

— CASE IN POINT | **SERVICENOW**

Scaling Asset Lifecycles with Self-Service HAM

Baird teamed up with RapDev to replace manual processes and fragmented reporting with a unified ServiceNow solution. **In 21 weeks, asset lifecycles were automated, vendor data normalized, and real-time visibility** delivered to Finance & Leadership teams.

Eliminating manual overhead with automated asset lifecycles

Challenge & Technical Solution	Business Impact
Centralized ITAM repository established in ServiceNow to eliminate blind spots	99% reduction in asset lookup time; 1 day to 10 seconds
Automated lifecycle workflows & notifications implemented to improve refresh cycle visibility	100% of technology refresh process automated with system-generated alerting
Vendor records normalized & purchase order integration fixed to remove data inconsistencies	1 source of truth for all deduplicated & consolidated vendor records
Finance silos addressed through executive dashboards & audit-ready disposal records	100% of disposal & repair records centralized for audit readiness

“ RapDev’s collaborative approach made a big difference. We felt like true partners throughout the engagement. **Tasks that used to take hours now happen in seconds.** Having complete visibility in one place has improved both our audit and refresh processes.”

– Marianne Satterfield, ITAM Manager, Robert W. Baird & Co.

