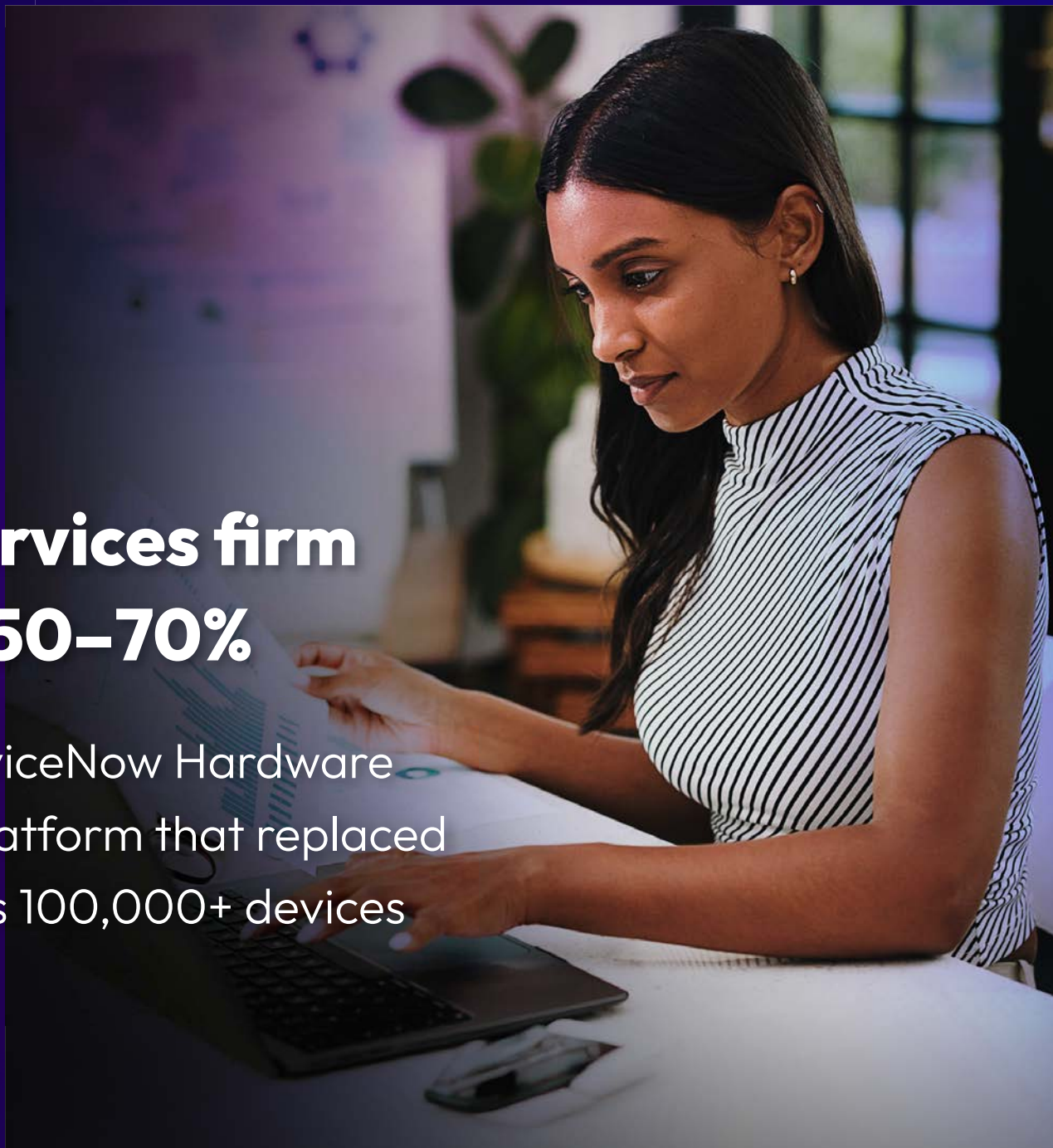




Global financial services firm cuts audit prep by 50–70%

With a unified, AI-driven ServiceNow Hardware Asset Management (HAM) platform that replaced fragmented processes across 100,000+ devices and 1,000+ locations.



A platform-led, AI-augmented approach to HAM on ServiceNow

- The client, a financial services firm managed over 100,000 end-user devices and tracked 80 million configuration items globally.
- Heightened regulatory scrutiny around hardware disposal and data center oversight made strengthening asset lifecycle controls a strategic priority.
- With fragmented processes, disconnected tools, and manual reconciliation, the client needed a single authoritative system of record for hardware assets.
- Brillio designed and deployed a unified, AI-augmented ServiceNow HAM Pro platform with standardized processes and governance across four regions.

Why fragmented HAM processes needed replacing with a scalable platform

Challenge

Across financial services, regulators have made the cost of weak HAM controls impossible to ignore. Firms have faced fines for improper hardware disposal and insufficient oversight of data center infrastructure. For institutions managing customer data at scale, HAM is no longer just a back-office concern but a board-level risk. The client managed over 100,000 end-user devices and tracked roughly 80 million configuration items through their CMDB, spread across more than 1,000 locations in the EU, UK, North America, and Asia. Behind that footprint sat over \$5 billion in global technology spend and a patchwork of regulatory regimes governing data protection and disposal in every geography.

What was breaking

- The existing HAM model was largely manual, built on spreadsheets and tribal knowledge.
- A disconnected tooling landscape spanning SAP Ariba, ServiceNow CMDB, spreadsheets, and bespoke tools left the client without a single authoritative system of record.
- Ineffective demand forecasting and low asset reuse drove over-purchasing, contributing to roughly \$6 million in avoidable annual technology spend.

Solution: Platform-led, AI-augmented best practices

Rather than start with tools, we started with the operating model. We designed a unified, end-to-end HAM model focused on standardization, automation, and control, then built the platform and AI capabilities to run it. The engagement was structured around five pillars:

- 1. Platform transition and MVP-led delivery:** A phased move from the legacy platform and spreadsheets to ServiceNow, validating high-risk, high-visibility use cases through MVPs in pilot locations before scaling globally.
- 2. HAM process design and governance:** Structured process discovery and walkthroughs across the HAM lifecycle, with end-to-end processes designed before tooling to ensure consistency and governance touchpoints aligned to financial services regulatory requirements.
- 3. HAM tooling, architecture, and product management:** Capabilities designed against enterprise architecture standards, delivered through product-based releases with a controlled roadmap for features and catalog items.
- 4. Data management and normalization:** Upfront assessment of data sources, quality issues, and ownership gaps, with back-fixing, reconciliation, and migration built into the rollout. A federated discovery model

combining ServiceNow Discovery, Flexera, and Tanium with sources like SCCM and Ariba used a rules engine to continuously normalize data into the CMDB.

5. **Reporting, adoption, and change enablement:** Reporting and evidence requirements defined alongside process design, with training, communications, and adoption embedded in every release rather than treated as a post-delivery activity.

A differentiating element of the solution was our HAM AI Agent Workflow, purpose-built for the complexity of a hardware estate at this scale. The workflow spans three stages:

1. Asset identification powered by Document Intelligence, Cosine Similarity Embedding (Azure OpenAI), and Web Search (Gemini AI)
2. Asset classification through dedicated tooling
3. Automated risk profile calculation against each model and asset

The AI layer enables identification of unknown assets in the estate and reconciles them automatically, eliminating reliance on manual intervention. Most importantly, we delivered a scalable HAM foundation the client can continue building on as new asset types, locations, and regulations emerge rather than a one-off fix that ages out with the next requirement.

Driving efficiency, visibility, and cost reduction outcomes at scale

- **50–70%** shorter audit preparation cycles:

Automated data reconciliation and reporting, accelerating compliance readiness across regions.

- **30–40%** reduced manual HAM effort:

Automated workflows replaced repetitive data entry, system reconciliation, and spreadsheet-based tracking.

- **25–35%** shortened asset provisioning cycles:

The platform surfaced reusable inventory previously invisible across the firm's fragmented regional tracking systems.

- **40–60%** improved end-to-end asset traceability:

Full asset lifecycle visibility across purchase, deployment, movement, and disposal.

- **20–30%** lower hardware purchases:

The platform surfaced reusable inventory previously invisible across the firm's fragmented regional tracking systems.



ABOUT BRILLIO

Brillio is The Enterprise AI Accelerator helping Fortune 1000 companies move from AI ambition to scaled impact, faster. Powered by our AI accelerator platform – Agentic Data and Application Management (ADAM), Brillio is one of the fastest-growing digital technology service providers, delivering transformation across five core workstreams: business-led transformation, customer experience transformation, AI and data engineering, digital engineering, and infrastructure engineering.

With 14 delivery locations across North America, Europe, and Asia and a team of over 6,000 customer-obsessed professionals, Brillio combines deep industry expertise, modern engineering, and accelerators to deliver measurable outcomes. Headquartered in Dallas, Texas, Brillio serves clients globally with a commitment to speed, scale, and measurable impact.



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