

Fact Sheet

## USU Data Platform

Turn raw data into knowledge for better IT service management processes

Today's IT landscapes are complex and require a technical framework that can discover a wide range of IT assets and, in turn, deliver good or trustworthy data. Trustworthy means processing asset data that is complete, current, and relevant.

In an IT estate, good data is a priceless business decision-making commodity, as it is the foundation for proper ITSM, ITAM and ITOM processes. However, according to Gartner research more than 71% of organizations cite data concerns impacting their effectiveness, especially with their CMDBs: Four out of ten business initiatives fail due to poor or incomplete data quality.

71%

of Organizations cite data concerns

Impacting the effectiveness of their CMDBs

40%

of Business initiatives fail

due to poor data quality or incomplete CMDBs

### Asset data challenges

Several common data issues can affect the success of your IT asset and service management processes, strategy, or organizational goals:



Missing Assets



Duplicated Assets



Incomplete Assets



Orphaned Assets



Invalid Assets



Unknown Assets

## Feed your asset library with trustworthy data

This is where the USU Data Platform comes into play. It discovers your Hardware and Software assets, enriches the data with help of the managed USU Technology Catalog, and provides accurate asset data for any of your IT service management processes.

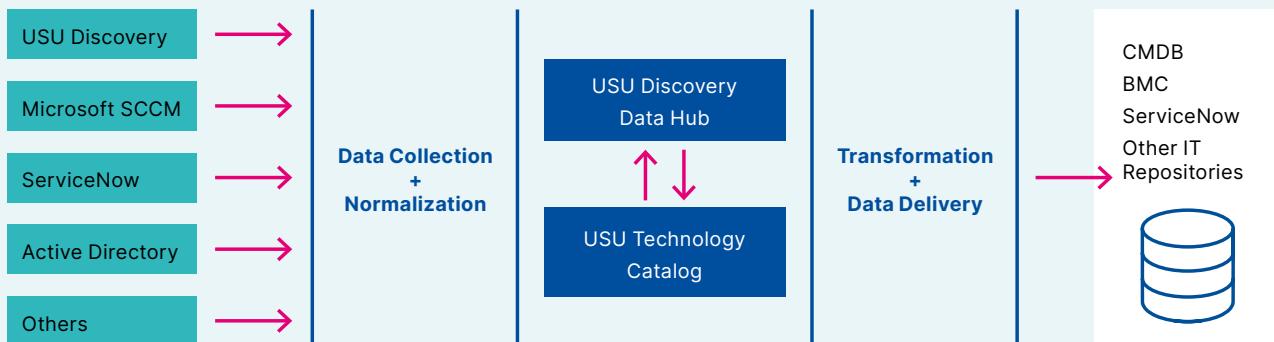
No matter whether you use physical or virtual hardware, on-prem software or Cloud based services. We discover any of them and make sure you know what you own and use. The USU Data Platform is an open, customizable and configurable solution which

will accelerate your IT management and governance in an increasingly complex and diverse technology landscape.

## This is how it works

USU Data Platform addresses the most common ITSM and ITAM needs, such as CMDB data challenges faced by many organizations. Get more from your investments by delivering complete, consolidated, normalized, quality enterprise asset data, regardless of location of the platform, directly into your data repository.

## USU Data Platform



## Three steps on your data quality journey

### 01 | Collect data from several data sources

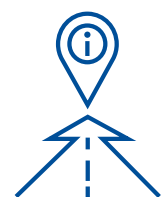
USU Data Platform consolidates and curates your software and hardware assets using the most authoritative sources, while identifying vulnerabilities.

### 02 | Get insights beyond the traditional IT infrastructure view

The platform's comprehensive catalog will enrich software and hardware inventory to provide a fully normalized and categorized view of your estate.

### 03 | Enable IT to inform business activities

It delivers quality, timely and complete data to the ITSM, ITAM and ITOM platforms, enabling IT to manage, monitor, report, and alert against a wide range of business processes, policies, and requirements.



## Make your stakeholders happy

USU Data Platform goes beyond siloed operational approaches to using data to manage and improve the understanding of an IT estate. Our integrated approach provides a detailed and holistic view which enables multiple stakeholders to make a range of operational, tactical, and strategic decisions.

### Hardware Asset Management

- Know where your physical hardware assets are, and what software is running on them
- Reduce time and errors from manual data entry and spreadsheets

### Software Asset Management

- See and control all your software in a single “source of truth”
- Respond to vendor audits with full Knowledge of your on-prem and SaaS licenses

### Procurement

- Know if hardware purchase requests are really needed to eliminate unmanaged spend
- Use accurate data to better plan and forecast inventory needs

### IT Service

- Initiate hardware / software refresh, upgrades, or cost management
- Streamline onboarding and offboarding with automated workflows and asset tracking

### IT Security

- Monitor aging or un-supported equipment that might cause vulnerability
- Manage shadow IT by ensuring BYOD are properly authorized and secure



Get in touch for further information.

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