Strict Inventory Accuracy Levels Achieved for Global Defense Manufacturer

CUSTOMER CHALLENGE

Our customer is a leading managed source provider that manages IT infrastructure assets for a global defense manufacturer. The defense company has an extremely large and diverse environment, with more than 100,000 combined assets (servers, PCs and mobile devices) that are distributed across hundreds of locations in 19 different countries.

Typically in a well-managed environment, the required inventory accuracy threshold is 90%. In this engagement, our customer was required to meet a 97% level of accuracy, which was tracked across 20 different values such as asset name, asset tag, serial number, etc. With new devices constantly being added to

and removed from the environment at a rate of 1-2% of total assets per month, and stiff penalties for missing the required accuracy threshold, our customer needed the highest levels of data integrity in its asset inventory and reporting processes.

In addition to adhering to these strict inventory accuracy requirements, our customer was also required to prove that an asset had been verified as "active" on the network at least three times before the asset could be considered billable for the month. This verification was derived through a combination of Active Directory and VPN access logs.

HOW BLAZENT HELPED

Blazent was engaged to help achieve these strict inventory and billing accuracy requirements. Leveraging Blazent's Outsourcing Governance Solution, our customer was able to identify all assets in the environment and establish an inventory accuracy baseline. There was a considerable amount of customization that needed to be developed
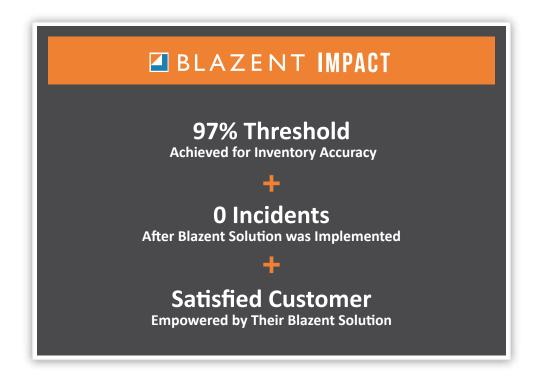
to accomplish the required scan rules properly, and it required concerted effort to build the update process into the daily schedule.

As part of the ongoing process, the asset management team leader pulled inventory accuracy reports from Blazent every Monday morning and used them to focus

his team on important data quality issues each week. Then, BMC Remedy tickets were submitted to add or update configuration items (CIs) based on the insight provided by Blazent. Updates were also verified by Blazent to ensure the necessary changes were properly executed.

RESULTS

Once the Blazent Outsourcing Governance solution was implemented, our customer was able to adhere to the required 97% baseline inventory accuracy requirement and complex billing rules for this engagement without incident. The solution saved considerable time and effort in organizing and reporting the data required to accomplish these efforts, and was a key component in keeping the client satisfied.

BLAZENT IMPACT

97% Threshold
Achieved for Inventory Accuracy

+

0 Incidents
After Blazent Solution was Implemented

+

Satisfied Customer
Empowered by Their Blazent Solution

About Blazent

Blazent is the world's most widely-used IT Data Integrity Engine. Built on patented algorithms developed over the last decade, Blazent's cloud-based engine aggregates, reconciles and consolidates IT data to guarantee continuous accuracy, and to optimize IT management & operations. Global 5000 executives rely on Blazent to ensure effective governance & compliance, mitigate risk, control costs and support major business transformation. As the gold standard for IT Data Integrity, Blazent empowers the business of IT. Headquartered in Silicon Valley, California. For more information, visit www.blazent.com or follow Blazent on Twitter @Blazent.

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