



# PC Asset Management

How Cisco IT Reduced  
Costs Through PC  
Asset Management



## A Cisco on Cisco Case Study: Inside Cisco IT

# Overview

- Challenge

  - Reduce the lifetime cost of ownership for desktop and laptop computers without adversely affecting productivity

- Solution

  - A leasing program, new best practices, a Global Desktop Manager (GDM) asset management tool, and a relationship with an outsourced vendor bring order to the company

- Results

  - PC hardware costs have been cut in half, and IT is offloaded from many time-consuming support functions

- Next Steps

  - Self-service system refreshes

# Challenge: Productivity Down—Costs Up

- Sky-rocketing spending for PC hardware:
  - Annual spending exceeded \$100M in the late '90s
- Increasing support costs:
  - Too many systems from too many vendors made it difficult to keep everyone up to date and productive; supporting older PCs was costly
- Employees were free to make their own choices:
  - Purchases were being made through many retail channels, often without any corporate discounts
- No tracking system was in place
  - Inventory was not managed; equipment often lost

# Solution: A Phased Approach

- Leasing instead of purchasing:
  - To simplify the hardware choices and cut support costs, Cisco set up a leasing program
- Best practices introduced:
  - Weekly meetings were held to identify best practices and extend them to all groups within Cisco
- Automated PC Asset Management Solution:
  - PC assets were logged into a central database and a Global Desktop Manager (GDM) tool developed to automate the refresh process and minimize penalties incurred for late returns
- Learning from the experts:
  - With restricted access to the PC asset database, the outsourced vendor could oversee system returns and replacements and recommend additional best practices to the overall program

# Results: Dramatic Reduction in Costs

- Hardware costs drop by half:

PC prices continue to drop, but the program also contributes significantly to the cost savings with better negotiated pricing from vendors, and numerous reductions in support costs

- Fewer incurred penalties:

On-time returns rise from 60% to 80%, and are still improving by 15% a year with more effective asset tracking

- Global standardization:

Company-wide process consistency and a single asset management toolset enables superior service and cost savings from IT and the outsourced vendor

# Next Steps: More Process Improvements

- Giving the lead to the outsourced vendor:
  - With the tools and process in place, the outsourced vendor can greatly offload IT
- Self-service system refreshes:
  - EMEA and Asia/Pacific regions already have users doing their own system replacements, and the U.S. process will soon be enhanced to introduce this time-saver and free up technicians to work on other tasks

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

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