

CASE STUDY

Achieving Clarity with Our FLO Framework:

Improving Asset Intelligence by 40% in 60 Days

SNAPSHOT

When IT Leaders lack visibility into their environment, decision-making suffers. Enter our Full Lifecycle Observability Framework: it brings together asset data sets in one place, enabling IT teams to swiftly pinpoint and correct discrepancies. The result? Improved security, enhanced compliance, optimized budget planning, and smarter infrastructure investments.

Challenge: Building a Validated View of the IT Landscape

A new CIO faced critical blind spots in their IT environment. The numbers reported from the company's ServiceNow CMDB were wildly inflated, leaving critical questions unanswered, such as:

- How many endpoints do I have in my environment?
- How many servers are there?
- What does my network look like?

To find these answers, the IT team typically had to spend time reaching out to various sources, including teams responsible for asset management and security tools. However, the data from these sources was often conflicting.

Without accurate asset information, the CIO was unable to make informed decisions regarding risk mitigation, compliance posture, or budgeting. The root cause? Inconsistent and unvalidated data sources coupled with broken processes around asset tracking and deactivation.

Results After 60 Days:



40% improvement
in workstation and server
inventory accuracy



98% confidence
score for
workstations



quickly **resolved**
non-compliant
Defender assets



780 technician hours saved
per year on data gathering

STEP 1: Establishing a Single Source of Truth

To get the CIO answers, we started by addressing the system of record — the ServiceNow CMDB. Using our FLO Framework, we could aggregate and cross-reference data from multiple sources, including asset management tools, endpoint security platforms, and lifecycle management systems.

Action Plan

1. Compare and Consolidate Data
 - The FLO Dashboard enabled the team to identify discrepancies between reported inventory and reality.
 - Differential reports provided insights into inaccurate device counts and highlighted misaligned processes.
2. Identify and Fix Root Causes
 - Investigated issues like retired devices still appearing in the database and duplicate serial numbers.
 - Adjusted processes to deactivate assets when employees left the organization, ensuring better accuracy moving forward.
3. Build Confidence
 - Asset intelligence confidence levels, which started below 70%, steadily increased as discrepancies were addressed. Once they reached 95%, the CIO could better trust the numbers.

STEP 2: Closing Endpoint Compliance and Security Gaps

With clean data, the next step was addressing devices not properly accounted for in key management tools like Defender and Intune. These untracked endpoints represented security vulnerabilities due to missed updates and patches.

Action Plan

1. Focus on Management Tools
 - The FLO Dashboard pinpointed gaps between CMDB data and endpoint security/management tools.
 - Through focused collaboration, we resolved issues such as mismatched serial numbers and unused devices still assigned to users.
2. Drive Improvements Through Accountability
 - Facilitated meetings between asset admins to address findings immediately.
 - Streamlined reporting processes to ensure ongoing data integrity.

Results Within 3 Weeks



- Confidence score in management tools **rose from 83% to 99%**.



- Number of unmaintained devices **dropped by 84%**, ensuring security and compliance were no longer compromised.

Overall outcome:

Through the integration of the FLO Framework within their IT ecosystem, we gave the CIO a clear, comprehensive view of their IT environment. With accurate, validated data, the team could mitigate risks, ensure compliance, and make proactive decisions.

By providing CIOs with a holistic view of all aspects of their IT environment, including workplace technology, sourcing, infrastructure, and employee experience, our FLO Framework empowers IT leaders to untangle the chaos of their infrastructure, gain meaningful insights, and focus on leveraging technology to support business goals. When clarity fuels decisions, the possibilities are endless.

Looking to the Future:

Proactive IT Management for Our Customers

Enhanced asset intelligence is a crucial starting point and just one of the many ways our FLO Framework helps us shift our customers towards proactive IT management. Moving forward, we'll continue to help them:

01

Maintain High Confidence Scores

Strive to maintain above 98%-99% validated accuracy across all asset types.

02

Save Time and Resources:

By eliminating manual reporting inefficiencies for asset inventory. Not to mention the countless hours saved through more effective troubleshooting.

03

Fix Broken Processes:

Address systemic issues to prevent data integrity issues from reoccurring.



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