

IT Asset Procurement & Life Cycle Management

Background

The client, a global player in the Pharma business, planned to improve the management of its IT equipment (Servers, PCs) and reduce the asset costs. In parallel to the migration to a new operating system for the servers as well as the clients, a majority of the hardware was to be replaced.

Business objective

- Meet user requirements, while reducing the number of PC models (clients) available
- Introduce a life cycle of three years for the client hardware
- Reduce the asset costs of procurement, deployment, management and maximize bargaining power with vendors, with the volume of hardware being replaced
- Reduce the operations, support and maintenance effort

Approach

- Definition of hardware configuration standards, based on business tasks and country specific requirements
- Setting of standards for the hardware, operating system and applications
- Reduction of acquisition costs thanks to a reverse e-auction and due to leasing of the IT assets
- Replacement of end user PC within 4-6 months in 10 countries and 70 sites approximately
- Tight integration with vendor systems for forecasting, ordering, delivery of new assets, as well as disposal of old assets
- Implementation of a web based asset management system which allows the active asset management for more than 60'000 client systems world-wide

Key actions taken

- Clarification of the business requirements
- Definition of a hardware configuration catalogue addressing the needs of the different main user groups
- Selection of vendors and negotiation of purchasing and supporting processes
- Planning, coordination and implementation of the project

- Management of external vendors, internal business representatives and IT personnel
- Defining the functionalities of the asset management system, managing the development, testing, training the users and implementing

Business Benefits

- Reduction of asset acquisition costs by more than 30%
- Estimated reduction in support and maintenance effort by 25%
- Financing of PC replacement easier due to leasing of the assets
- Reduction of stock on hand due to an active asset management system