



Pivot Hub: IT Asset Intelligence

Aggregating and optimizing IT asset data to enable cost optimization, streamline asset management tasks, and enhance decision-making.

Information technology (IT) asset management has become increasingly difficult due to the explosion of devices and rapid pace of change. What's more, the asset management process is typically fragmented, with multiple departments and groups managing asset data stored in diverse systems.

IT vendors further complicate the process. Cisco, for example, has multiple interfaces for tracking hardware and software assets, including the Smart Net Total Care portal, the Smart Software Manager, and the EA Workspace. Cisco asset management is a manual process that involves logging in to each of these systems and extracting the relevant data.

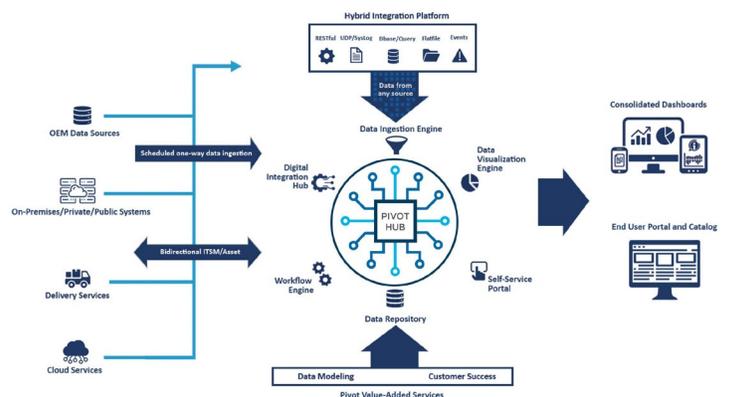
Studies have shown that manual management of IT asset data can result in an error rate of 15% or more. In a data center with 1,000 assets, 150 aren't being accurately tracked or monitored. Because the data is unreliable, the IT team cannot effectively control costs, increase utilization, reduce risk, improve compliance, or make informed technology investment decisions.

Pivot Technology Services eliminates these challenges with the Pivot Hub, a comprehensive cloud-based platform that aggregates IT asset data and streamlines asset management processes. The Pivot Hub collects data from various systems, applications, databases, and tools and provides a customizable dashboard view of hardware and software configurations, contracts, financials, and more. You gain a comprehensive view of all the Cisco assets in your environment.

More than a data source, the Pivot Hub automates renewals, refreshes, and end-of-life activities to reduce risk and total cost of ownership. It helps clients of any size overcome the complexities associated with end-to-end IT asset management.

Core technology components of the solution include:

- Data Ingestion Engine - Automates the collection and organization of asset data from any data source
- Digital Integration Hub - Aggregates multiple data sources and integrates with multiple systems
- Data Repository - Stores asset data in a structured format on a high-performance, low-latency, highly scalable platform
- Data Visualization Engine - Provides a set of interactive dashboards designed for various roles and allows users to build custom dashboards
- Workflow Engine - Converts high-touch operational tasks into digital workflows
- Self-Service Portal - serves as a "single point of engagement," providing access to requests, approvals, data visualizations, and other common actions



While these sophisticated technology tools do much of the work, Pivot recognizes that data collected from numerous sources may be inconsistent and unreliable. Our data consultants use a well-defined data modeling methodology and their knowledge of industry-leading technology partners to bring accurate and usable data into the Pivot Hub.

The Pivot team also provides full-lifecycle services to help you reduce complexity and risk and gain a more flexible, scalable, and secure IT environment. Utilizing the data in the Pivot Hub, we help you with license management, volume licensing agreements, lifecycle planning, and periodic health reviews.

Cost Optimization

The Pivot Hub can help improve budgeting and forecasting by identifying unused or underutilized assets and end-of-life equipment. It also provides a holistic view of software licenses to aid in license compliance and optimization.

Reduced Waste

Uncovering and reducing waste enables you to reallocate some of your IT spend to critical initiatives such as digital transformation, cybersecurity, and cloud. The Pivot Hub can also help right-size maintenance contract costs by identifying assets that should be retired or refreshed.

Risk Management

Comprehensive and accurate tracking of all devices and software on the network helps reduce operational and change-management risks, identify security vulnerabilities, facilitate incident response, and improve regulatory compliance. Real-time access to up-to-date data also enables IT to better manage service levels and enhance the user experience.

Minimized Downtime

Visibility into maintenance contracts helps ensure that critical equipment is covered. Tracking technical support cases can identify issues and trends that contribute to system and network outages so you can take steps to reduce the number of incidents.

Intelligent Insight

A holistic view of hardware, software, subscriptions, contracts, and more, delivered using simplified visuals, makes it possible to gain strategic insights from complex data. The Pivot team can also use data visualization tools to provide Hub consumers with asset intelligence.

Key Benefits

The Pivot Hub enables you to:

- Optimize the quality of asset data. Pivot's expertise, combined with the power of the Pivot Hub, results in high-quality asset intelligence that's easy to understand and use.
- Manage the IT spend more efficiently. Having an accurate "single source of truth" allows you to better manage your IT spend and make more-informed buying decisions.
- Better utilize IT staff resources. Your IT team spends less time researching, collecting, organizing, and analyzing asset data from multiple sources.
- Streamline asset management tasks. Automating high-touch, largely manual processes reduces the time to task completion from days to minutes, increasing quality and improving service-level agreements.
- Gain greater visibility across the environment. A centralized repository of asset data eliminates the silos caused by disparate systems, tools, and groups.
- Enhance executive decision-making. IT leaders gain a comprehensive view of the IT estate and meaningful insights into IT, business, and regulatory activities without relying on other departments.
- Access these powerful resources at no cost. The Pivot Hub is a value-added solution for our existing clients. It helps large enterprises overcome the complexity of IT asset management and enables small-to-midsized clients to utilize resources they might not otherwise be able to afford.



Cisco Customer Success Model

Pivot provides full lifecycle services to help you maximize your Cisco investments as you shift from hardware-focused solutions to centralized software platforms. We help you take full advantage of Cisco solutions through:

- Planning and implementation assistance
- Help with licensing and asset management issues
- Proactive management of hardware and software lifecycles
- Validation of service-level coverage and co-termination of contracts

Our lifecycle analysis engagements are supported by single-pane-of-glass visibility into all Cisco assets. The Pivot Hub enables proactive asset management services that help you understand, use, and track your solutions to increase satisfaction with Cisco technology.