

How Cisco IT Reduced Costs Through PC Asset Management

Centralized network-based PC management program keeps employees desktops current and reduces costs.

BUSINESS BENEFITS

- Up-to-date systems
- Simplified set of hardware to support
- Improved on-time returns
- Effective asset tracking
- Hardware costs cut in half

“By centralizing control and working with an experienced partner, we can now negotiate better prices from the supplying vendors.”

– Mark Edmondson, Cisco IT Services Expense Management

Without company guidelines or an asset management program in place, spending on PC hardware at Cisco Systems had soared to more than US\$100 million per year. Departments and individual employees were purchasing an unmanageable variety of PC systems; maintaining them was a daunting task for the IT group. Cisco IT set out to design a companywide PC asset management program and to introduce effective purchase, support, and asset tracking practices.

When it came to the selection of PCs, each employee’s decision was considered personal. The resulting myriad of desktop and laptop computers was reflected in skyrocketing PC costs. A leasing program was put into place to reduce costs and offer a more supportable variety of system and configuration choices. The shorter lifespan of the leased

systems underscored the need for an effective asset tracking solution. Cost penalties were being incurred for late returns and lost assets.

Internal processes were analyzed, best practices were introduced, a partner was brought in, and automated tools were introduced to track the PCs in use. A phased approach brought Cisco’s user community in line with industry best practices for managing PC assets. With input from many groups, the adopted processes were selected from proven successes in use throughout the company. By taking a leadership role, the outsourced vendor was able to further raise the efficiency of the solution.

PC hardware costs have been cut in half. Between the continued decrease in industry hardware costs and the new automated process for PC ordering and updating, the lifetime cost of PCs used by Cisco employees has been significantly reduced. Minimizing the number of platforms drastically simplifies tracking tools and processes, and makes it more cost-effective to support these platforms. And on-time returns have improved by 15 percent per year—going from 60 to 80 percent on time—lowering penalties and further reducing costs.

Unified user-facing information and processes enable global standardization and efficiencies. A single set of tools supports all PC asset management groups at Cisco, and improved coordination and communication among the internal and external teams has enabled the outsourced vendor to provide superior service and cost savings to the company.

The improved PC asset management process support self-installs and other cost savers.

Case Study:

http://www.cisco.com/web/about/ciscoit/work/case_studies/business_management_dl6.html

FOR MORE INFORMATION

To read the entire case study or for additional Cisco IT case studies on a variety of business solutions, visit Cisco on Cisco: Inside Cisco IT www.cisco.com/go/ciscoit

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