

Alan Boswell Insurance Brokers (ABIB) purchased xAssets xAM Enterprise and xAM Discovery in September 2003



case study

The Requirement

- Automated zero footprint Discovery
- Integrated Hardware Asset Register
- Integrated Service Desk function
- Knowledge base
- Manage Contracts, SLAs and Leases
- Software License Compliance
- ITIL Processes
- Option to extend into Fixed Asset Management and Financials
- Sql Server or MSDE database

The Challenge

ABIB required consolidated service and asset management, a single database solution that enabled easy maintenance of the hardware environment with minimum staffing levels. The service desk needed to immediately inspect an assets specification and software installation details to enable rapid problem determination.

The Environment

- 200 Hardware Nodes
- Network Devices, Servers and PCs
- Windows 95, 98, 2000, XP and 2003
- Up to 10 service desk technicians

Customer Comments

All anticipated benefits were achieved within a month and return on investment was immediate. xAssets maintains a close open door relationship and has encouraged feedback on possible enhancements and improvements. We have been able to configure the system to our exact requirements

The implementation took just two hours and included loading our organisational hierarchy data and discovering our entire network. Training was web based and took one hour.

Support enquiries are answered quickly and efficiently and no 'down time' has been experienced to date.

Overall our internal levels of service and time to problem resolution have improved dramatically as a result of this implementation. The Asset Management features have enabled us to easily locate hardware and components for reuse, which saved time and money.

Richard Hartley, Director of IT