

Proactive, real-time asset lifecycle management

Asset Lifecycle Management

Hardware Asset Management (HAM) handles end-to-end asset sourcing to disposal through agents and human-assisted processes. HAM provides smart recommendations to employees during the initial request phase, while keeping IT teams firmly in the loop from approval to disposal. This lifecycle approach unifies your service desk, your asset inventory, and your CMDB processes into a cohesive model from day one.

Inventory Management

Through real-time asset-based inventory controls, like replenishments, counts, or status updates, as well as structured stockroom transfers, HAM enables teams to know the exact state and location of every device in real-time. HAM improves asset ROI by tackling wasted spend from over-purchasing equipment organizations already own or under-utilizing assets sitting forgotten in storage.

Asset 360

HAM provides a single, consolidated view for every asset record, complete lifecycle status, ownership, financials like depreciation and book value, active warranties, and a full chronological timeline of every event with field-level changes. Teams get the full picture of an asset instantly, allowing them to resolve incidents faster, understand broader impact of hardware failures, and make smart lifecycle decisions.

Employee Agents - Agentic UX

With Employee Asset Management Agents, team members can submit and track hardware requests directly within Slack, Microsoft Teams, or third party agents using a guided conversational experience. Agents are grounded in IT hardware lifecycle context, helping employees complete common hardware workflows conversationally while enforcing lifecycle policies and guided request submission within HAM and IT Service

Asset Analytics

HAM Analytics provides data such as asset, CMDB and inventory information so agents & humans can take a proactive approach to managing hardware analytics. Teams can identify aging devices, inventory distribution, CI relationships, and lifecycle bottlenecks without manually building reports or exporting data into spreadsheets. This dynamic approach helps optimize budgets, protect infrastructure, and drive real-time operations..

Integrated CMDB

Asset 360 utilizes a native, bidirectional CI-to-Asset sync so hardware data is kept current, ensuring it is always accurate across the entire lifecycle. The moment a device changes state on the network or registers to a new user, the asset record and the CMDB update in real-time so data remains flawless and accurate eliminating data drift and the legacy integration tax.

190+
**average staff hours
consumed on manual
audit responses**

SOURCE: Gartner, Inc. / ITAM Industry
Compliance Benchmarks.

Total Lifecycle Control Made Effortless

Delight Employees

Seamless asset request to retire experience

Reduce Operational Costs

Automate the hardware asset lifecycle

Optimize Asset Investments

Zero-touch automation and real-time visibility

Strengthen Security & Compliance

Audit-ready source of truth for all hardware

Contact us to learn more about Agentforce IT Hardware Asset Management
salesforce.com/service/it-service-management/