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How Integrating Oomnitza with SHI Improves IT Efficiency and Employee Experience

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Introduction

With work-from-anywhere or hybrid work models now a likely permanent state, the ability to manage rapidly evolving IT environments has become an essential requirement for any enterprise. Today's workforce is increasingly distributed and often mobile. Enterprises that previously had most of their employees working from a single location now must manage workers that have elected to live far away from HQ yet expect the same level of IT service and support. Combined with the challenges of COVID-19, this new reality has forced CIOs and IT teams to rethink the way they manage the lifecycle of IT assets, and identify ways to automate, streamline or improve processes. This means leveraging integrations, workflow automations, and APIs to share data with partners and automate manual tasks and multi-step tasks that previously required cooperation and coordination across silos and departments.

A low-hanging fruit for these efforts is improving the "last mile" process of procurement, delivery and provisioning of physical IT assets. Traditionally, an IT team member has received assets at a loading dock and then manually entered the various key identification numbers for each asset into a spreadsheet or remedial IT asset management tool. In the old world, the IT team would then check the IT asset management system to ensure that the entry was live and then provision the device before sending it to the desk of an employee. Remote workers required special treatment. Suddenly, when everyone became a remote worker, this manual workflow became a massive burden   for IT teams, highlighting the inherent inefficiencies in old school IT asset management.

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In a similar fashion, for software, the IT team would pull in the registration and license data from a list of available license numbers provided by the software company. These numbers would be manually added to a license management database. These often long and complicated numbers were sometimes entered incorrectly, leading to lost licenses or confusion over how many licenses were actually in use at any given time and on what device or system was the asset installed. Inaccurate information can lead to stiff penalties, purchase of unnecessary extra licenses, and inability to have licenses ready for new employee onboarding.

Forward-thinking IT teams and CIOs are dealing with these issues by creating programmatic ways to capture information and eliminate steps in the process of shipping assets, capturing and inputting asset information, and verifying asset data and actual location and ownership of assets. Oomnitza's Enterprise Technology Management (ETM) solution integrates with Software House International (SHI) via a REST API to automate population of asset data as soon as an order is placed. The integration automatically adds all key data for hardware and software, including serial number of MAC address, as well as license information for any assets shipped with installed software or operating systems. For software, the API automatically populates license data into the Oomnitza software asset management module. This integration saves enterprise IT teams time and money while allowing for faster and more reliable delivery of IT assets and services to employees.

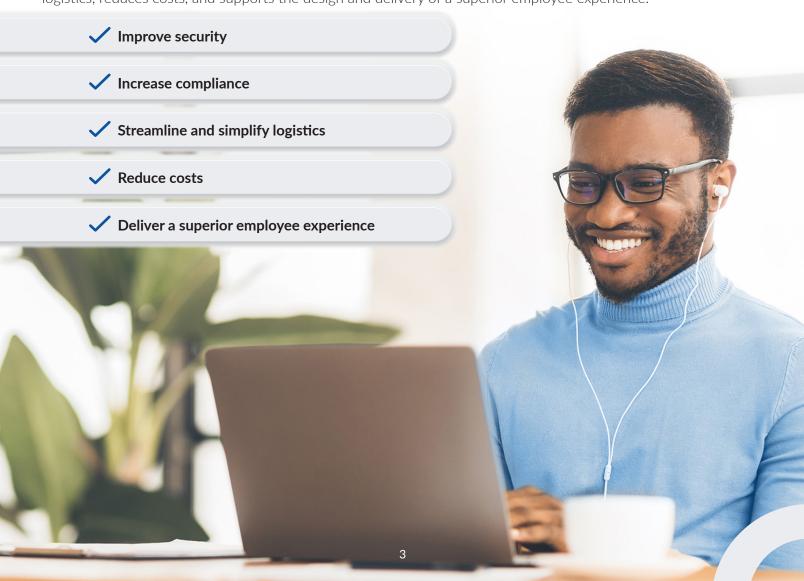## The Role of SHI in the Hybrid IT World

SHI International Corp. is a transformational technology solutions provider serving the needs of more than 15,000 corporate, enterprise, public sector and academic customer organizations around the world. SHI helps companies navigate the new world of Hybrid IT by offering a wide range of programs that deliver not only hardware and software but advanced solutions to improve employee experience, enhance security, and reduce costs. SHI can help organizations move from legacy server infrastructure into a full cloud computing environment, executing transformations that might have taken years in a matter of weeks. With a full catalog of solutions ranging from hardware and mobile to software to IaaS, PaaS, and SaaS, SHI can help organizations manage the procurement, logistics, and provisioning of every type of IT asset. With a modern infrastructure and software stack, SHI can extend its solutions directly into enterprise customer systems via API. This allows SHI to make data more consumable, allowing IT teams to create more customization, personalization and automation—making hybrid IT more human-centric.

The Value of Oomnitza Enterprise Technology Management

Oomnitza is an Enterprise Technology Management solution that provides a holistic view of all IT assets in a single system and empowers IT and security teams to manage the full lifecycle of assets and devices across all classes from a single pane of glass. An agentless solution with a REST API and extensible Python-based connector architecture, Oomnitza is pre-configured to connect directly with the SHI API; the connection can be configured in minutes and data can be pushed from SHI to Oomnitza on a near real-time basis to ensure timeliness and accuracy.

Using sophisticated algorithms, Oomnitza acquires, cleans and reconciles data from other agents as well as from SSOs, employee directories, and other ITAM, SAM or CSB systems. Using the Oomnitza multi-connector, anyone can link together multiple systems across IT management and support, IT security, compliance and audit, finance, operations and procurement and HR. Oomnitza has an easy-to-use workflow builder that can create detailed, multi-step and conditional workflows that automate tasks across departments and silos. These workflows eliminate repetitive manual tasks, improve accuracy, and boost efficiency. With bi-directional data flows, Oomnitza not only pulls in information but also sends corrected or modified data back to linked systems, improving the overall data hygiene of the organization. In short, Oomnitza improves security, increases compliance, streamlines and simplifies logistics, reduces costs, and supports the design and delivery of a superior employee experience.

- ✓ **Improve security**
- ✓ **Increase compliance**
- ✓ **Streamline and simplify logistics**
- ✓ **Reduce costs**
- ✓ **Deliver a superior employee experience**

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How Oomnitza and SHI Work Together

By enabling the Oomnitza SHI integration, enterprises get complete visibility of SHI asset information as asset data is automatically transformed into consumable information and actionable insights. Once the integration is enabled, IT teams and CIOs can immediately access pre-configured dashboards, reports and list views of key asset information. These dashboards, reports and lists can easily be customized on dozens of parameters to views specific to roles, geography, business unit, or asset status and condition.

Once SHI asset data is sent into Oomnitza, IT teams can search and filter to find assets associated with addresses, users, business units or teams and more. The automation of asset data collection streamlines and simplifies many IT asset lifecycle management tasks. Using Oomnitza's configurable workflows, IT teams can create repeatable playbooks for common tasks including:

Tracking assets from purchase to allocation to decommissioning

Inventory management

Identifying lost, stolen, and unassigned assets

Assigning assets for new employees

Reclaiming assets from offboarding employees

Verifying what software is shipping on what asset

Provisioning virtual or cloud-based assets

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The Oomnitza-SHI integration creates multiple synergies and improvements across many departments including IT, security, finance, procurement, legal and compliance, HR and the C-Suite. Some specific benefits include:

Resiliency through a hybrid infrastructure.
IT teams and IT leadership can more easily respond to rapid changes in IT requirements, either at the infrastructure or individual device and asset level. This builds resiliency to ensure businesses and employees can remain productive and efficient, even as they face either short-term or long-term paradigm shifts in how IT is practiced.

Support for hybrid workers.
By automating key parts of IT support and procurement, the integration allows IT teams to dropship assets directly to employees or automate self-provisioning of virtual and software assets without intermediate steps and without requiring hands-on support from IT.

Better Cybersecurity through improved asset control.
Because the integration ensures that the right data is entered for an asset automatically as soon as it is procured, IT security teams face fewer unidentified assets and enjoy a higher degree of accuracy in other databases and security systems that depend on initial input and recording of correct asset data.

More agile and intelligent procurement and lifecycle management.
By gaining a better picture of what has been purchased and provisioned, what the overall pipeline looks like, and which assets are coming to end of life, procurement teams can save money by more accurately planning for upcoming purchases. IT teams can ensure higher utilization rates and better lifecycle management of assets.

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Integrating Oomnitza and SHI Accelerates Enterprise Hybrid IT Transformation

The benefits of Hybrid IT are no longer a question. Organizations that successfully navigated the pandemic did so thanks in part to smart and fast deployments of Hybrid IT and agile systems that allowed for more flexible workflows. Deploying Hybrid IT is simplified when systems can be quickly integrated and data can flow across silos. By removing barriers to data flows, an Oomnitza-SHI integration empowers IT teams to more quickly and easily build a Hybrid IT program that saves money, improves agility, boosts security, and makes employees happier. With clean accurate SHI data automatically entered into Oomnitza and then flowing out into other integrated systems, IT departments can construct workflows that remove the majority of manual work and make IT functions more reliable and secure. Leveraged properly, the integration allows everyone from HR to finance to security to IT to spend less time on manual tasks and more time solving more complex problems that add higher value, while offering more self-service solutions that employees have come to expect and appreciate.

About Oomnitza

Oomnitza offers the industry's most versatile Enterprise Technology Management platform that delivers key business process automation for IT. Our SaaS solution, featuring agentless integrations, best practices and low-code workflows, enables enterprises to quickly achieve operational, security and financial efficiency leveraging their existing endpoint, application, network infrastructure and cloud infrastructure systems. We help some of the most well-known and innovative companies to optimize resources, mitigate cyber risk, expedite audits and fortify digital experience. **Learn more at Oomnitza.com.**

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