

Enterprise Technology Management for Logistics Orchestration

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Introduction and Context

The rising tide of IT complexity is causing major headaches for IT teams. Providing logistics and tracking for all of these assets is challenging, particularly when they are all tracked in different tools with different data schemas and different levels of accuracy and requirements for manual collection. Particularly challenging are ephemeral assets in cloud infrastructure, which have a lifespan of hours or even minutes. This complicated environment requires Enterprise Technology Management (ETM) solutions that can handle the complicated integrations and data requirements for modern logistics orchestration, at scale.

The challenges of growing IT complexity

The average **COMPANY** today has 137 SaaS apps, a tally that is growing by 30% every year as the workforce transitions to everything-as-a-service.

When **CLOUD INFRASTRUCTURE** is included, then the number and variety of IT assets is increasing on a near-exponential curve.



Employees of **ENTERPRISES** today have more hardware, as well as software across smartphones, tablets, laptops, and other IP-addressable devices.

Maintaining and **RETIRING** IT assets becomes more complicated in a work-from-home environment

Why IT and Procurement Teams Deploy ETM for Logistics Orchestration

Just like the logistics of shipping goods from point A to point B, the procurement, deployment, maintenance and retirement of IT assets requires specialized tools and capabilities. ETM solutions act as the single point of reference and planning for IT asset logistics motions. **Modern ETM is agentless, collecting data from all siloed IT asset systems to consolidate into a single database for coordination and automated workflows.**

ETM follows the entire lifecycle of an IT asset, from procurement and initial order all the way to end-of-life. This enables playbooks for hiring of specific roles and bi-directional automated workflows of common IT management tasks across all affected systems, while providing complete visibility into all ongoing IT logistics processes. This automates much of the complex orchestration required and allows IT teams to focus on more complex parts of logistics. ETM solutions can:

- Integrate with APIs of vendors to automate record population
- Orchestrate provisioning steps and dependencies across affected systems for all IT asset types
- Know and instantly report on who is using or owns what asset, where they are located, and when they are using it each day
- Account for the patch or system status of all technology assets at any point in their lifecycle
- Ensure all assets required for on-boarding are ready
- Track all assets during maintenance
- Allow for real-time visibility into the map of cloud infrastructure
- Accelerate recycle time of stranded assets
- Ensure assets are collected or flagged for collection during offboarding

Benefits of Using ETM for Logistics Orchestration

IT teams that deploy ETM for logistics orchestration accrue multiple benefits including:

Benefits of ETM for logistics orchestration

REDUCED

manual labor initiating and updating logistics steps

CONSOLIDATION

of IT logistics data from multiple silos into a single source of truth

AGGREGATION

and tracking of highly ephemeral assets including cloud infrastructure and SaaS

API

connectivity with vendors for asset population

IMPROVED

accuracy through automation of data capture and updating

IMPROVED

security stance through better asset tracking and real-time visibility into asset disposition and location for incident response

FASTER

IT asset refreshes and recycles

FASTER

ticket resolution and improved employee visibility into status of their IT request

ABILITY

to visualize and report on logistics processes through dashboards or automated reports

Conclusion: ETM for Logistics Now Essential

IT logistics is only growing more complicated. Without advanced solutions to automate many manual portions of IT logistics, IT teams will struggle more and more to keep their heads above water. **ETM can help IT teams become more efficient and better at the thankless task of logistics**, even as their responsibilities in this realm continue to grow.