



AAM Data Quality Enhancement

- *Asset Auto Discovery function*

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ATERA



Atea Asset Autodiscovery

Currently Zuum has been used as complimentary service extension for AGS “Client Operations” services, providing health check for the workstation clients.

Zuum is capable to retrieve;

- Logged in username from Windows 10 devices
- Location from Windows 10 Location Services
- Hardware information – connected to HP, DELL & Lenovo Warranty DBs

Also (potential further use for Asset)

- Network information from Windows 10 devices
- Installed software names and versions
- Operating System build and version
- Missing drivers
- Device names
- Antimalware client version and definitions updates
- Missing windows and software updates
- SCCM Client Agent version and health status
- Error logs and reliability events

Zuum is currently lacking;

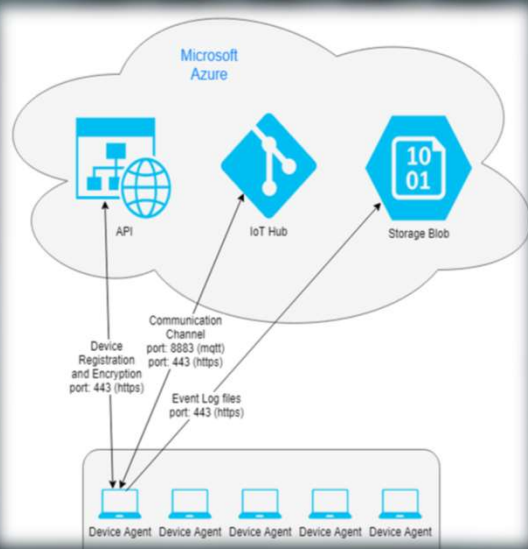
- Coverage for i/OS and Android, thus SmartPhone coverage

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ZUUM ARCHITECTURE

Zuum agent installed on end-user devices is used to gather event information.

The agent then connects to 3 different back-end services in Microsoft Azure Cloud – API, IoT Hub, Storage Blob.



- API – used for device registration and additional layer of communication encryption
- IoT Hub – used as a communication channel to instantly send and receive status messages
- Storage Blob – used for one-way storage of event logs, reliability events and other error messages

PROJECT STEPS:

- ✓ Demand *Done*
- ✓ Portfolio Counsel *Done*
- ✓ ADS Security assessment (CISO) *Done*
- ✓ ITAC *Done*
- ✓ Portfolio counsel *10.09.*
- ✓ Start *→ w39*
- ✓ Integration to AAM
- ✓ POC
 - ✓ Q4/2020
 - ✓ chosen Finnish AGS FCO customers
- ✓ Go-Live
 - ✓ **Phase 1 – Q1/2021**
 - ✓ Atea Finance Customers
 - ✓ Atea LCM Customers
 - ✓ **Phase 2 – Q2-Q3/2021**
 - ✓ Atea eShop HW customers (with a separate agreement incl. DPA)

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Report Date 26/08/2020 11:18

OS Name Microsoft Windows 10 Enterprise

OS Architecture 64-bit

OS Reboot Pending False

OS Last Rebooted 25/08/2020 14:15

OS Release 1909

OS Upgrade Pending False

OS Reliability Index 7.677

HW Manufacturer LENOVO

HW Model 20BTS0QN00

HW Family ThinkPad X1 Carbon 3rd

HW Serial Number R90GKZYZ

Agent Version 1.57.0.0

Internet Download (MB) 444

LAN Download (MB) 802

Notifications Enabled

Warranty Status Expired

Warranty Start 2015-07-17

Warranty End 2018-08-30

Warranty Information

Lenovo

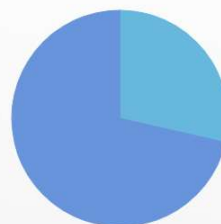
Lenovo

Total Devices: 330

164
Valid

166
Expired

Computers with expired warranty



Problematic 42
Reliable 105

hp HEWLETT
PACKARD

Hewlett Packard

Total Devices: 19

3
Valid

16
Expired

Details on top 5 problematic models (Expired warranty)

| Model | Count / Total | Avg Score |
|------------------------|---------------|-----------|
| ThinkPad L470 | 12 / 35 | 4.09 |
| ThinkPad L480 | 8 / 42 | 4.58 |
| ThinkPad L460 | 6 / 10 | 4.06 |
| ThinkPad T460p | 3 / 6 | 3.96 |
| ThinkPad X1 Carbon 3rd | 3 / 9 | 5.09 |

E.g. Warranty information summaries

Device Card
Including last user and location

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PROJECT STEPS:

- ✓ Demand -done
 - ✓ Portfolio counsel -done
 - ✓ ADS Security check -done
 - ✓ ITAC -done
 - ✓ **Start** NOW
 - ✓ integration
- POC in Fi and Swe

Q4-2020

Q1-2021

Live

Petra Berg, CIO
observer

AAM

Mads Thrane

Mattias G Johansson

Jens Sjöberg-Madsen

AAM Owner, Group level

AAM Development

APS Sweden

Group ADS

Kristine Laure

Oleksii Myrdova

→ AAM integrations

SDM for AAM

Solution Architect, ADS

Atea Finland – Business Unit

Harri Becker

Taina Sveholm

Kristiina Uimonen

Tiina Sohlman

Vesa Siitari

Oona Parko

Service Owner, LCM **Demand Owner**

Head of Supply Chain – Fi Owner/AAM

Atea Finance, Sales **Demand Creator**

Atea Finance/AAM super-user

Head of Sales **Demand Creator**

Legal, DP-Officer

Christa Bergström

ADS Finland, (ERP-aspects etc)

Atea Global Services

Karlis Kisis

Andrejs Kravčenko

Maksims Pisculins

Zuum Product Development

Zuum Software Architect

AGS CEO