CASE STUDY

compucom
Technology Driven.
People Powered.

Achieving Clarity with Our FLO Framework:
Improving Asset Intelligence by 40% in 60 Days

SNAPSHOT

CIOs need a real-time, accurate view of assets in their IT environment. Enter our FLO Framework: It brings together asset data sets in one place, allowing us to cross-reference sources and help IT teams swiftly pinpoint and correct discrepancies. This boost in data integrity enhances asset intelligence, enabling efficient clean-up of the device landscape and empowering CIOs to make data-informed decisions on security, compliance, budgeting, and infrastructure improvements.

Challenge: Improve Data Integrity to Establish a Validated View of the IT Landscape

A new CIO was struggling to make strategic decisions about his IT environment due to a lack of information. He wanted to know the answers to questions such as:

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

The CIO's IT team had limited visibility and confidence in their infrastructure device counts, including servers, workstations, laptops, and network devices. There was no centralized source to access reliable information about the device landscape. They knew that their ServiceNow Configuration Management Database (CMDB), the system of record, was reporting inflated device numbers.

To get the CIO answers, his IT team needed to contact different teams and sources, such as asset management and security tools. The results they received were often conflicting, indicating bad data likely due to insufficient processes and controls introducing errors.

There was a pressing need for assurance that the compliance and management tools effectively covered all devices in the environment. Establishing a comprehensive, validated system would:

- Mitigate security risks
- Enhance patching compliance
- Improve budget planning
- Ensure more accurate and timely future rollouts

Action: Compare Counts from Different Data Sources and Correct Discrepancies

Asset intelligence is the first aspect of IT management we improve for our customers using our FLO Framework. It makes sense to start with an accurate view of all assets within the IT environment.

The FLO Framework helps with this by bringing all the data sets from assets together in one place. It provides a consolidated view of device breakdowns, with insights and differential reports to validate counts

Through the FLO Framework Dashboard, a comparison could be made of reported inventory numbers from:

- **ServiceNow** CMDB (the system of record)
- **Endpoint Security Compliance** (data source: Defender)
- **Asset Intelligence** (data source: SysTrack)
- **Device Lifecycle report**, which shows devices retired or not used

These differential reports enabled the team of support techs and data set admins to swiftly pinpoint discrepancies at the device level. As these were identified, the team went into the environment to investigate why. This revealed that some processes needed to be adjusted, such as automatically deactivating devices when an employee left the company. Adjustments were made to ensure better ongoing data integrity between the data sets moving forward.

The dashboard displays the percentage confidence in the asset intelligence data. This measure shows how much data matches between two or more datasets for an asset type. As technicians and data set managers worked to correct the data, the confidence percentage increased. Once the confidence reached a threshold of 95%, the IT team and CIO could rest assured they were seeing an accurate view of the assets in their IT landscape.

Results: Improved Asset Intelligence for a More Accurate View of Our IT Landscape

Through these efforts, within 60 days, we were able to:

Make a **40% improvement** in workstation inventory accuracy.

Achieve a **98% confidence score** for workstation inventory accuracy, indicating the percentage of data points matching between asset management and security systems for workstations.

Improve processes, such as automating asset de-activation.

Recognize and quickly **remediate non-compliant Defender assets**.

Tru-Up the server count through the differential reports, **improving accuracy by 40%** for servers.

Increased asset intelligence assures IT leaders that all assets are receiving the updates and patches vital to security and compliance. By providing CIOs with a holistic view of all aspects of their IT environment, including workplace technology, sourcing, infrastructure, and employee experience, we empower them to focus their IT resources on optimizing what matters most to their business.

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. Our work continues using the FLO Framework to help the CIO and his IT team with:

01
Asset Accuracy:
We'll continue improving asset intelligence across all elements, including servers, endpoints, networks, and databases. Our goal is to achieve at least 98% to 99% confidence between all the datasets for each asset type.

02
Continued Clean-up:
Continue to clean up their environment, for instance, identifying devices in the CMDB that are not in other asset management tools.

03
Correcting Processes:
Identify and correct processes that are introducing data integrity issues.

compucom.
Technology Driven.
People Powered.

Learn more about Compucom and how we source, integrate, and support your technology needs at compucom.com