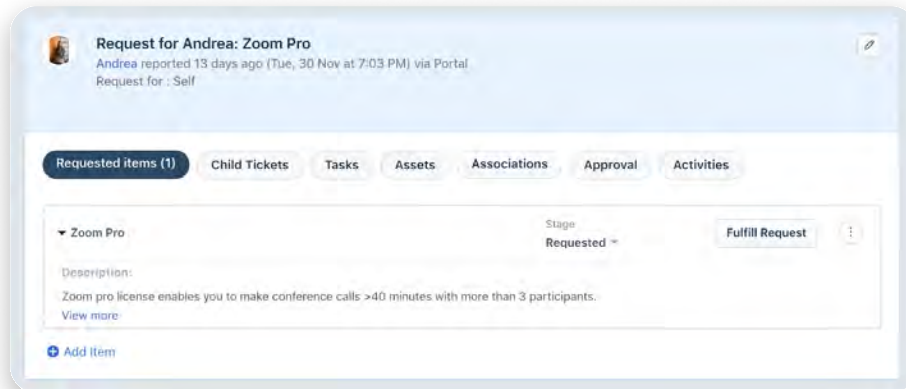


PHASE 4

Fulfill Asset Requests

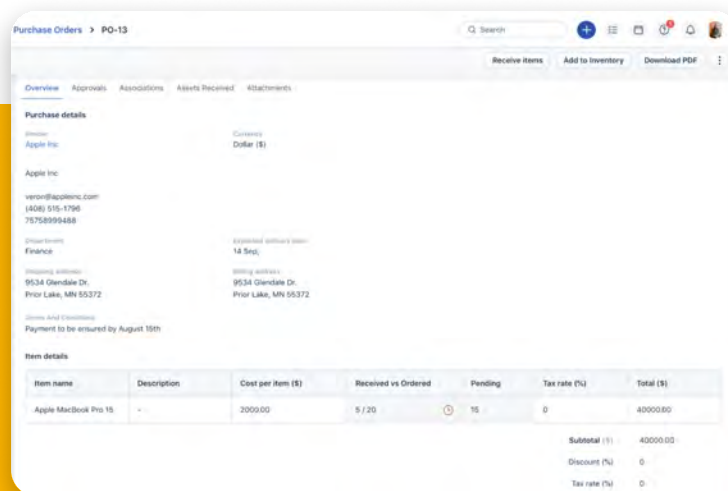
To fulfill a request, Freshservice offers organizations Service Request Fulfillment and Purchase Order Management.

With [Service request fulfillment](#), IT agents can easily search for an item in stock and allocate it to the user from within the ticket's page, reducing the workload involved in requesting and receiving access to these services.



The fulfillment stage is also closely linked to the procurement system. [Purchase order management](#) helps IT agents to keep track of all their IT purchases in a centralized system. This helps to ensure that all IT purchases are authorized, budgeted, and recorded accurately.

WHERE Left nav → Assets → Purchase order



In Freshservice's Purchase Order management module, use custom approvals for purchase orders with the right approvers. This feature helps enforce compliance, increase accountability, and prevent unauthorized purchases.



PHASE 5

Monitor and analyze the health of the infrastructure

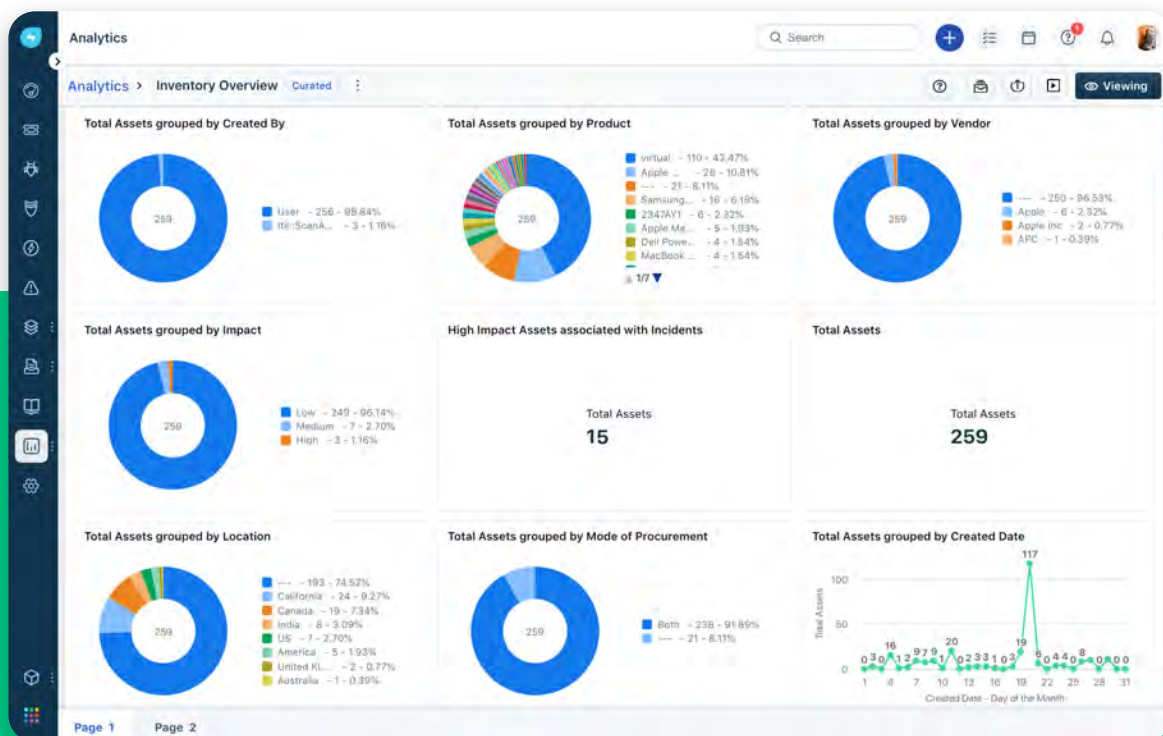
In the previous phases, asset data was added to the system. As the transition to the monitoring stage occurs, the focus shifts to the continuous observation of IT assets. Maintaining the reliability of the data becomes crucial, ensuring the smooth functioning of business operations.

CURATE ASSET AND SaaS REPORTS

Using Freshservice's [Curated Report](#) for Assets, IT agents can conveniently access and analyze the health, performance, and usage of their IT assets.

This system-curated report offers a visual overview of the asset landscape, encompassing inventory count, asset status, high-impacted assets, and other relevant metrics. For more in-depth insights, customization options are available to tailor the report to specific requirements.

WHERE Left Nav → Reporting → Analytics



CALCULATE ASSET DEPRECIATION

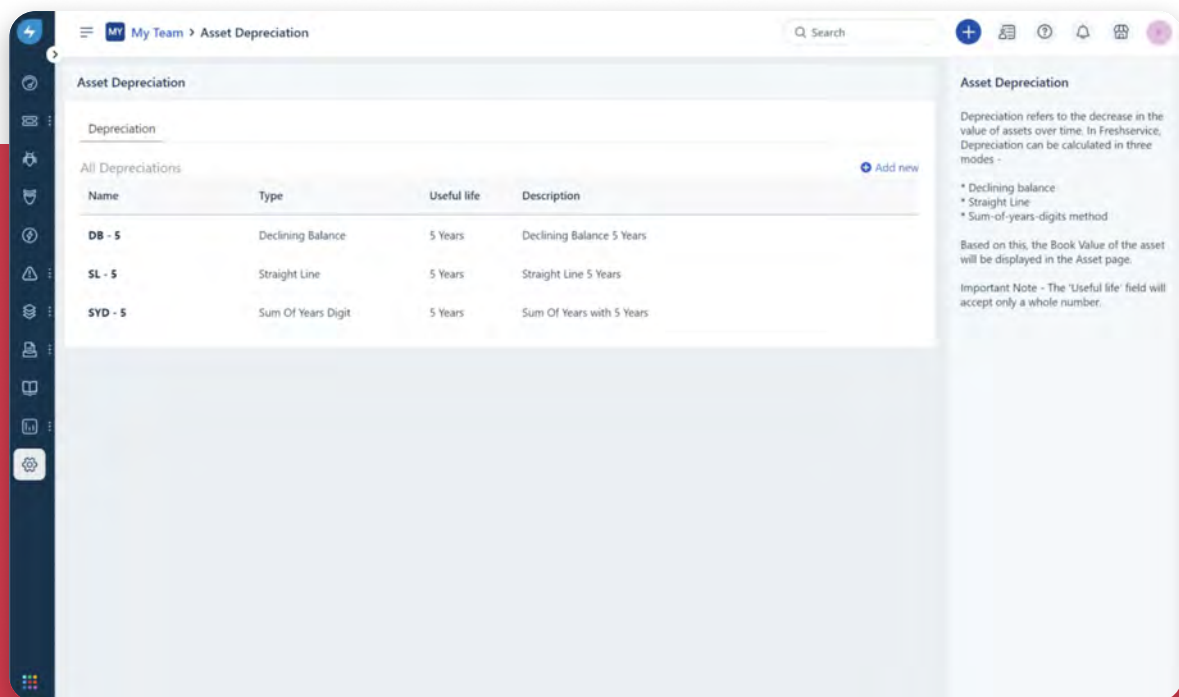
Regularly monitoring depreciation allows organizations to identify assets nearing the end of their useful life and plan for their replacement. This ensures that critical systems and processes remain uninterrupted by unexpected downtime or outages.

Freshservice's [Financial Management section](#) provides organizations with the tools to manage the decrease in asset value over time effectively. Depreciation can be calculated using three methods

- Declining Balance
- Straight Line
- Sum-of-Years-Digits

These options allow for accurate determination of the current value of assets, enabling informed decisions on retirement or replacement. The CI page will display the Book Value of the asset based on the selected depreciation mode.

WHERE Admin → Asset management → Asset depreciation

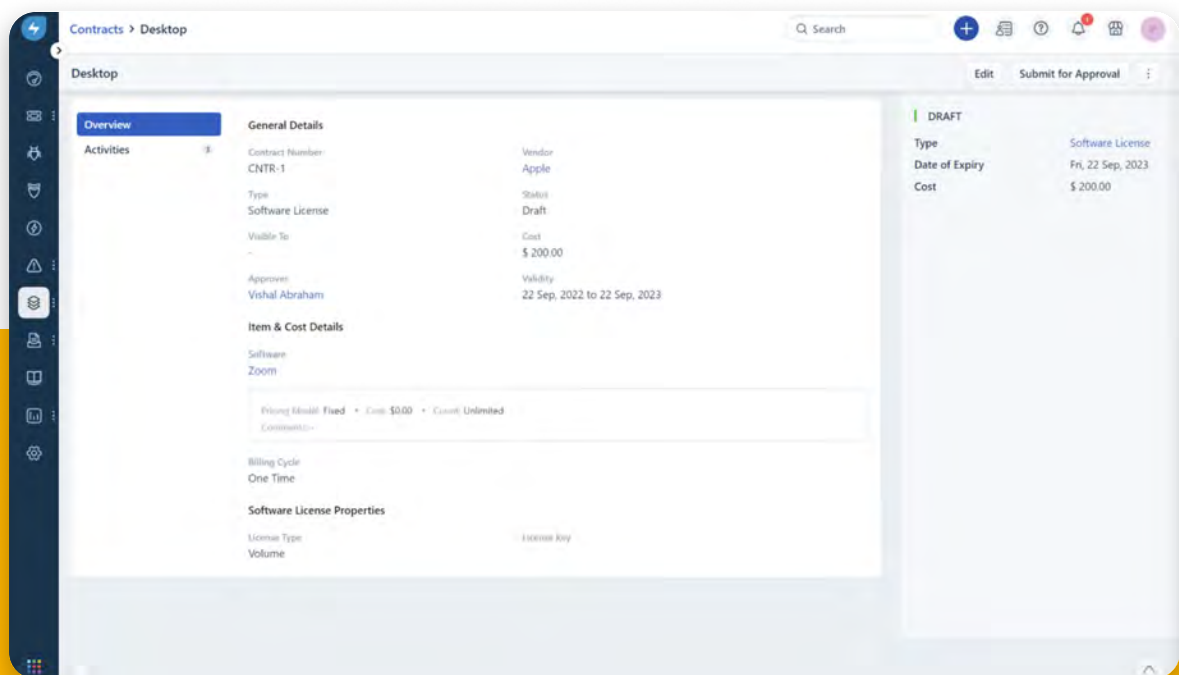


MANAGE ASSET CONTRACTS

Freshservice comes with a built-in **Contract Management** module that enables easy maintenance of records for contracts with third-party vendors. It integrates with the asset management module, making it easy to track contracts in relation to associated assets. The module also provides proactive alerts for upcoming contract expirations, ensuring timely renewals.

In addition to standard contract types like leases, maintenance agreements, and software licenses, Freshservice allows tracking of custom contract types to meet specific business needs.

WHERE Left nav → Assets → Inventory → Contracts

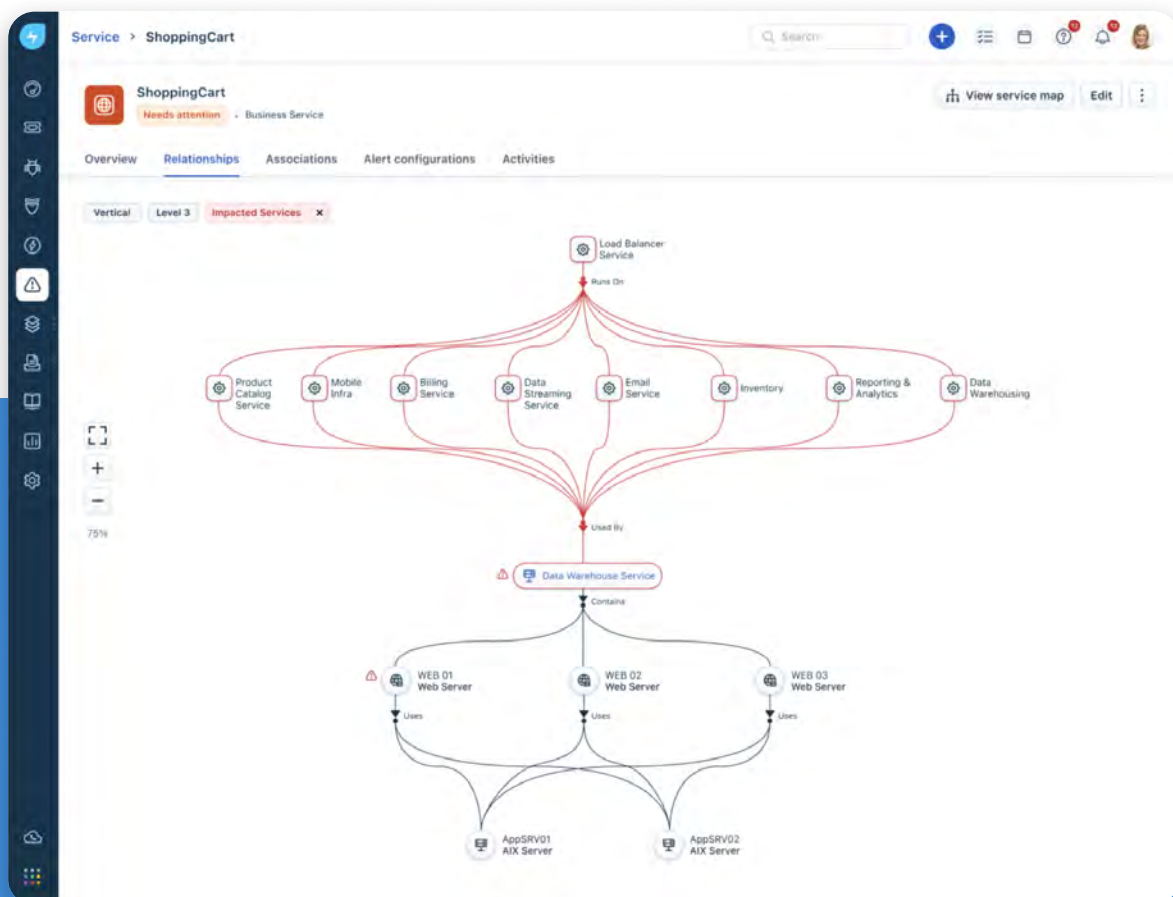


MONITOR SERVICE HEALTH

The health of the services that end users care about determines the status of a business. By monitoring the health of these services, one can proactively identify and address any issues or potential bottlenecks that may impact the end users.

To effectively monitor and manage these services, associate monitoring tools that track the condition of the assets supporting them using [Service Health monitoring](#). When there is a degradation or outage, promptly address the associated alerts and incidents to restore the service swiftly.

WHERE Left nav → Alerts → Service Admin → IT Operations Management → Monitoring Tools





PHASE 6

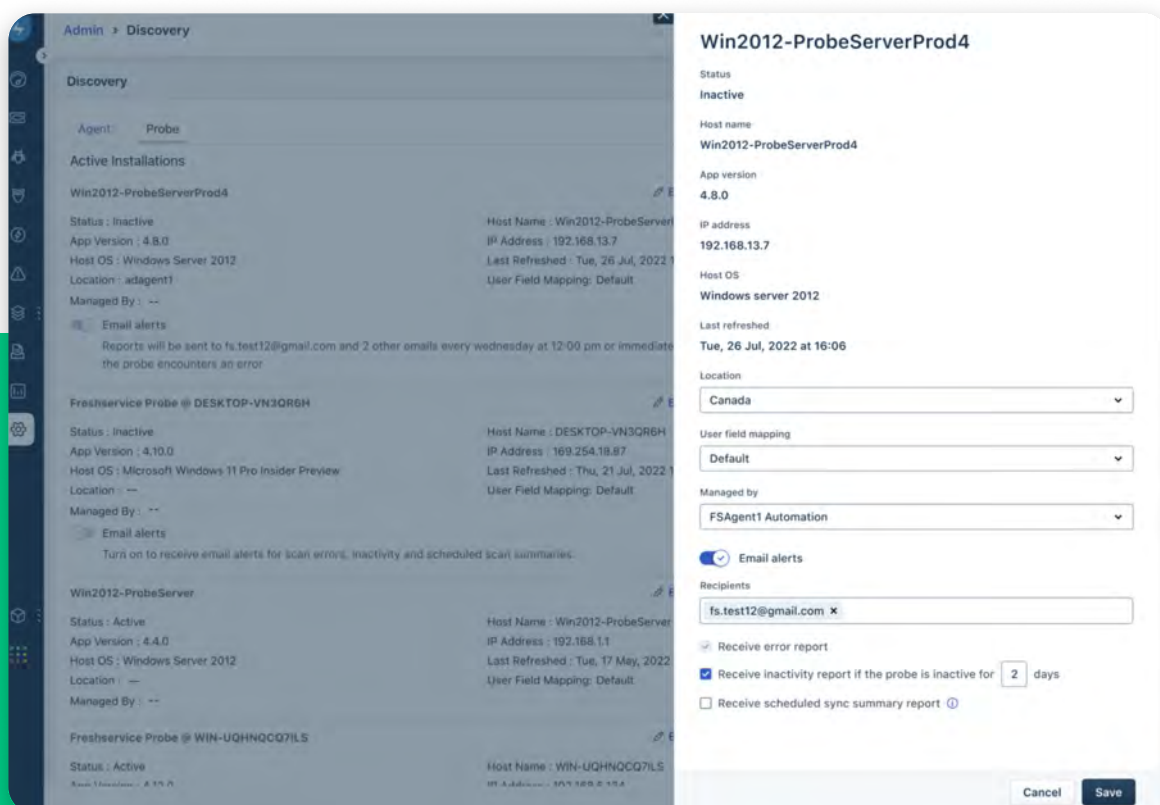
Commit to continuous optimization with regular audits and service

In today's dynamic business landscape, organizations strive to optimize their operations continually. One powerful approach to achieving this is through regular audits and service evaluations.

Freshservice offers robust audit and service features that empower organizations to maintain accurate and up-to-date records of their assets and activities.

RECEIVE SCAN ERROR NOTIFICATIONS

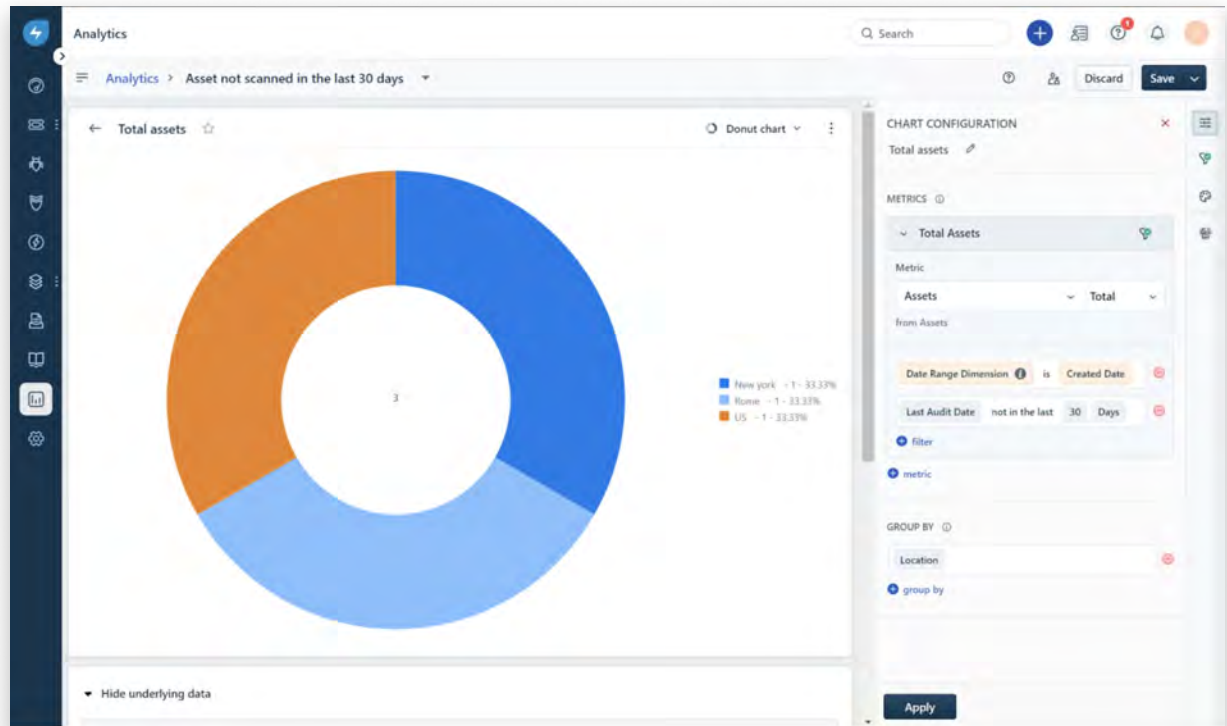
Probe email alerts, monitors, and tracks crucial activities related to scan errors, inactivity, and scheduled scan summaries. These timely alerts empower IT agents with up-to-date information, enabling them to proactively address any potential issues or disruptions during the auditing process. By staying well-informed, agents and teams can take prompt action to ensure a smooth and efficient auditing experience.



TRACK LAST AUDIT DATE

The Last Audit Date field in Freshservice helps users keep track of the most recent audit conducted on assets or other relevant data within the system.

By utilizing the last audit date, field agents can create reports and identify the assets that have not been audited within a specific timeframe, enabling them to prioritize, take necessary actions, and schedule audits accordingly.

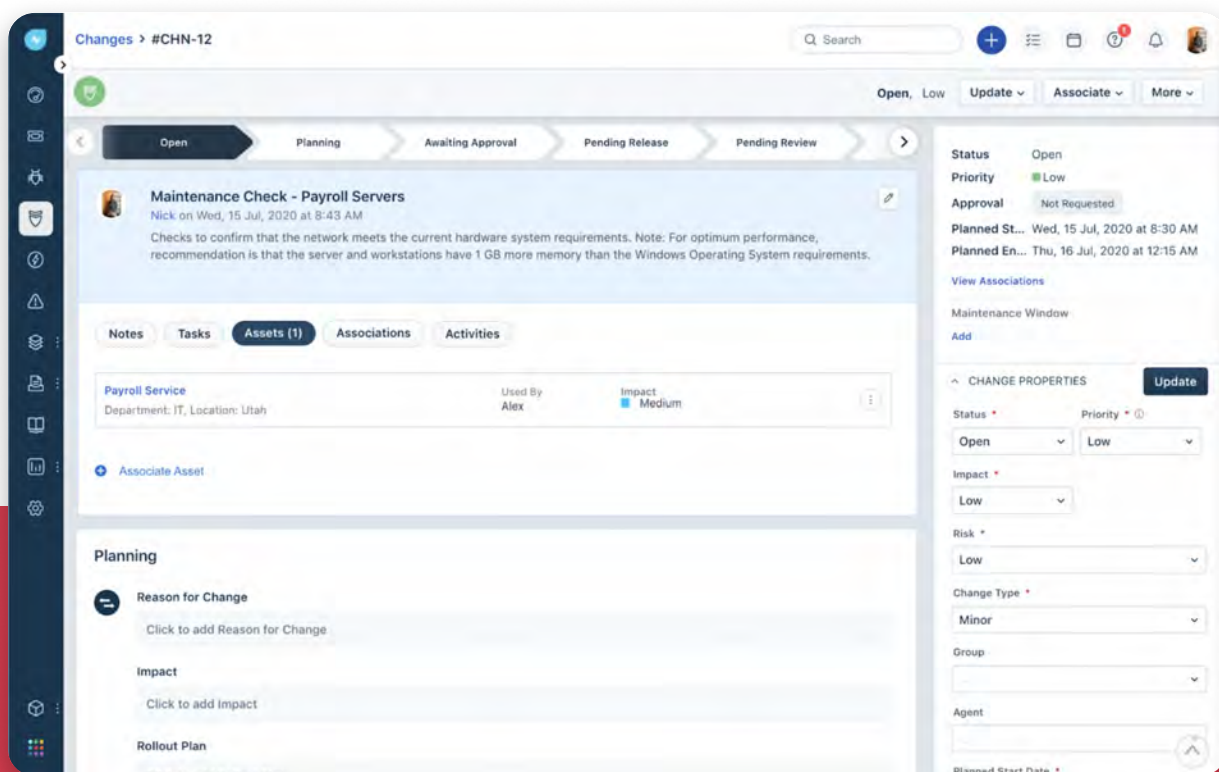


ASSOCIATE ASSETS TO TICKETS

Asset breakdowns are commonplace, and so is the need for device setup, troubleshooting, and re-configuration.

Associate asset feature in Freshservice provides valuable insights and information that IT teams can leverage to diagnose and expedite the resolution process.

When an IT issue arises, such as a hardware malfunction or software glitch, employees can create an incident in Freshservice to document the problem. During the ticket creation process, users have the option to associate one or more assets with the incident. Once the incident has been documented, IT teams can further drill down the root cause using the Problem and Change Management modules in Freshservice.



By combining ITSM and ITAM areas, organizations can achieve greater automation, efficiency, and responsiveness while minimizing oversight.

This enables IT teams to shift from reactive approaches to proactive practices, resulting in improved service levels, operational efficiencies, and cost optimization.



PHASE 7

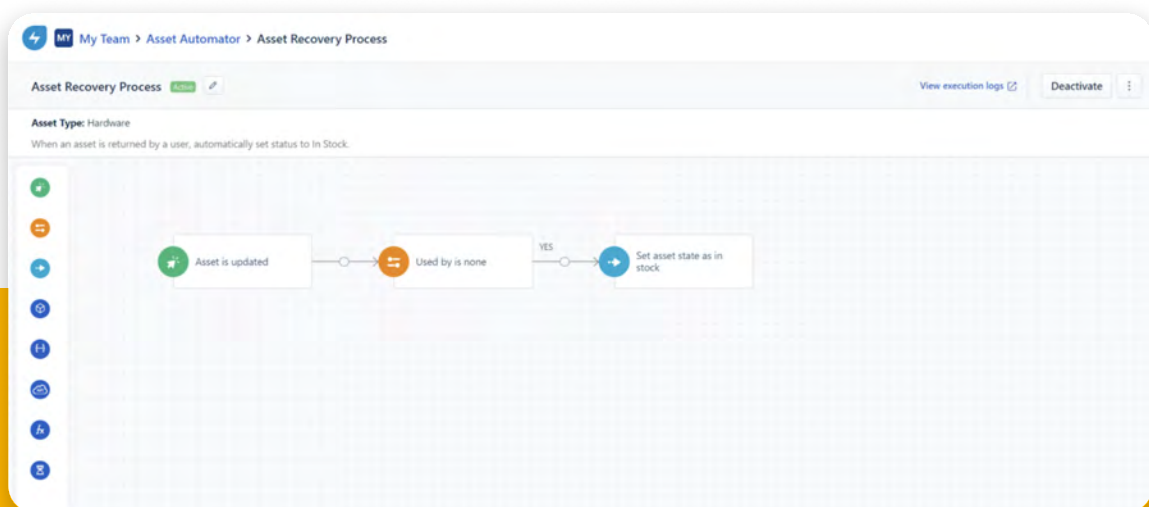
Set up an asset retirement process

Even though it's the final stage, setting up an asset retirement process is as important as all the other stages in asset management.

When an employee leaves an organization, it is important to determine the appropriate next steps for their assets. This could involve redeploying, repairing, retiring, disposing of, repurposing, or returning assets to inventory. It is also crucial to ensure that all data belonging to the organization is thoroughly wiped to prevent any potential threats in the future, such as data breaches or unauthorized access. Let's explore how Freshservice can help address some of these requirements:

1 Redeploying Assets

Assess if the departing employee's assets can be reassigned to another employee or department within the organization. This helps optimize resource utilization and minimize unnecessary purchases.



Automate the asset recovery process using Freshservice asset workflow automator.

2

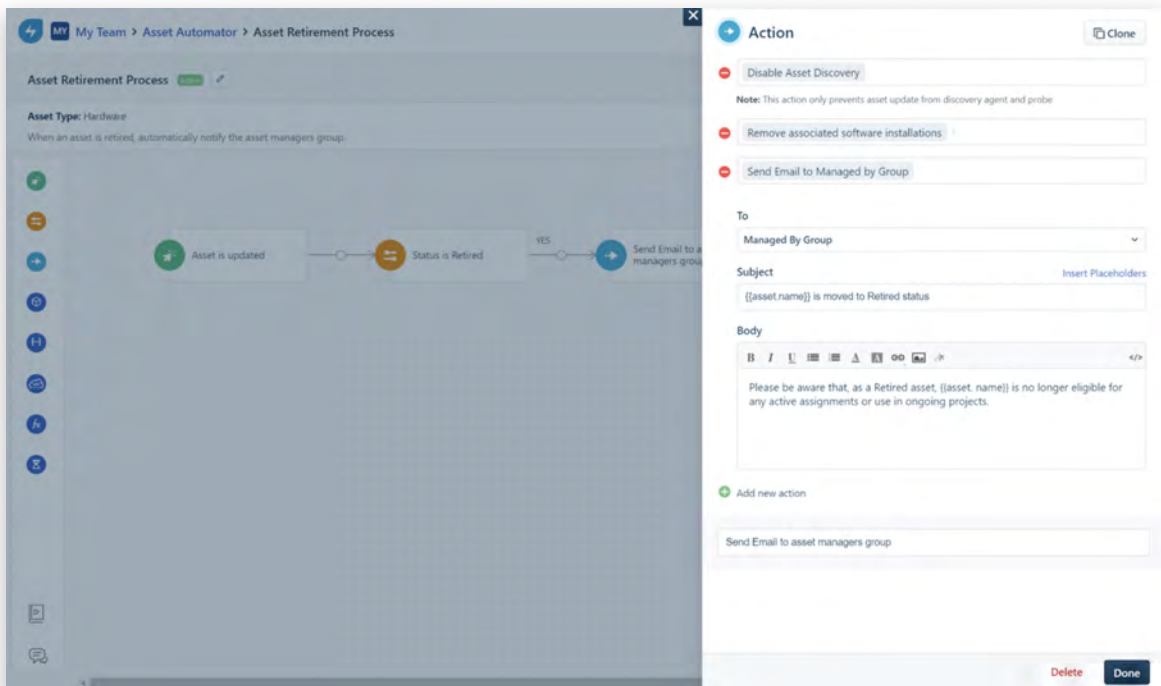
Repairing Assets

If any assets require repairs or maintenance, promptly address these issues to ensure their functionality and usability for future users.

3

Retiring Assets

Assets that have reached the end of their useful life or are no longer needed are retired from active use. Follow proper procedures to retire assets, which may include securely disposing of them or transferring them to a designated asset retirement process.



4

Disposing of Assets

In cases where assets cannot be redeployed or repaired, Handle their disposal in an environmentally responsible manner. This involves adhering to legal and regulatory requirements for asset disposal to minimize any potential environmental impact.

LOOK BEYOND YOUR CURRENT PICTURE

Now that you have taken a tour of the ITAM features available in Freshservice, feel free to customize the setup to meet your specific requirements. Asset Management is available in Growth, Pro, And Enterprise plans.

Explore our [plans and billing page](#) for more info. If you need any assistance along the way, reach out to us at support@freshservice.com, and our team will be delighted to assist you.



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