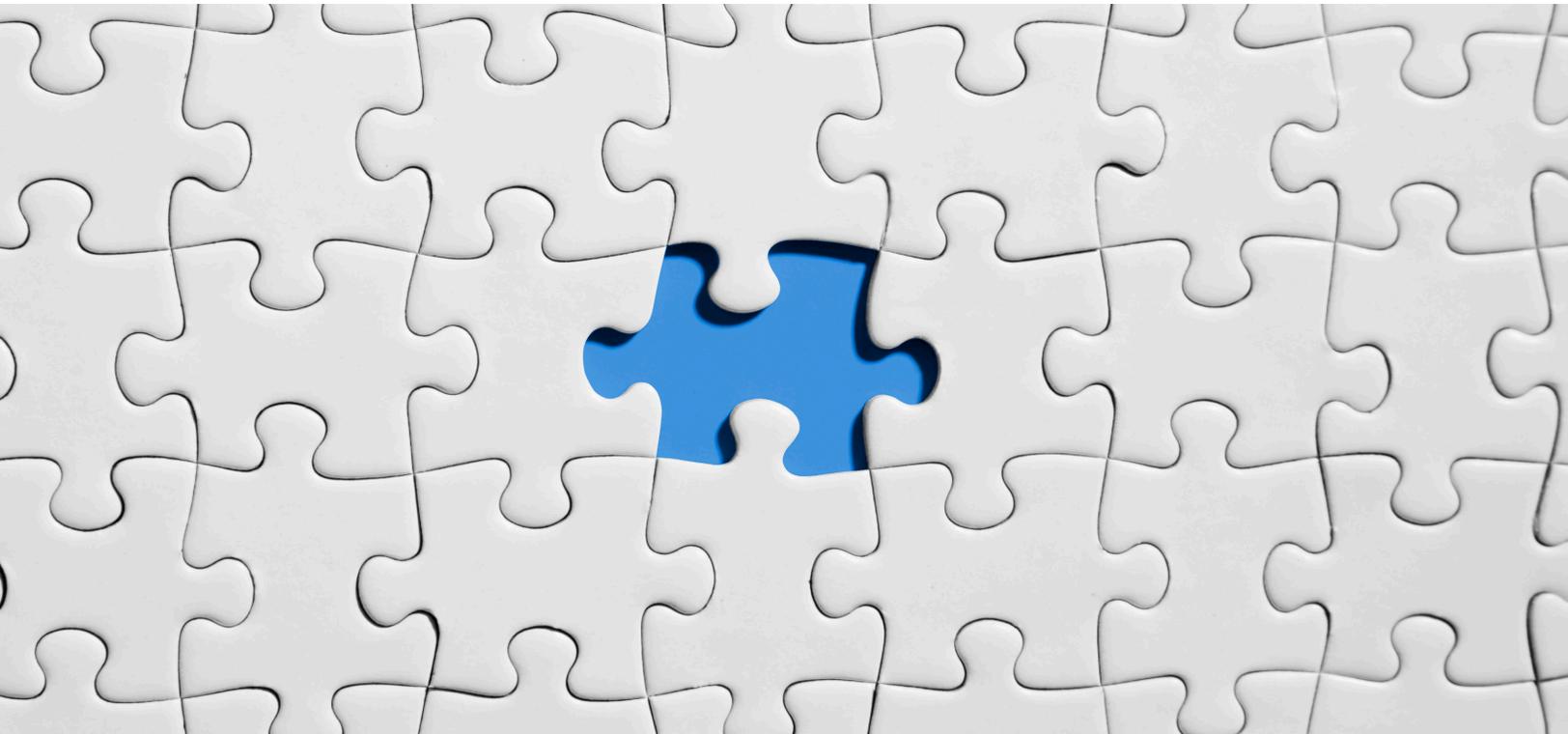


UNRAVEL CUSTOMER LANDSCAPE WITH ASSET DISCOVERY



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Introduction

This article discusses Asset Discovery and Asset Management through various internal Dell-EMC tools. Asset Discovery is the process of discovering and collecting data on the assets connected to a network for various reasons, i.e. management and tracking. These assets can range from hardware to software.

It is important to have a complete and streamlined picture of your existing technology landscape. Gathering essential data will help IT make smarter decisions and concentrate on business value priorities.

By having a clear interpretation of which assets are in play, we can identify those which need attention and can be mindful of them to prevent or minimize disruption.

Asset Management is management of the maintenance of physical assets of a business unit or company throughout the asset's lifecycle. Together, asset discovery and management is used to plan, optimize, execute, and track the needed tech refreshes, maintenance renewal activities or digital transformation with the correlated information, budget, priorities, skills, trainings and anything pertaining to drive a business or opportunity.

Precise or at least up to date asset management continues to be the need of the hour for productive and operational IT management, up to date code enforcement and other corporate governance. Having a real-time insight and compliance state of all the connected asset across your enterprise also opens countless possibilities to improve data-driven decisions across the business.

It is also necessary to understand the basis of having strong “must-have” aspects of asset discovery.

After the initial steps of discovery, we conclude by considering what to do with the information discovered.

What is asset discovery?

Asset discovery is the process of discovering and collecting data on the assets connected to a network for various reasons like management and tracking. These assets can range from hardware to software.

It is important to have a complete and streamlined picture of your existing technology landscape. It is essential to gather this data, which will permit or help IT to make smarter decisions and concentrate on business value priorities. With a clear interpretation of which assets are in play, we can identify those which need attention and can be mindful of them to prevent or minimize disruption.

Factors to consider for asset discovery

Based on the need to know exactly what's within any customer's environment, where do you start? There are a few "must-have" aspects of asset discovery that combine to make up a best practices approach.

Starting point of discovery

Get a baseline understanding of your devices. You'll need a tool that will discover all of your IT assets, including storage, networks, servers and converged products. There is no need to stop there; get as much information as you can to enhance the effectiveness of your discovery.

Make sure you're getting operating system and firmware information, as well. This baseline discovery should include support for Windows server and workstations, Linux and Unix systems, ESX hosts and storage arrays. Once you have a baseline understanding of your assets, schedule regular automated discovery processes. The goal is to have ongoing, up-to-date information. Here you could use Live Optics which is free, online software that collects, visualizes and shares data about your IT environment and workloads.

- **Server and Virtualization:** Live inventory and performance insight of hosts and VMs regardless of platform or vendor
- **File:** Rapid characterization of storage growth, files types, and predictive potential for archive, compression, or deduplication
- **Storage:** Detailed breakdown at the hardware appliance level of configuration and performance
- **Data Protection:** Insight to platform-specific backup and protection cycles as well as the capacity being protected

Maintenance

Acquisition value of an active asset goes beyond simply being knowledgeable. For example, now that you have the serial numbers below the card level with your basic information, you can use that to track savings or currency exchange schedules. Devices you cannot getting support can be a security risk – it is best to upgrade or upgrade before getting it to avoid potential tech refresh opportunities for that customer.

Utilizations

Arrays or the networking components are never idle in any environment. A key piece of information you will need to get is a complete inventory of how to use the devices. This will enable you to see how they are being utilized on capacities, performance on storage and network ports. What is the closest change in volume? Which ports are most used? What switches and ports are overloaded on daily traffic? All of

this is part of the IT asset discovery. According to industry standards, if utilizations are above 70-80%, such assets qualify for either upgrades or refresh opportunities.

Applications & Initiatives

Information on any customer's environment is driven through customer conversations. The account team should be updated with the applications already being run by the customer as well future applications and initiatives they plan to run. Knowing information is vital for any customer's digital transformation.

Benefits of Asset Discovery

The visibility of data-driven decisions

You can no longer trust that you know what you have and where everything is. Asset availability adds IT visibility that enables critical decision-making to the organization, i.e. how many computers need to be replaced and budgeted for.

Maybe you have a variety of correlated tickets that all seem to be running an outdated app. By combining this data in the center, you can begin to make the changes you need to stay ahead of the curve.

Avoiding Unnecessary Technical Purchases

Another great benefit of scanning your assets is the ability to determine exactly how many devices you have used or available in one storage location.

Keeping capital expenditure (CapEx) under control can be challenging enough, even if you try your best to keep track of what you have. For example, suppose a manager has a slightly older laptop that has not been repaired after an upgrade. Lack of asset data can lead to unnecessary hardware purchases when you on-board a new employee, because you mistakenly think the existing assets will suffice for the new employee.

Keeping Employees Aware of Affected assets

IT teams should have a clear understanding of how the assets in your organization support the services that employees rely on. For example, acquisition of assets assists organizations in keeping the Asset & Configuration Management Database updated, including details of which group members or departments may be affected when infrastructure components are not available.

Identifying Risks and Related Events

By making your IT asset management and desktop solutions fully integrated, professionals can now view asset details directly from incoming tickets or service requests. This makes it easier to identify any related events associated with a particular asset, and it can also help to identify potential risks and strong protection against future problems such as hardware malfunction.

Asset detection can also identify which devices in your network do not have anti-virus software. Anti-virus detection can add another layer of protection to help monitor potential threats to your connected devices or network.

Discover To Manage—What To Do With the Information You've Discovered

Asset discovery is a high priority for any company. Information collected will help effectively meet new organization strengths, data-center consolidation efforts, and strict compliance with security requirements. Efficient supply of goods will also enable improved asset management. The information you collect may be used by the IT task team, the IT security team, and beyond the organization to enhance app management, network management, and more. In fact, the best way to ensure that the information you collect is used properly, is to keep everything within the central storage location that automatically syncs new information at any given instance. This improves accuracy throughout the organization and provides a way to track and report changes. This method also allows planning with great success by enabling power planning and prediction based on warranty details, end-of-life tracking, and more. Combining and making available all your assets in one app adds value to your organization, especially when it's time to budget for technology.

What is asset management?

Asset management calls for the management of the maintenance of physical assets of a business unit or company throughout the asset's lifecycle. Asset discovery and management is used to plan, optimize, execute, and track the needed tech refreshes, maintenance renewal activities or digital transformation with the correlated information, budget, priorities, skills, trainings and anything pertaining to drive a business or opportunity.

Accurate asset management continues to be a prerequisite for successful IT management, security enforcement and corporate governance. Understanding the real-time situation and keeping up with the status of everything connected to your business also creates many opportunities to improve efficiency of the entire business.

Tool for asset management – CloudIQ for proactive asset monitoring

Today, businesses need an automated way to store real-time intelligence on all devices in Enterprise of Things (EoT) — whether these assets are virtual or virtual IT systems, operating technology (OT) or Internet of Things (IoT). Organizations face high staff costs, poor performance, potential downtime and the risk of security breaches due to property spying spaces. These critical gaps may be caused by data processing time delays, reliance on administrative agents to collect data, or incomplete, unrelated data.

Many companies use various use tools to manage their customer's assets. One of the tools used by Dell Technologies is Cloud IQ.

In today's rapidly shifting IT landscape there is constant pressure to simplify and do more with less. What if you could gain new valuable and intelligent insight into the overall health of your storage, at no extra charge? CloudIQ is a no-cost, cloud-native application that proactively monitors and measures the overall health of Dell EMC storage platforms through intelligent, comprehensive and predictive analytics. The following storage platforms are supported: Unity, SC Series, XtremIO, PowerMax/VMAX, Isilon, VxBlock and PowerVault. With the installation of the CloudIQ Collector, it also provides the ability to monitor Connectrix SAN and VMware environments. CloudIQ is an extension of your IT organization with storage analytics that drive business decisions, and enable you to:

- Streamline Access – Get started in minutes with nothing to install. New features and capabilities are seamlessly and non-disruptively updated in the cloud.

- Intelligently Identify Potential Issues – Leverage subject matter expertise to identify potential risks before they impact the environment and machine learning to pinpoint deviations for faster resolution.
- Increase Business Value – Equip yourself with accurate and continuously updated projections of capacity and performance utilization, identifying future capacity growth and performance needs.

CloudIQ allows you to proactively monitor your Dell EMC storage by making it faster and easier to analyze and identify storage issues accurately. It takes storage system support to a whole new level, by delivering:

- Proactive Health Scores that identify potential risks and provide recommended remediation to help storage administrators proactively avoid issues in their environment.
- Predictive Analytics that intelligently predict capacity use and adjust according to actual use, helping storage administrators optimize capacity utilization and avoid problems related to running out of space.
- Performance Anomaly and Impact Detection that leverages machine learning to establish normal patterns of performance activity and identify anomalies that fall outside the normal range, up and down entire storage stack: System, Pool, and Object level. This enables users to quickly pinpoint the source of the issue at any level, for faster resolution. (2)

For these reasons, asset management solutions should always include their real-time asset management information, rich asset content with content that can empower business processes and drive digital transformation.

Without a default way to keep real-time intelligence across devices, organizations can face significant manual labor costs, diminished performance, possible downtime and the risk of breach of security due to asset intelligent gaps.

Conclusion

The industry is growing at a tremendous rate. The recent consolidation and expansion of data has created new opportunities for the industry to fulfill asset acquisition and management. At the same time, equipment management remains a major challenge. Given the volume and diversity of equipment that the industry has to deal with, a powerful and easy-to-use solution for tracking assets is a pressing need to facilitate workflow and increase asset reporting.

References

(1) <https://www.liveoptics.com/>

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