

IT ASSET MANAGEMENT: HARDWARE IN THE HOME OFFICE



Working from the home office requires that employees take IT resources home. RPA comes into play for coordination and tracking.

INITIAL SITUATION

Organizations have two main objectives: ensuring the safety of their employees and maintaining business continuity and productivity. By mid-March of this year, one in two employees were “forced” to work from home to protect employees from being exposed to COVID-19. For many, this model is even completely new. However, 45% of employers in Germany are not able to have their employees work from home.

This is a severe imposition on the efficiency of many companies, as productivity must be guaranteed while working from a distance. Working from home requires that employees take IT resources home and operate them properly. This is where IT asset management (ITAM) comes in.

SOLUTION

Many of our customers already use software robots to map ITAM by RPA. Employees can enter their personal and work-related data, their desired pickup date, and the hardware they need in a ready-made email, web input mask, or Excel list.

REQUIREMENT CHECK

In the background, the robot checks the requested assets. To make a decision on which IT assets are required for each employee, the robot can, for example, request approval from the respective team leader or make a pre-selection based on the data collected.

This is because some employees only need a laptop with Microsoft Office and access to the internet. Others may

need access to a work phone along with special programs such as CRM programs. After the robot has checked the requested time slot in the calendar, it sends feedback to the employee regarding the pickup date.

ASSET TRACKING

A large flood of employees will leave the office with a huge amount of IT resources. The employees scan or manually enter the serial number, and the robot automatically records the hardware and employee in the asset management system. An agreement of responsibility is issued for the respective assets with the individual serial number, which is emailed to the employee for signature. For employees who live further away, shipping labels can be automatically ordered if the robot detects a large difference in distance from the office to the employee’s specified residence.

EDUCATION AND TRAINING

If employees are not trained or informed about how to handle their “mobile equipment” and data from home, these measures will be unsuccessful. Although seemingly harmless, it is a violation of data security and can have serious consequences. This information is also sent according to the assets collected.

The signed contracts are automatically intercepted by a bot and uploaded to the HR system for review.

BENEFIT

These processes are quick and easy to implement and bring quick wins to every company in times of crisis. IT is relieved and employees are enabled to work efficiently again.

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