

Stop Guessing. Start Planning.

With AHEAD Hatch + ServiceNow, your IT operations team will have visibility into exactly what is in-bound from Day 0 and exactly what is in-stock from Day 1.



Key Takeaways

Improve your asset utilization rates

Reduce waste from undeployed capital equipment

Better manage your support contracts and eliminate unnecessary renewals

Day 0: Stop Guessing

Know exactly what's been ordered— down to the component level— the minute the order is placed, before Day 1 even begins.

When an order is shipped, assets become visible in ServiceNow! 

-  Once you've submitted a PO, details are immediately sent to ServiceNow regarding the incoming PO. When an asset ships, a CI record in ServiceNow is created with comprehensive asset data, mapping to locations and stockrooms, along with all asset details, from the product model to the manufacturer, and more.

Day 1: Start Planning

Know exactly what is in-transit and exactly what is in-stock from Day 1, so you can plan to deploy faster, and smarter.

Order status updates keep you informed 
with **enriched, normalized, and reliable data**

-  When equipment ships, the status in ServiceNow changes to: **In-transit** 
-  When equipment arrives, the status in ServiceNow changes to: **In-stock** 

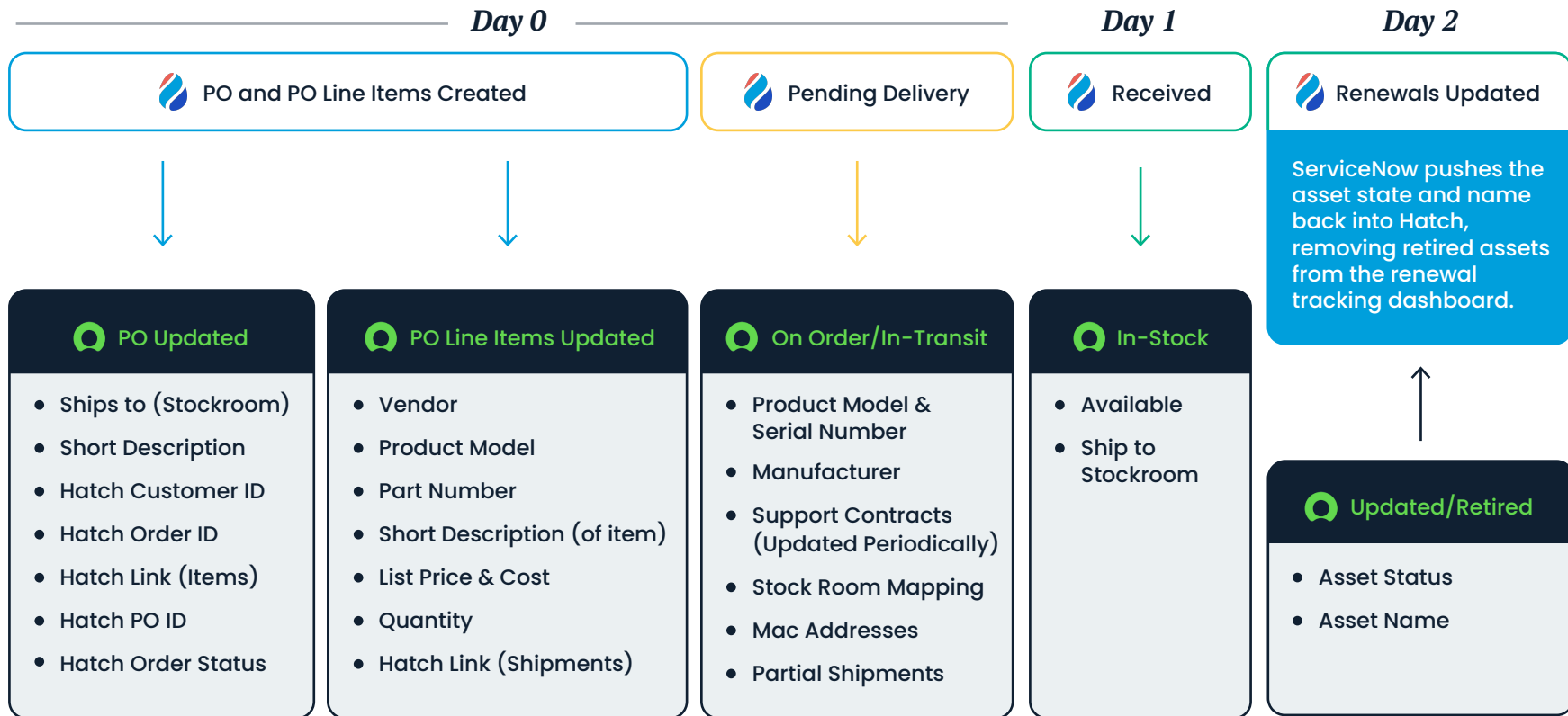
Day 2: Start Optimizing

Optimize spend and say goodbye to unnecessary support contracts and renewals through auto updates in Hatch, from ServiceNow.

Do more with fewer resources through automated, constant data exchange and enrichment between Hatch and ServiceNow 

-  ServiceNow pushes asset data back into Hatch, including when an asset is retired or disposed of. Hatch will remove the asset from your renewals dashboard.

AHEAD Hatch + ServiceNow Data Exchange Process



Why AHEAD for ServiceNow

Bridging the IT Asset Management Gap

AHEAD has the unique ability to conduct end-to-end infrastructure management. Clients receive best-in-class service through our extensive product and service suite, strong partnerships, and deep engineering acumen that spans from equipment design and build, to software integration, management, logistics and beyond. Our proprietary IT asset management platform, Hatch, along with its sophisticated integrations lead to **improved asset utilization rates, reduced waste from un-deployed capital equipment, and visibility into support contracts and renewals, eliminating retired and disposed equipment from Hatch and your CMDB.** Visit ahead.com to learn more.