

Asset Management at Work for a Local Government

Case Study: City of Key West

The Client:

The City of Key West is the Southern most City within the United States. The City of Key West acts as the termination of route 1, which originates in Maine, and as a frequent port of call for many cruise ships. The city is a collection of various small islands and acts as the county seat for Monroe County, Florida. In addition to being a frequent vacation spot the city, the city also acts as an important naval aeronautics training ground. The city has a population of 25,478 people according to the 2000 census.

The Situation:

Due to the geographical dimensions of the city, tracking its assets across sites became particularly difficult. In particular, tracking IT assets across the city was of paramount importance. The City of Key West had 31 distinct locations with over 350 computers, all of which needed to be tracked and accounted for. In addition to physical IT assets, such as computers and servers, the City of Key West also needed to be able to track software contracts. In conjunction with standard asset tracking, the City of Key West was also interested in an asset management system that would aid them in disaster recovery. Due to their location, the Florida Keys as a whole are frequently hit by hurricanes and tropical storms and thus need to be particularly prepared for these situations.

The Solution:

The City of Key West approached E-ISG in 2004 about an asset management solution. The City of Key West selected E-ISG and their software, Visual Asset Manager (VAM) because it allowed for an unparalleled level of customization within a very affordable price bracket. Furthermore, the visual representation of assets through floor schematics and servers representations were a particularly alluring and helpful component of Visual Asset Manager. As well for security purposes, VAM allows the user to tie certain assets to particular individuals, thus alerting the user if an unregistered and unapproved user tries to use a certain IT asset. For its needs, the City of Key West chose to utilize Visual Asset Manager for the purpose of conducting cyclical audits (accounting for all portions of an inventory during allocated time frames). Since

VAM was implemented, the city has been able to fully incorporate it within its IT asset management.

Results:

Due to effective training provided by E-ISG, in particular the in depth nature of the online videos, the City of Key West was able to fully implement and incorporate Visual Asset Manager into their IT business cycle. The adoption of VAM has lead to a much more effective utilization of IT assets. Its adoption has resulted in decreased IT spending and increased overall savings for the City of Key West as a whole. In the words of the city's information technology department head, Ian Willis "the technical support provided by E-ISG was outstanding. They truly went the extra mile to make sure we had what we needed and that our asset management needs would be met."

About E-ISG:

E-ISG combines technology and services to address the unique challenges of Asset Management, Continuity of Operations, and Data Quality. Our experience in crafting low-impact and low-cost solutions for the Windows Mobile environment for data gathering, synchronization and correlation have been integrated seamlessly into our world-class asset management software, Visual Asset Manager (VAM). VAM enables E-ISG to have Full Accountability Mandates and to accurately reflect the true cost of business enterprise.

We focus on four key industries that have special needs related to Asset Management, Continuity of Operations and Data Quality. E-ISG has designed special features into its products to provide a truly optimized process that can be replicated across the enterprise.