

Client Asset Management

Cutting costs through streamlined control of your hardware, software and training management.



ARE YOU HAVING DIFFICULTY TRACKING WHEN HARDWARE MAINTENANCE OR SOFTWARE LICENSES ARE SET TO EXPIRE? Do you have challenges maintaining coverage in order to avoid lapses and after-license fees? Or are you leaving training credits on the table because they have expired or because you find that your IT staff already has the training they need?

MSI Systems Integrators' Client Asset Management team helps support your IT infrastructure through comprehensive **IT asset management** and **managed training services**. These services provide you with greater insight and flexibility to increase your ability to control these areas. A greater understanding and visibility into your IT environment can help you increase management efficiencies, decrease expenditures and maximize available budgets.

IT Asset Management

MSI's IT asset management helps you manage the hardware and software technologies that keep your business running. IT asset management services help reduce management headaches and never-ending paper chases to:

- Reduce costs through consolidated contracts.
- Deliver customized billing and invoice management.
- Provide a dedicated specialist to assist with problem resolution.
- Deliver proactive and up-to-date contract and warranty notifications.

Managed Training

When purchased from the vendor, training credits are usually valid for a maximum of 12 months from the date of purchase. Not being able to use these credits, or finding that training is not needed, can cost an organization several thousand dollars annually. MSI helps companies manage their training by providing services that:

- Allocate and defer training funds for up to 24 months.
- Manage funds through a secure, on-line tool.
- Register for classes through an MSI representative.
- Assess and understand critical education gaps in your environment.
- Obtain training from various manufacturers including IBM, Cisco, VMware, Symantec, and skills transfer from MSI engineers.

MSI Client Asset Management can help you gain control of your maintenance and training agreements across your entire infrastructure.

The screenshot shows a web browser displaying the MSI Client Asset Management interface. The page title is "MSI Demo Customer" and the user is logged in as "Demo User". The interface includes navigation tabs for Assets, Contracts, Orders, Alerts, My Account, and Sign Off. Below the navigation, there are sections for "Your Top 10 Tasks" and "Quick View... Assets". The main content area displays a table of assets with the following columns: Select, Serial #, Make, Type, Model, Description, Warranty, Next Exp., Exp. Type, Renew, and Est. Contract. The table contains four rows of data for ULTRAM 3 TAPE DRIVE assets.

Select	Serial #	Make	Type	Model	Description	Warranty	Next Exp.	Exp. Type	Renew	Est. Contract
Select	0001720	3500	F34	ULTRAM 3	TAPE DRIVE	09/19/2006	10/26/2006	Managed Maintenance	Current	A303Pw
Select	0001821	3500	F34	ULTRAM 3	TAPE DRIVE	09/19/2006	10/26/2006	Managed Maintenance	Current	A303Pw
Select	0001894	3500	F34	ULTRAM 3	TAPE DRIVE	09/12/2006	10/26/2006	Managed Maintenance	Current	A303Pw
Select	0002065	3500	F34	ULTRAM 3	TAPE DRIVE	04/04/2006	10/26/2006	Managed Maintenance	Current	A303Pw

(Figure 1)
Continued on back

MSI's Online Asset Management Tool

Once registered with MSI Client Asset Management, you will be able to go on-line to quickly review your hardware and software contracts, MSI invoices associated with these contracts and training credit information. The initial login page (Figure 1) allows you to search for hardware and software by serial number, hardware model, machine or contract number.

Client Asset Management at Work:

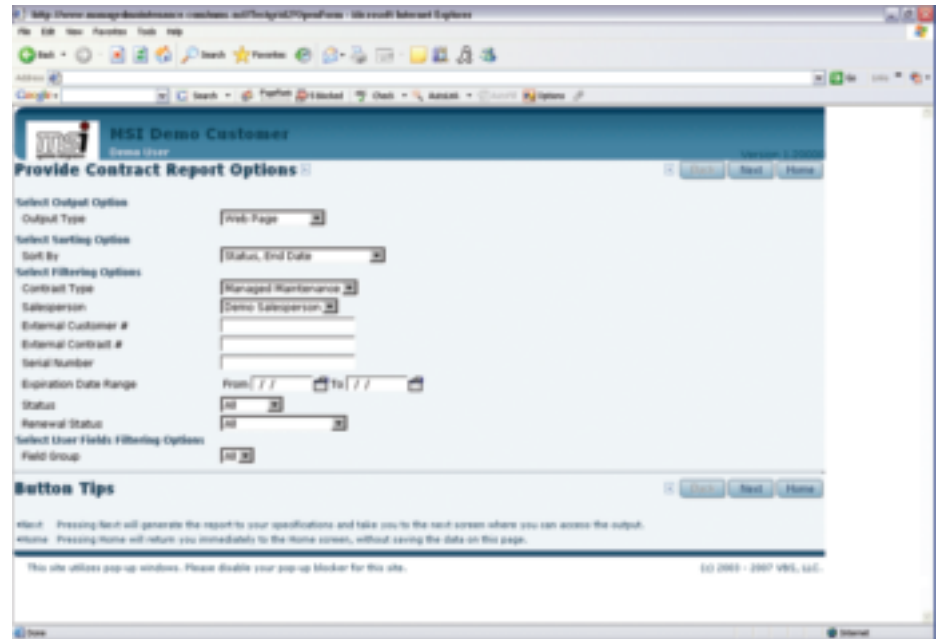
The Issue: A large regional bank found its assets were growing at such a rapid pace that keeping up with maintenance contracts was becoming untenable. They found that critical machines were falling off maintenance and that maintenance was still being paid on equipment no longer on their data center floor.

What the Analysis Uncovered: MSI took a complete inventory of the bank's current infrastructure. MSI's analysis confirmed the bank's concerns regarding maintenance.

The Results: By having MSI manage equipment maintenance, the bank has found an increase in customer satisfaction, quicker turn around times on "out of service" equipment refunds and cost savings through extended contract time frames.



(Figure 2)



(Figure 3)

For hardware you may also view specific information on a particular asset including where it is installed, the manufacturer and its status (Figure 2). You can also link directly to the maintenance provider to place services calls on-line.

The on-line tool also allows you to export your information (Figure 3) as a web page, pdf, CSV file or XML document. You may filter the information by such categories as contract type, serial number, external customer number and current status in order to retrieve only the information you need.

For more information regarding MSI's Client Asset Management services please contact a Client Asset Management Specialist at 800.640.4674.



www.msiinet.com
800-640-4674