

# MANAGING YOUR TECHNICAL ASSETS IS CRITICAL TO KEEPING THINGS RUNNING.

## CDW Amplified™ OS Hardware Asset Management Pro JumpStart

Organizations large and small need to manage an ever-expanding pool of devices, tracking and monitoring them from the time of their purchase through their deployment and operational lifecycle, and up until they reach retirement. The critical responsibility of asset management can be arduous. Fortunately, CDW has a solution to make it easier for your organization.

The Hardware Asset Management Pro (HAM Pro) JumpStart is an eight-week, start-to-finish HAM Pro implementation that leverages key out-of-the-box functionality, combined with best practice guidance, to jump-start your organization's time to value.

CDW's HAM Pro JumpStart can help you achieve:

-  **Operational Efficiencies**
-  **Increased Performance**
-  **Reduced Risk**

### Orchestrating the Right Solution

This is a cost-effective approach that leverages pre-packaged experiences to accelerate your organization's ability to begin realizing value from HAM Pro functionality. With interactive workshops and continuous improvement efforts included, the CDW approach is a comprehensive program that provides quick results with effective use of resources.

HAM Pro JumpStart benefits include:

- An overview of the ITAM Lifecycle Management methodology and elements, and their interactions with other aspects
- Key core HAM Pro setup to include out-of-the-box functionality related to asset tasks associated with Stockrooms, Asset Orders, Bulk Stock Orders, Disposal and Asset Tasks (Deploy, Swap, Retire, Refresh)
- Integrations with Service Graph Connectors for SCCM, Jamf and Intune, as needed
- Process and technical guidance
- Enablement and knowledge transfer

CDW's full lifecycle of Services can support your organization no matter where you are on your journey



## CDW + SERVICENOW

As a ServiceNow Elite Partner, we are driven to achieve top results for your ServiceNow initiatives. We have the experience, expertise and proven customer satisfaction track record you're looking for.

### Important Stats

- 4.5+ (out of 5) CSAT Score 5-year avg. Visit [servicenow.com/partners](https://servicenow.com/partners) and search "CDW" for details
- 210+ Product Certifications
- Authorized ServiceNow Trainers
- 2,000+ ServiceNow Engagements
- AXELOS® Accredited ITIL® Trainers
- IT Service Management since 2003
- ServiceNow Partner since 2013



## Deliverables Checklist

The following services are included in CDW's HAM Pro JumpStart:

Deliverables	HAM Pro JumpStart
HAM Pro JumpStart delivers key functionality to support: <ul style="list-style-type: none"><li>• Stockroom Management</li><li>• Asset Orders</li><li>• Bulk Stock Orders</li><li>• Disposal</li><li>• Asset Tasks (Deploy, Swap, Retire, Refresh)</li><li>• Integration with SCCM, Jamf and Intune, as needed</li></ul>	✓
HAM Pro Workshop	✓
HAM Pro Enablement Session	✓
ServiceNow Admin Knowledge Transfer	✓

## Proofpoints

# #1

ServiceNow's  
Global Elite Segment and  
Americas Elite Segment  
Partner of the Year 2021

# 210+

Product Certifications

# 2,000+

ServiceNow Engagements

# 4.5+

5-year average CSAT Score  
(out of 5)

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