Miradore Asset Management Suite

A complementary solution to the HP Device as a Service portfolio

HP is partnering with Miradore to provide a process-driven lifecycle approach in IT asset and configuration management. With the HP and Miradore Asset Management Suite, you will be able to track and manage all devices through their entire lifecycle, from a single web-based console. Additionally, this solution offers an effective way to reduce costs while driving higher quality, availability and stability of your organisation's IT services.

Service delivery

HP / Miradore responsibilities
- HP will determine your needs, serve as your primary contact, and oversee the project
- Miradore will train and certify your teams
- A Miradore-certified engineer will guide you through the installation, implementation and transition to production

Customer responsibilities
- After purchasing the service, you will need to attend project planning and requirement review meetings
- You will be required to provide technical resources for Miradore system and interfaces
- You will be responsible for licensing the server hardware and software for self-hosted deployments
- You will need to configure your network and supply credentials to allow service delivery

Coverage
- The service is available across Asia Pacific and Japan
- Software is only available in English

Service limitations
- Some functionalities may be limited in Linux and Mac OS
- Only Windows servers and MSSQL are supported for self-hosted deployments

Together, HP and Miradore address these key challenges faced by organisations today:

Keeping devices current and secure
Get current, in-demand devices updated with the latest refreshes in a secured, monitored and policy-compliant manner with HP and Miradore. Any blacklisted applications detected during this process will be automatically removed to avoid device and network vulnerabilities.

Handling a complex device environment
From PCs and servers to network devices, HP and Miradore track and manage all types of devices across your entire organisation. With a central source for data and reporting, you can free up time spent on device integrations and avoid data reliability issues.

Meeting budget demands and avoiding hidden costs
HP and Miradore discover and track all assets with high accuracy and reliability to minimise lost devices and hidden costs. With the ability to accurately predict costs and manage total cost of ownership, you can create a reliable foundation for asset management and improve budgeting processes.

For better efficiency and to give employees a more complete IT support experience, do ask us about other HP services available.

For more information, visit www.hp.com/go/DaaS or www.miradore.com

Key features of the Miradore Management Suite

The six-pronged management solution offers easy business-driven reporting, key performance indicators, self-service capabilities for end-users, and out-of-the-box connectors to third party products.

Hardware Asset Management

Monitor all IT assets connected to the network and keep track of the lifecycles of all devices to ensure inventories are always up to date.

Software Asset Management

Discover, normalise and map all software assets and license requirements. Stay compliant and save costs by entitling licenses to specific people and devices.

Operating System & Software Deployment

Remotely operate system deployment and software distribution. Users can also request software installations from the self-service portal.

Remote Assistance & Control

Solve end-user requests efficiently by taking over the user's screen to remotely control unattended machines. Remote sessions can be recorded for future analysis.

Endpoint Backup

Centrally manage, report and configure endpoint backups without interrupting end users. For enhanced efficiency, you can configure company backups while users configure personal backups.

Patch Management

Automate patch deployments of more than 45 software vendors and 180 individual applications.

HP Device as a Service: Reinventing how technology works for you

The Miradore Asset Management Suite is offered as part of HP Device as a Service (DaaS)—a portfolio which enhances, improves, and optimises the way your organisation acquires, manages, and uses technology. With this, you have the flexibility to select the best combination of HP services from the various lifecycle stages to fit your business needs.

1. Discover and design

HP and Miradore will gain an understanding of your current IT environment through the discovery of network-connected IT assets, and design a solution that fits your needs.
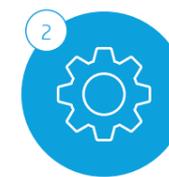
2. Configure

Save time and increase productivity with services that include installing images and applications, labelling and tagging devices, and modifying factory settings for your business.

3. Deploy

HP handles everything from logistics and installation to setup and data migration. Miradore manages software and operating system deployment, so you can free up your IT department for more crucial tasks.

4. Optimise

Enhance your PC environment with HP's suite of support services that include the Miradore Asset Management Suite, Priority Services, Staff Augmentation and more.

5. Maintain

Extend and expand on the protection of your HP and non-HP branded devices with a wide range of services aimed at keeping your devices up and running.
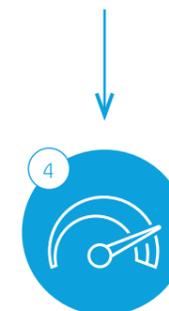
6. Dispose and refresh

At the end of your device's lifecycle, HP will refresh with the latest technology products, wipe data from the old units, and recycle your devices.

Customer success stories

Reliable asset monitoring system tracks major manufacturer's 15,000 assets

An industrial manufacturing company faced numerous challenges in managing the inventory of 15,000 assets. As they did not have an asset monitoring system in place, they were not sure of the asset models, who had these assets, what they were used for, and whether they were under warranty.

Together, HP and Miradore were able to create a reliable asset registry system for the customer. As a result, the customer is able to identify accurate cost centres to associate device procurement and maintenance costs, and device refresh budget planning became more efficient and precise.

In addition, the asset registry system allowed the company to kickstart a lifecycle management process. Today, the company can maximise productivity by tracking and managing all assets efficiently from delivery to disposal without bearing additional costs.

Asset Discovery   Budget Planning   Lifecycle Services

Asset management solution helps retailer monitor assets across 1,400 stores nationwide

A retail company with over 1,400 stores in over 190 cities, experienced great challenges in monitoring all assets and providing timely IT support across the wide geographical coverage. The company had an existing asset registry, but it was known to be inefficient, unreliable and contained a lot of retired and non-existing assets.

After replacing it with the HP and Miradore Asset Management Suite, a reliable asset registry was established to effectively incorporate all locations. With real-time device inventories, configuration and software installation, and proactive monitoring capabilities, IT was able to drastically improve service levels without additional staff.

On top of that, IT was able to protect sensitive customer data with software installation capabilities and security patches. With a lifecycle management process implemented, it became possible to track all assets and verify if all disposed assets were erased in a policy-compliant manner.

Asset Discovery   Scalable Support   Enhanced Security