



## Case Study

Client: State Government Agency

### **LEVERAGING MOBILE ASSET MANAGEMENT TO DO MORE WITH LESS**

Now more than ever, State and local government agencies must operate on limited resources - both human and financial. Like corporate enterprises, they must find new, innovative ways to optimize existing investments, particularly IT assets. By leveraging technology (and its related processes), government agencies can streamline operations and ultimately improve its ability to meet the changing needs of its citizens.

RightStar Systems, a leading provider of scalable and efficient IT service management systems, was chosen to execute a Navara-Remedy Asset Management integration, which automates the documentation and tracking of all Network Operation Center (NOC) assets. This includes the capture, storage and retrieval of asset information from disparate government locations.

Considering the State's transition from a manual and highly localized asset management system, this was a significant undertaking.

### **THE BUSINESS CHALLENGE**

The client is one of many State and local government agencies faced with the task of doing more with less. In addition to limited resources, the need for transparency and compliance often kept its IT executives up at night.

The State agency had thousands of IT assets in its NOC to be recorded. It needed a mobility solution to efficiently manage assets, improve tracking of resources and inventory, and help eliminate redundant activities. Other challenges included improving overall staff productivity and modifying the current procedure of manually processing documents. Additionally, the State needed to prevent re-keying of data into various IT systems and ultimately streamline tasks associated with managing and preventing lost or misplaced inventory.

### **THE SOLUTION**

Through Navara's Mobility Solution, RightStar quickly enabled a reliable application that works with every type of wireless handheld device and handles synchronization issues automatically.

Using Motorola MC70 wireless barcode scanners, RightStar's Remedy engineers integrated Navara Mobility Solution with the State's current asset management functionality. Customized screens with forms tailored to the State's specific requirements were created then synchronized to devices in the field.

Platform-neutral underpinnings made the Navara solution highly scalable, allowing RightStar to quickly respond to the client's increased asset management needs. Inventory updates are delivered in real-time, which in turn improves the accuracy of recording assets while offering employees access to NOC inventory data regardless of location- in a data center, at the office or traveling.

*Navara and RightStar Systems have engaged in a partnership to deliver mobile BMC Remedy solutions. Virginia-based RightStar is a leading provider of ITIL-based service management solutions for upped-middle market firms and government agencies. RightStar's partnership with Navara strengthens its ability to deliver mobile add-on modules that are customized to meet the unique needs of each client.*

*"Even during periods of disconnection, Navara's software platform is responsive and reliable. The intuitive graphical interface also makes it easy for State employees to use," said Dick Stark, President and CEO of RightStar. "Navara has been actively engaged throughout design and deployment, as well as ongoing management to ensure we avoid risks. That makes our partnership work."*

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## RESULTS

Automating the asset management process now affords more efficient tracking, reduces errors and improves the accuracy of data recorded by employees in the field. The implementation also increases workforce productivity by minimizing redundancies such as capturing data on paper, which is later re-entered into a computer located onsite.

As a result of converging the acquisition of data, a “green” by-product of deploying the Navara Mobile Solution is realized. The State now uses significantly less paper each year.

The Navara Mobile Solution allows the State to immediately declare and time stamp inventory records, which is critical to meeting compliance and regulatory requirements. By having access to comprehensive records, the State can quickly respond to inquiries with the appropriate documentation and verify the status of all NOC assets.

Consequently, overall inventory management is improved, most notably the ability to track assets that were misplaced, stolen, or previously unaccounted. Gaining this degree of visibility into the life cycle of IT assets can significantly help reduce costs over time.

