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Breaking down Asset Management for Healthcare Organizations: How a Leading Healthcare Foundation Does It Using ServiceNow ITAM
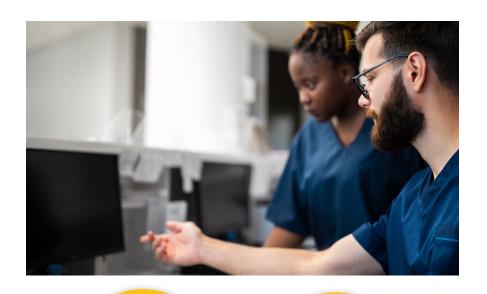
In today's healthcare industry, technology is crucial in driving efficiency, improving patient outcomes, and transforming care delivery through innovative solutions and data-driven insights. Healthcare organizations rely on various equipment, from advanced diagnostic machines to software systems such as electronic health records, to serve patients. Proper management of these assets is essential for ensuring patient care, maintaining operational efficiency, and optimizing costs. The increasing complexity of the technological landscape has raised the demand for advanced asset management solutions.

A renowned healthcare organization in Minneapolis, known for its excellence in medical education and research, faced multiple challenges in managing its vast clinical and IT assets. As patient needs and technology evolved, their existing asset management practices needed to be revised for modern healthcare delivery.

The organization's leadership recognized that asset management was not just about keeping track of equipment. It optimizes resources, ensures compliance, and increases asset ROI through strategic utilization and proactive maintenance. They understood that every piece of equipment, from MRI machines to laptops, played a crucial role in delivering quality healthcare services.

Implemented each phase in just 8 weeks

Software request fulfillment accelerated by 10.8%

Increased IT hardware asset lifespan by 5.6%

Reduced equipment downtime by 30%, ensuring device availability

Choosing ServiceNow and INRY for The Partnership

After a thorough evaluation of various asset management solutions, the organization recognized ServiceNow as the ideal platform for their needs. ServiceNow's robust asset management capabilities, combined with its seamless integration into IT services, made it the standout choice. However, the complexity of their asset landscape, ranging from sensitive medical equipment to IT assets, required a partner who could not only implement the solution but also simplify the journey.

The organization chose to partner with INRY, an Elite ServiceNow Partner with deep expertise in both the platform and asset management, for its proven ability to break down complex transformations into easily executable phases. We worked closely with the customer to segment asset management by asset type, making the process more understandable and executable for their teams. This phased approach was key in securing the organization's trust and ensuring a smooth transition.

Key Outcomes of the Transformation

- Minimize IT-related disruptions that could interrupt or slow down patient care and treatment

- Optimize resource allocation and reduce unnecessary expenditures

- Maximized return on IT investments through strategic asset utilization

- Strengthened compliance concerning healthcare regulations to protect patient information

INRY's Framework for a Comprehensive Asset Management Solution

INRY, leveraging its extensive experience in healthcare technology solutions, developed a comprehensive framework to address complex asset management needs. Recognizing that clinical assets range from critical medical devices to IT infrastructure and software, INRY crafted a holistic approach that covers every aspect of asset management in a healthcare setting. Our deep understanding of hospital operations allowed INRY's team to design a solution that not only tracks assets but also optimizes their utilization throughout their lifecycle.

The framework was strategically divided into four phases, each targeting a specific category of assets:

- **Enterprise Hardware Asset Management:**
You are tracking and optimizing the use of critical medical equipment and IT infrastructure

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Software
- Software Purchase Tracking
- Software Catalog
- Usage Tracking
- Optimization & Alerts
- Software Audit & Contract

Enterprise Hardware
- Data Center Hardware Setup
- Inventory Scanning
- Server Lifecycle Financial Maintenance
- PO Review & Import
- Receiving & Purchase Reconciliation

End point Hardware
- End point Hardware Setup
- Reconciliation
- Lifecycle Planning
- Active Inventory
- Catalog Setup & Maintenance

Cross Platform
- Asset Management Policy
- Vendor File Integration
- Discovery Tool Strategy
- Configuration & Asset Data Sync
- New Hire Setup

- **Software Asset Management:**
Ensuring all software licenses are compliant and efficiently utilized across the organization

- **End User Hardware Asset Management:**
Managing devices used by healthcare professionals to access patient information and deliver care

- **Cross-Platform Asset Management:**
Creating a unified view of all assets to enhance decision-making and resource allocation

Execution through INRY's Proprietary PASS Methodology

INRY's proprietary PASS methodology ensured agile delivery and maximized business value. We rapidly deployed ServiceNow functionality through structured, iterative processes, with each iteration lasting 4-6 weeks.

Phase 1: Enterprise Hardware Asset Management:

The first phase focused on large-scale medical equipment and IT infrastructure, ensuring that critical assets like MRI machines, CT scanners, and servers are properly tracked and maintained.

- **Data Center Discovery:**
INRY configured ServiceNow's discovery capabilities to identify and onboard data center assets, including servers, storage, and networking equipment

- **Asset Lifecycle Management:**
Established comprehensive asset lifecycle management processes incorporating financial tracking and depreciation, from procurement to disposal

- **Purchase Order Integration:**
Integrated purchase order data to streamline asset creation and reconciliation

Phase 2: Software Asset Management:

Addressing the increasing importance of digital tools in healthcare, this phase implemented robust systems for managing software licenses, ensuring compliance, and optimizing usage.

- **Software License Management:**

INRY Configured robust software license tracking and management, including license acquisition, deployment, and compliance reporting.

- **Software Catalog and Request Management:**
Created a centralized software catalog to facilitate software requests, approvals, and deployments

• **Software Usage Analysis:**
Leveraged ServiceNow's reporting capabilities to analyze software usage patterns, optimize license utilization, and identify potential cost savings.

Phase 3: End User Hardware Asset Management:

The third phase targeted the devices healthcare professionals use daily, from computers and tablets to specialized medical devices, streamlining their deployment and maintenance

• **End User Asset Onboarding:**
Workflows were configured for onboarding end-user devices, including laptops, desktops, and peripherals

• **Asset Lifecycle Management:**
Configured asset lifecycle management for end-user devices, including   deployment, maintenance, and disposal

• **Hardware Refresh Planning:**
Developed a hardware refresh strategy based on asset age, performance, and security consideration

Phase 4: Cross-Platform Asset Management:

The final phase integrated all asset data into a unified system, creating a comprehensive view of

the organization's entire asset portfolio and enabling more informed decision-making.

• **Data Integration:**
Integrated data from various sources, including hardware and software vendors, to create a unified asset repository

• **Configuration Management Database (CMDB) Enrichment:**
Populated the CMDB with detailed asset information, relationships, and dependencies.

• **Asset Relationship Mapping:**
Established and configured relationships between hardware, software, and network components to improve incident management and problem resolution

INRY ensured that every type of asset within the healthcare organization was accounted for and managed effectively. The phased approach allowed for smoother implementation and quicker realization of benefits, ultimately leading to improved operational efficiency.

This success story demonstrates the transformative power of advanced asset management in healthcare. As healthcare continues to evolve, organizations that embrace technology-driven asset management will be best positioned to meet the challenges of tomorrow. By partnering with INRY and leveraging ServiceNow's robust platform, the healthcare organization in Minneapolis has not only optimized its operations but has also set a new standard for patient care and operational excellence.

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