# CA Technologies saves $23 million through greater control of global IT assets

**CLIENT PROFILE**
**Industry:** Technology
**Company:** CA Technologies
**Employees:** 11,500
**Revenue:** $4.3 billion

## BUSINESS

CA Technologies helps customers be more productive and competitive by simplifying management of their mainframe, distributed, virtual and cloud IT environments.

## CHALLENGE

A decentralized approach to IT asset management had resulted in unwarranted capital expenditure and a lack of accountability.

## SOLUTION

With CA IT Asset Manager, CA Technologies can track 137,500 assets from procurement through to disposal. The solution reduces risk by simplifying license compliance management.

## BENEFIT

CA Technologies has achieved cost avoidance savings of $23 million in seven years through improved asset utilization. Greater governance of its global IT assets has improved budget forecasts and simplified support.

## Business

Supporting greater competitiveness, innovation and growth

CA Technologies is the world's leading independent provider of IT management software with operations in 40 countries.

The company's software makes it easier for organizations to manage and secure their mainframe, distributed, virtual and cloud IT environments resulting in greater productivity, innovation and growth.

The company's customer base is spread across nearly every country in the world and includes the majority of the Forbes Global 2000.

CA Technologies has more than 11,500 employees, of which 5,100 are responsible for designing and supporting software. CA is ranked #46 on the Newsweek Green Rankings which identifies companies that are generating the most revenue with the least amount of environmental impact.

## Challenge

Maximizing asset utilization to eliminate unnecessary spend

The scale of CA Technologies operations means it has a vast and complex IT estate spread across more than 100 sites in countries around the world. In total, the company has more than 30,000 desktops/laptops, 11,000 servers, 15,000 applications, 311 databases and 6,000 networking components.

In order to deliver high-quality IT services, companies need a complete understanding and control of their estate, which requires effective end-to-end IT asset management.

Prior to implementing CA IT Asset Manager, the responsibility for tracking hardware and software assets lay with individual business divisions. However, this approach was proving increasingly unworkable. As Kathy Morstadt, Director of Asset Management at CA Technologies, explains, "A decentralized model for IT asset management had led to a number of inefficiencies and unnecessarily high costs."

As a result, departments were challenged tracking their assets and warranties through their lifecycle, which increased the risk of both under and over utilization and the likelihood of prolonged outages when trying to repair items out of warranty.

"New hardware and software assets were being needlessly procured while existing resources went unutilized," comments Morstadt. "There was also insufficient accountability for employees to take care of assets and return them when they left the company."

The need to improve the visibility of its hardware and software assets was exacerbated when CA Technologies was subjected to multiple time-consuming software vendor audits. "It took six months to collate the information we needed for one particular software audit, which was costly in terms of resources," adds Morstadt.

"New assets were being needlessly procured while existing resources went unutilized."

**Kathy Morstadt**
Director, Asset Management, CA Technologies

## Solution

Global centralized IT
asset management

In 2008, CA Technologies embarked on a global project to unify the control of its IT assets. At the heart of this project was the implementation of CA IT Asset Manager (CA ITAM) and its integration with CA Service Desk Manager–including its configuration management database (CMDB).

The phased deployment of CA ITAM started in North America, followed by EMEA, Latin America and finally the Asia Pacific region in September 2009.

The project impacted every country and every CA Technologies department, which meant the newly formed IT asset management group had to ensure its standardized processes could be applied on a global basis. "We ran a series of cross-functional workshops to understand existing processes and align these to the new framework," adds Morstadt.

The IT asset management group then consolidated and scrubbed 40 to 50 gigabytes of source data, which included multiple departmental spreadsheets, purchasing data from 12 major IT vendors and discovery data, to create a baseline of more than 60,000 hardware and software assets.

Today, this asset directory consists of 137,500 devices, including desktops, servers, enterprise storage, network equipment, software and peripherals, and is continually being updated as the company's IT estate evolves.

## 4,000 virtual servers are tracked by the asset management group using CA ITAM

## Managing assets throughout the lifecycle

Every stage of an asset's lifecycle is now linked to this directory–even the initial request from an employee for new hardware or software. "The request comes to the asset management team via the local procurement system. We then verify the request is compliant with internal policies and standards and check whether an existing asset is available to fulfil the request, in which case this is shipped to the user's local GIS [Global Information Services] team to be deployed," explains Morstadt. "This request review process also provides us with the opportunity to eliminate new purchases for development or quality assurance teams by validating whether the request can be fulfilled by our Labs on Demand shared services model."

If a new device does need to be procured, a purchase order is raised and sent to the vendor. The advance shipment notice sent by the vendor is used to auto-create a new asset record in CA ITAM, which includes date of purchase and warranty information as well as a detailed product description. Additional information, such as employee details, location and cost center, are automatically updated within CA ITAM from the company's procurement systems.

When the asset arrives with the user's local GIS team, it updates the asset record within CA ITAM with the new status using AMI's AssetTrack solution that automatically integrates with CA ITAM and allows updates via barcode scanner or online Web form.

Software requests are processed in a similar fashion. "We verify whether a license can be re-allocated from an existing source and update records to prevent licenses from being over or under-utilized," explains Morstadt. "Download information and license key codes are sent to the asset management group and captured in CA ITAM to simplify both redeployment and compliance."

## Simplifying change management

Integration with the CA Technologies CMDB has streamlined processes and helped to free up IT resources previously required to create and manage CMDB assets. As well as simplifying the tracking and allocation of client devices, CA ITAM provides the change and configuration group with greater visibility of our 4,000 virtual servers.

Additionally, utilizing CA ITAM to generate CA Service Desk Manager tickets based on asset status changes reduces manual effort and provides the local GIS teams with all the asset details they need to efficiently deploy equipment. The solution's contract management functionality enables the asset management team to link IT assets to specific vendor agreements. This allows the team to effectively manage license compliance and accurately align assets and maintenance agreements.

## Managing redeployment and end-of-life assets

CA Technologies has established similarly rigorous controls for the retirement of assets. When an employee leaves, a human resources (HR) termination ticket is created in CA Service Desk Manager for GIS to terminate access privileges and for the asset management group to ensure all equipment is returned for redeployment.

If an asset has reached end of life, CA ITAM is updated from reports provided by CA Technologies' disposal company according to the device's serial number. A copy of the certificate of destruction is associated with the device record to demonstrate that CA Technologies has met its requirements for responsible disposal.

## Benefits

Cost savings of $23 million

Improving the control of its IT assets has led to significant cost-avoidance savings for CA Technologies, as Morstadt explains, "We have made cost savings of $23 million over the last seven years as a result of tighter governance and the reallocation of 11,500 desktop/laptop devices and 4,000 software assets."

### 15,500 assets reallocated rather than newly procured

The company has also been able to make further financial and efficiency gains through:

▪ Automated and streamlined IT asset management processes

▪ Improved visibility of vendor terms and conditions for different assets

▪ The right-sizing of maintenance contracts and support agreements based on business and user needs

▪ Better budgeting through greater transparency of warranty expiration dates

▪ Optimization of under and over-utilization of software licenses thereby reducing risk of a vendor audit

▪ Simplified asset transferal during acquisitions and divestitures.

"By making better use of our hardware and software assets, we have been able to reduce risk and simplify IT support." comments Morstadt. "We have also enhanced sustainability through the avoidance of 15,500 new purchases, which has resulted in the elimination of more than 48 tons of electronic waste."

## "We have been able to reduce risk and simplify IT support."

**Kathy Morstadt**
Director, Asset Management, CA Technologies

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