ServiceTeam® ITAM

Born in Power Apps—ServiceTeam® ITAM is the most Microsoft-centric ITAM solution on the market. Optimize and simplify your asset management initiatives.

Are you experiencing increased expectations and scrutiny from management? Dealing with the challenges of remote work? Lacking control of assets and expenses? Concerned about the security implications of assets on the move? The world of work has shifted. Understanding the who, what, where, how and why of your organization's assets is more important than ever.

ServiceTeam ITAM lets you leverage Power Apps, Dynamics 365, the Power Platform, and the security, scalability and flexibility of Microsoft's leading Clouds to proactively plan and manage contracts, IT hardware and software assets. Get insight into both active and inactive assets to support effective onboarding and offboarding, financial analysis, crisis management, budgeting, security and operational planning. Have visibility and control of your organization's assets throughout their entire lifecycle to optimize asset use, reduce costs and get the full value of your technology investments.

Since the Microsoft Power Platform lives on Azure—the world's largest, most flexible, scalable and secure cloud platform— with ServiceTeam, you can take advantage of best-of-suite and platform capabilities unique in the ITAM tools market.

Key Benefits

Mitigate Risk and Gain Control of Your IT Assets. ITAM is the key to effective crisis management, letting you mobilize quickly. ServiceTeam ITAM lets you track and manage comprehensive contract, hardware and software asset details. Discover assets, gain accurate and timely data, manage inventories, assign assets, and standardize asset lifecycle management. Gain greater control and less risk day-to-day and in the event of a crisis.

Achieve Better Analysis and Cost Savings. Gain a clearer picture of assets. Business process flows guide you through the stages of the asset lifecycle, ensuring accuracy and cost-effective decision making. Avoid unexpected costs and penalties from software audits. Discover unused and underused assets. Effectively manage asset refresh projects. Make better forecasts.

Restore Productivity Faster and Facilitate Asset Requests. Get back up, connect and go quickly by knowing what people have (hardware, software, on premise, mobile and Cloud), understand current inventory, assets in transition and obligations. ServiceTeam ITAM lets you easily fulfil asset requests cost-effectively and restore productivity faster when things break.

Support Better Security and Data Protection. Manage risk and provide better security and data protection by having visibility into the who, what and where of assets. Know your asset landscape. Identify possible technology gaps that might put your organization at risk. Dispose of assets and comply with policies with confidence.

Gain Shareable, Real-time Analytics. Leverage familiar Microsoft tools, such as Office 365 and Power BI, to allow stakeholders and asset managers to share and collaborate with up-to-the-moment data. Increase productivity, support collaboration and empower internal teams to contribute and use asset data, letting you make smart, informed decisions faster.
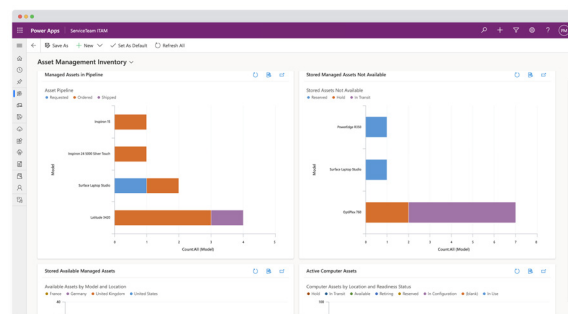
Take advantage of ServiceTeam® ITAM features for better visibility, proactivity and control.

Hardware Asset Management. Gain the full value of your assets throughout their complete lifecycle regardless of how widely your assets are dispersed (on premise, mobile or Cloud). ServiceTeam ITAM tracks and maintains comprehensive details about all your assets. Get a complete view of your assets, minimize surplus inventory, facilitate ordering and replacing hardware, avoid unnecessary purchases and take full advantage of economies of scale to minimize costs.

Software Asset Management. Leverage centralized software asset management for applications and software titles to mitigate risks and save costs. Track assignments, installs and license purchases. Facilitate ordering, replacing and assigning assets. Get insight into whether your licenses are aligned with your business needs.

Microsoft License User Consumption. Get a window on your consumption of Microsoft licenses with ServiceTeam ITAM. The Provance Services Platform Gateway can access information on purchased and used licenses for Microsoft products such as Microsoft Office, which allows a broader overview and understanding of the license's users are consuming.

Asset Lifecycle Processes. The business process flow guides asset managers and configuration teams through every stage in the lifecycle of the asset, ensuring accuracy and cost-effective decision-making. Leverage built-in support for hardware and software agreements lifecycle management. With ServiceTeam ITAM, less time and effort is needed for reconciling inventories and auditing asset history.

Dashboard and Reports. ServiceTeam ITAM brings together asset detail from multiple sources and provides you with a single, consolidated source of data for analysis and reporting. Plus, with the ability to build actionable dashboards, export reports into Word or Excel templates, or use Power BI for more advanced analysis, you can use familiar tools to deliver easily understandable real-time reports to various roles and departments across your organization.

Surplus and Disposal Management. ServiceTeam ITAM lets you have full visibility into your assets, reducing effort, risk and costs associated with surplus and disposed assets. Reallocate or resell surplus assets and terminate maintenance, support and insurance contracts on disposed assets. Asset history tracking ensures you meet regulatory auditing requirements and maintain information important for financial reporting and tax purposes.

Repair Management. ServiceTeam ITAM lets you track the lifecycle status of assets out on repair. Cost Events allow you to maintain an itemized record of service-related expenditures for each asset, including maintenance, repairs and upgrades. Plus, you can analyze asset history, including incidents, problems and repairs, to better plan and negotiate future purchasing and maintenance contracts.

Asset Cost Tracking. Get the full picture when it comes to the total cost of ownership of an asset across its entire life. By tracking costs related to purchases, repairs and support against individual assets or maintenance contracts, ServiceTeam ITAM lets you make more cost-effective decisions about asset use, negotiate more favorable terms with vendors and improve budget management and forecasting.

Contract and Lease Management. ServiceTeam ITAM gives a comprehensive overview of your contractual relationships with external companies, letting you proactively monitor contract commitments, meet dates for returns and expirations, and thereby optimize asset deployment and avoid late return penalties.

Data Management. Ensure that your service and business processes are supported with accurate, timely and consistent data. Maintaining a history of all data changes, ServiceTeam ITAM allows for trend analysis and auditing, and your data is reliably maintained in the CMDB (Microsoft Dataverse). With ServiceTeam ITAM, you can connect to a variety of sources to import accurate data and there are several out-of-the-box connectors for easy integration with System Center Configuration Manager and System Center Operations Manage, Microsoft Graph, Active Directory and leverage Cloud discovery sources, like Azure and Microsoft Intune.

Gain Visibility. Reduce costs. Take back control.

Visit us at www.provance.com/ServiceTeam-ITAM