

THE STATE OF MICHIGAN'S DEPARTMENT OF TECHNOLOGY, MANAGEMENT & BUDGET USES LOWRYTRACK ACS TO MANAGE THOUSANDS OF IT ASSETS

The DTMB turns to Lowry Solutions to design and implement an RFID asset tracking solution to manage IT Assets across their data centers.



SITUATION

With over 21,000 square feet of hosting space, the DTMB faced difficulty manually keeping track of the thousands of servers, storage devices, networking equipment, and other IT assets being utilized in the state's two consolidated data centers. With such a large amount of inventory on hand, the DTMB was challenged to efficiently and accurately control IT expenditures, provide sound information for budgeting, planning and financial reporting, and optimize the return on the state's IT asset investment.

Due to this and the risks associated with lost assets, the DTMB wanted a system to centralize the storage of IT asset information and automate location tracking of hardware throughout their data centers. The DTMB had a homegrown Configuration Management Database (CMDB) that was used to store configuration details for all of their IT assets, but they lacked a way to quickly and easily track the locations of these assets throughout their lifecycles. In addition, the DTMB wanted to enhance process control in order to trigger process exception alerts based on their specific business rules.

SOLUTION

In partnership with the State of Michigan, Lowry designed and implemented an RFID-based asset tracking solution powered by the LowryTrack Asset Control System (ACS). This system used passive RFID tags, mobile computers powered by the ACS mobile app, and a network of fixed RFID readers strategically placed throughout the data centers to track the organizations IT assets. The system automatically tracks the location of each IT asset and tagged piece of equipment throughout the facilities without human intervention, and makes this information available through the ACS web application and web-based reporting module. With ACS, users are able to easily locate assets, commission new servers and other assets, print RFID tags, and view complete historical data for each asset. ACS is fully integrated with the CMDB through the ACS SOAP Web Service API, increasing the accuracy of information in both systems and eliminating the need for double entry of new assets. IT managers now automatically receive real-time alerts when unauthorized moves that don't match the operational status of assets are detected by the system.



CUSTOMER PROFILE

Michigan Department of Technology, Management & Budget (DTMB)

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111 South Capitol Avenue
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www.michigan.gov/dtmb

Industry

Government

Solution

LowryTrack Asset Control System (ACS)
7iD RFID Middleware
Motorola MC3090-Z Handheld RFID Reader
Motorola FX7400 Fixed RFID reader
Omni-ID Prox RFID Tags

Benefits

Real-time asset visibility
Improved asset and process accountability
Reduction in time needed for audits



LOWRYTRACK

- ACS -

RESULTS

Using ACS to keep track of their servers and other IT assets provides the DTMB with more accurate location information. This allows technicians to easily locate assets, resulting in a reduction in wasted labor used to locate misplaced assets. In addition, the improved tracking information enables the DTMB to save an enormous amount of time previously spent performing inventory control activities by reducing the required frequency of inventory audits and the time and effort required to complete them. Finally, the DTMB has achieved increased asset accountability and process accountability among their employees by reducing process exceptions associated with installations, moves, adds, changes, and disposals. This all results in \$160,000 saved annually.

SERVICES PROVIDED

Lowry provided expert analysis, design, development & implementation services following its agile systems development and project methodology. In addition, Lowry's systems engineers provided onsite and remote services for RFID site survey and read zone design, RFID tag testing, and implementation support services. Lowry continues to provide ongoing support and enhancement services for the state.

"The asset tracking system is providing us with everything we hoped it would. Your techs have been great to work with, and my staff appreciates the knowledge and expertise they offer when we call. I even have two other agencies requesting demos of our system to potentially solve their asset inventory needs!"

Robert Weldon
DCS Hosting Centers Support Group Manager

REAL-TIME TRACKING REALIZED

User adoption by the state's employees was seamless, and platform stability since initial fielding has been excellent as demonstrated by the occurrence of less than two calls per month for system support issues. Warranty calls for hardware are managed and routed according to SLAs, which have been met at a rate of 100%. No RFID tag failures have occurred since system deployment.

The full system was vetted prior to promotion into production by the state's internal IT staff who conducted quality and security checks on all system components. The system passed all of the state's IT audits thanks in large part to Lowry's consulting and professional services expertise as well as over 39 years of experience in Automatic Identification and Data Capture (AIDC) solutions.

The system currently tracks more than 3,200 IT assets located at two data centers and ten remote office locations. The state plans to expand the system to track all IT assets across all of the state's locations.

ABOUT LOWRY SOLUTIONS

Since 1974, Lowry Solutions, Inc. (formerly Lowry Computer Products) has helped its customers make informed business decisions and become more competitive in the marketplace. The company provides the most innovative barcode, RFID, biometrics, enterprise mobility, asset management and inventory control solutions that reduce operational costs, heighten productivity, and improve process efficiency in an array of vertical markets. Its enterprise mobility solutions empower the mobile worker through real-time communication and data access solutions. See more at www.lowrysolutions.com

