Zebra MotionWorks Enterprise

Asset Management Connector for ServiceNow Hardware Asset Management

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Asset Tracking With Zebra Technologies and Service Now

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What Is RFID?

Automatic identification technology using radio waves

- Does **not** require line of sight to capture data
- Does **not** require manual scanning

Common RFID standards

- UHF RFID
- EPC UHF Gen 2
- G2V2
- ISO 18000-63
- RAIN RFID

Why Use RFID?

Post-pandemic, increasing automation and making workers more efficient have become even more important to continued business operations

Cost of RFID tags has gone down significantly in the last several years

RFID is more efficient and provides more business context and capability than barcodes

Zebra RFID Product Portfolio

The industry's broadest portfolio of RAIN RFID technology – from ASIC to Devices to Enable and Enrich

Deploy, Configure, Manage, Enrich

Zebra MotionWorks Enterprise™

IoT Connector

Network Connect

123RFID

Handheld & Handsfree Readers

RFD40 Sleds

RFD9030

RFD9090

MC3330xR

MC3390xR

RFD8500

DS9908R

Fixed Readers & Antennas

Integrated Portals

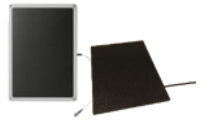
FX9600 / 7500

ATR7000

ST5500

SP5500

ANXX



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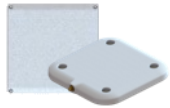


AN51X

Printer Encoders, Inlays, Labels & Cards

ZQ52xR

ZQ630R

ZT600R Series

ZT4x1R Series

ZE5x1R

ZD621R

RFID Inlays and Labels

Core Technology

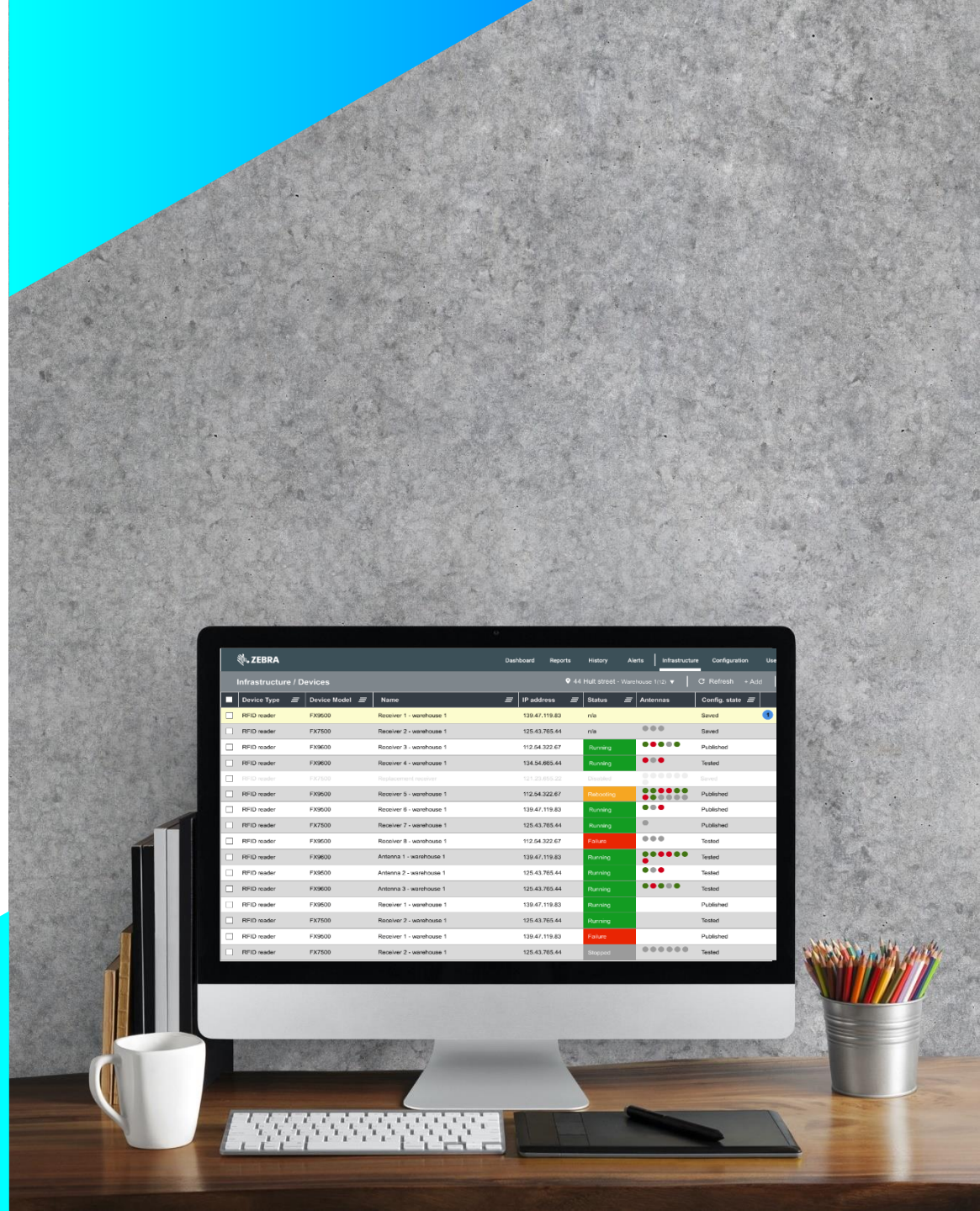
RFID ASIC Radio

Integrated RFID Module

MotionWorks Enterprise

Product Overview

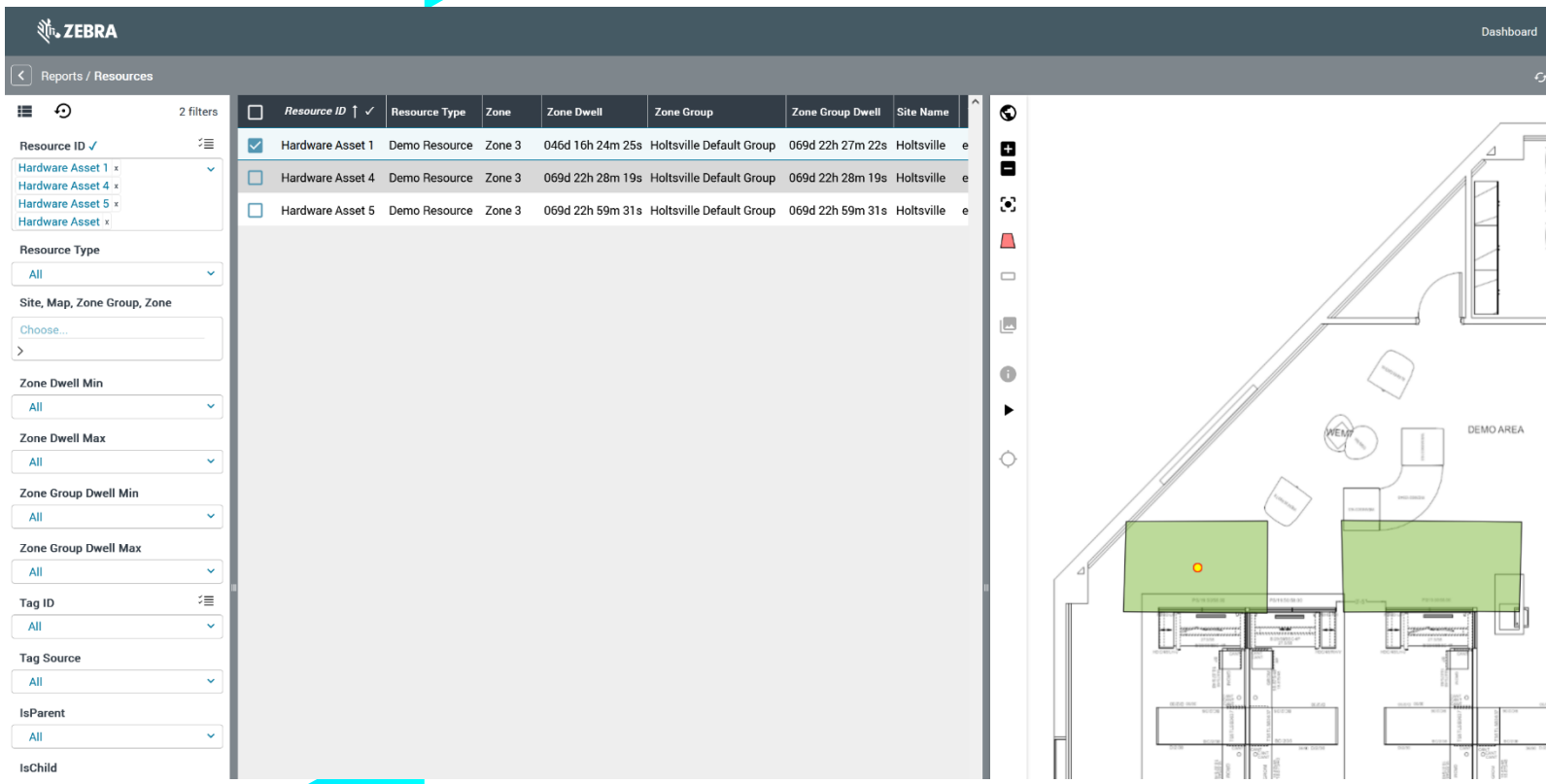
- Software to create Location & Tracking solutions & manage location sensors
  - Flexible configuration to support multiple use cases
  - Manages multiple sense technologies
  - UI to manage readers and to track resources (assets, goods, workers, etc)
  - Interfaces to hundreds of back-end systems
- MotionWorks Enterprise Server Software
  - Enterprise scale design
  - Designed for deployment for on premise or virtual private cloud
  - Works as data collection middleware *and* as a basic asset tracking application



MotionWorks Enterprise

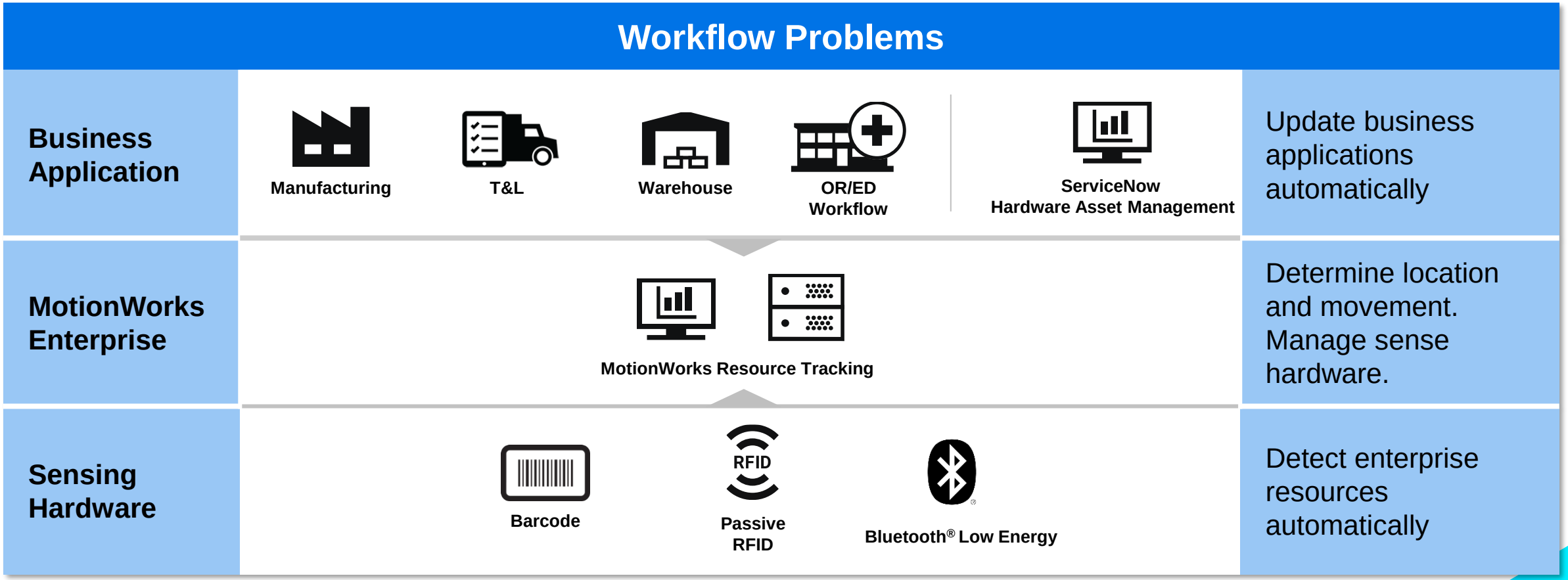
Product Overview

- Realtime or near realtime location of assets
  - Mapping based on sites and zones
  - Filtering and reporting of multiple Resource types (Asset Classes)
  - API Interfaces available



MotionWorks Enterprise

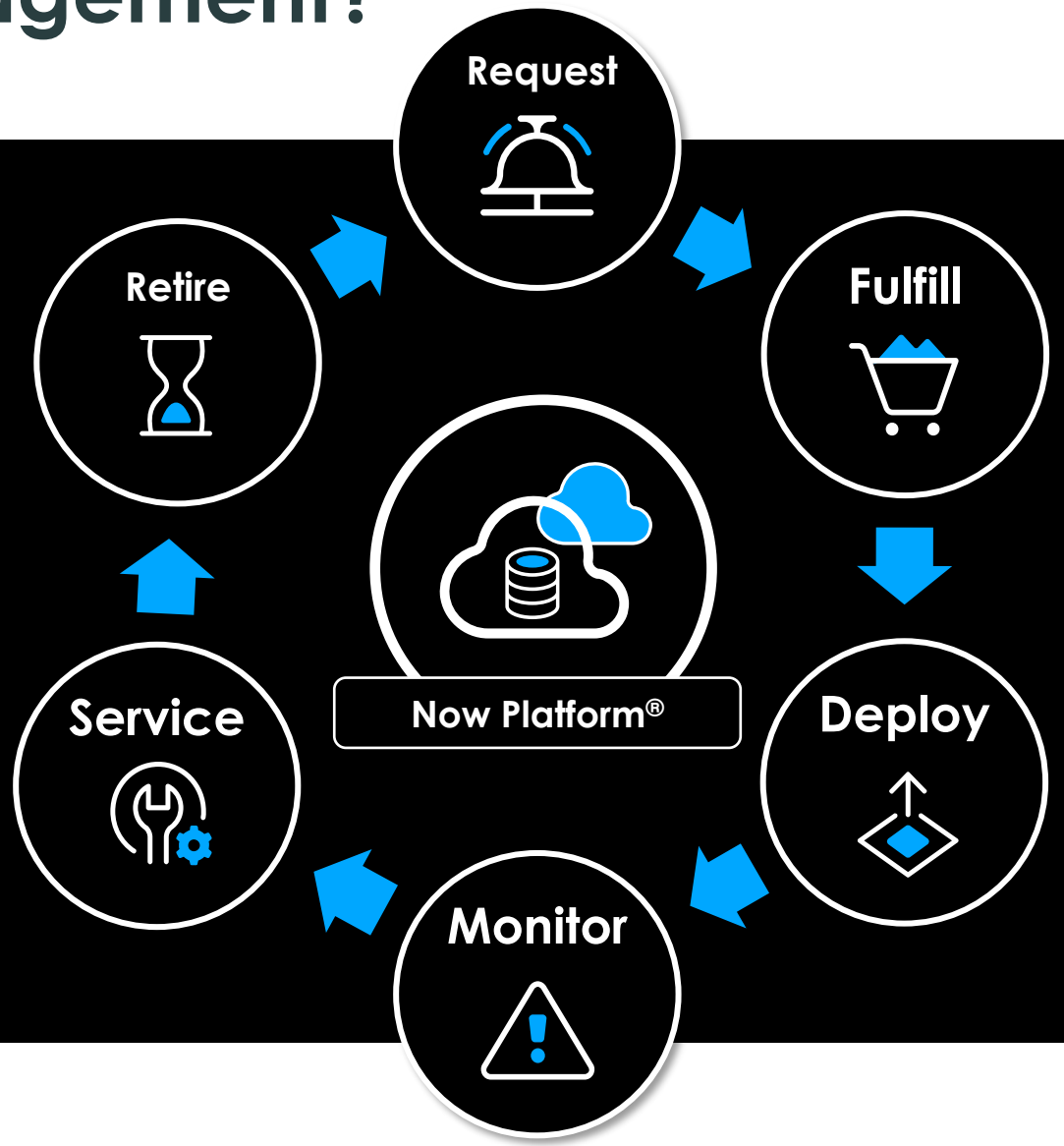
Automates Asset Tracking Data Collection



What is Hardware Asset Management?

Hardware Asset Management (HAM) is a set of business practices that join financial, contractual and inventory functions to support the **lifecycle management and strategic decision making** for an IT environment.

- What hardware do you own?
- Do your financial records match your asset register?
- Are you using what you have?
- Can you prove it?



The difference between “Base Asset” & HAM product

Asset is very manual, no flows, & error-prone. HAM is automated, normalized, & accurate.

Hardware Asset Manager Workspace

Hardware Normalization

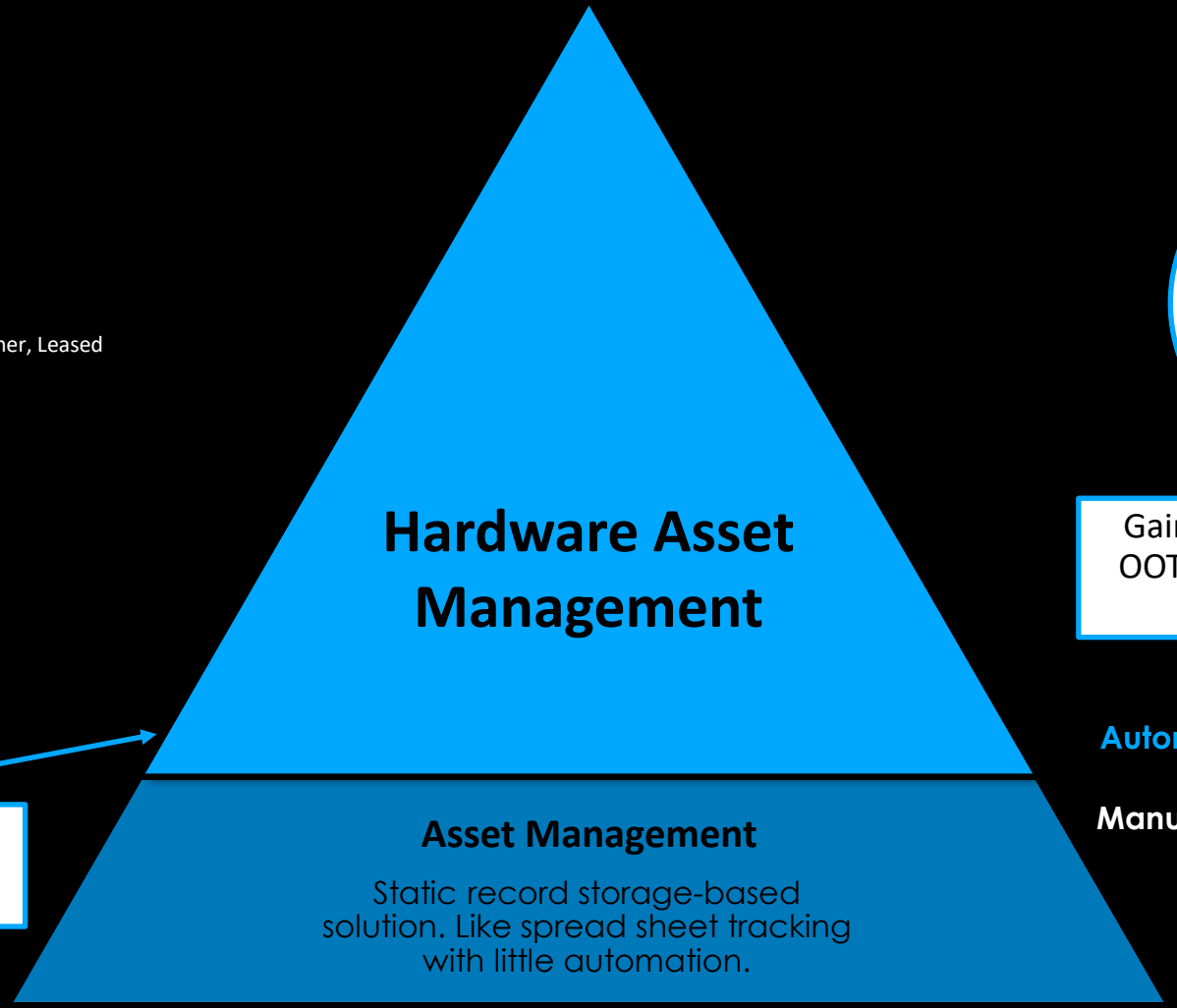
Asset Lifecycle Automation

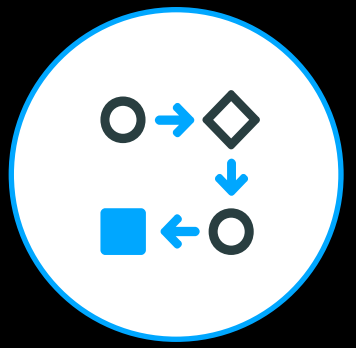
- Hardware Asset Order
- Hardware Bulk Stock Order
- Hardware Disposal
- Asset Onboarding/Offboarding
- Asset Tasks—Deploy, Swap, Retire, Refresh, Loaner, Leased Asset Return
- Reservations for temp assets
- Advanced Shipment Notifications
- Return Merchandize Authorization (RMA)

Mobile

- Asset Inventory Audit
- Asset Bundles, Bulk Transfer
- Remote Asset Receiving, Asset Disposal
- My Locker – Hardware Assets

Start with HAM if you know you will be investing in asset to save time and resources.





Gain prescriptive workflows OOTB to automate tasks and simplify work

Automation

Manual

Asset & Model Records
Stockrooms
Transfer Orders
Purchase Orders
Contracts
Mobile Asset Receiving
Mobile My Assets

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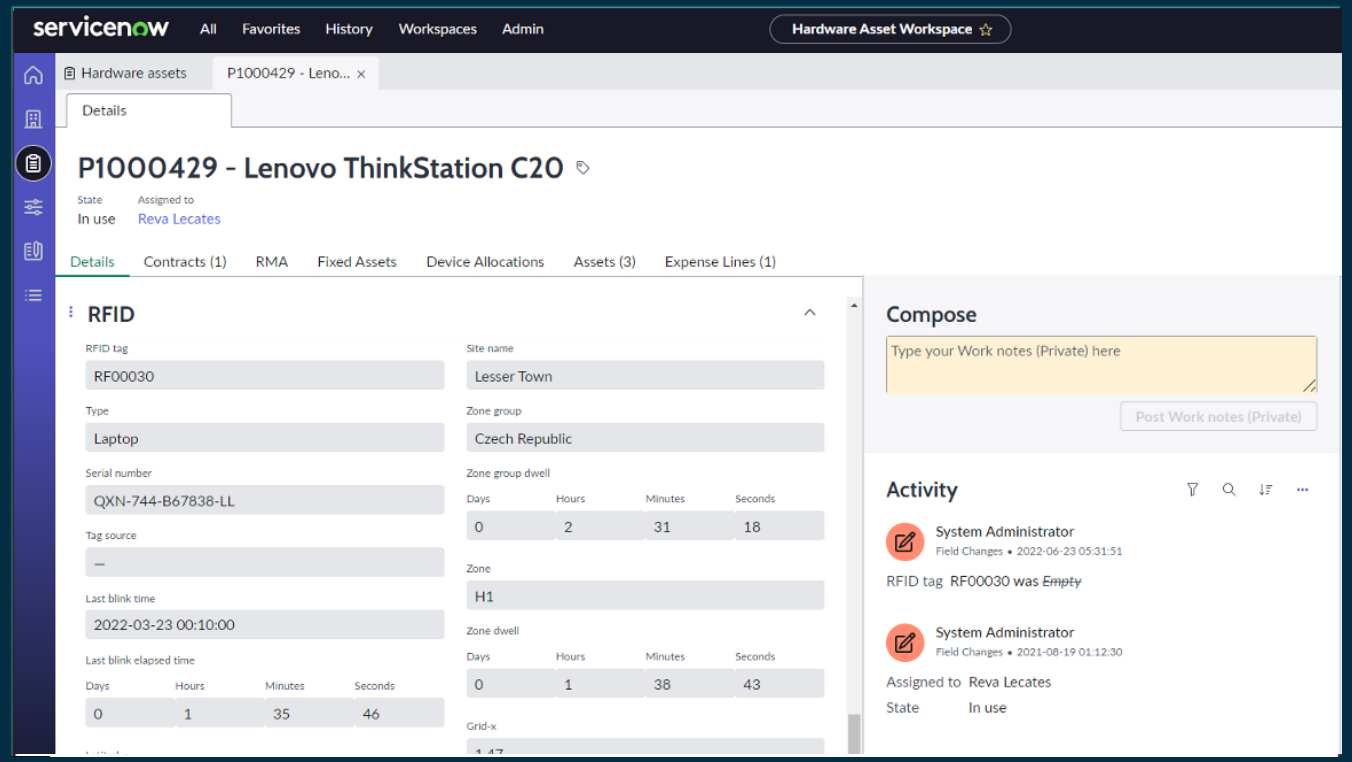
RFID/Zebra Integration

Radio frequency Identification

servicenow | Store

Next Experience



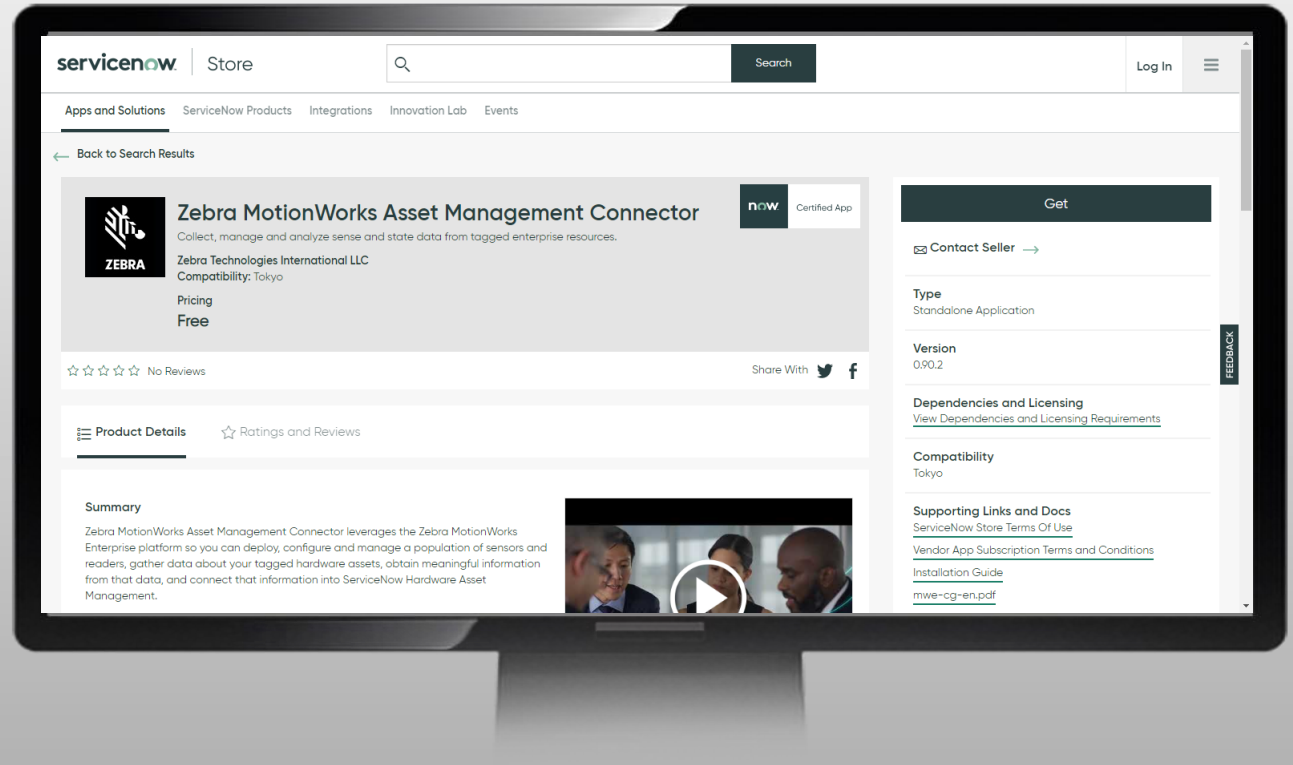
Integration to bring in RFID location data from Zebra MotionWorks

Integration to bring in RFID location data from Zebra MotionWorks

1. Created new tables to store the RFID location data
2. Ability to track asset location when assets are offline and on the move
3. Made updates to the asset form to capture RFID Tag, location Info, and RFID Activity updates

Zebra MotionWorks Asset Management Connector

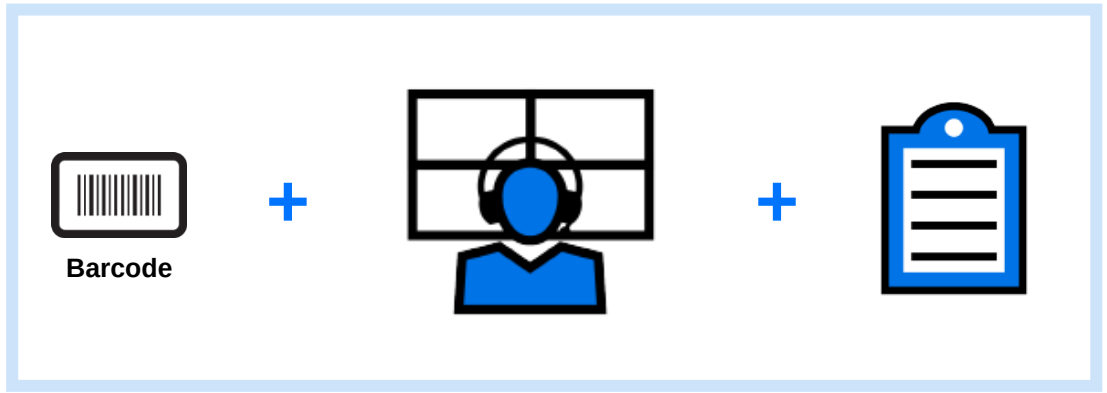
- Leveraging the Zebra MotionWorks Enterprise platform, Asset Management Connector lets you deploy, configure and manage a population of sensors and readers, gather data about your tagged hardware assets, obtain meaningful information from that data, and connect that information into **ServiceNow Hardware Asset Management**.
- Available from the Service Now store for Tokyo release and later.



Bringing it all together

Manual asset tracking

Manual data entry into ServiceNow HAM



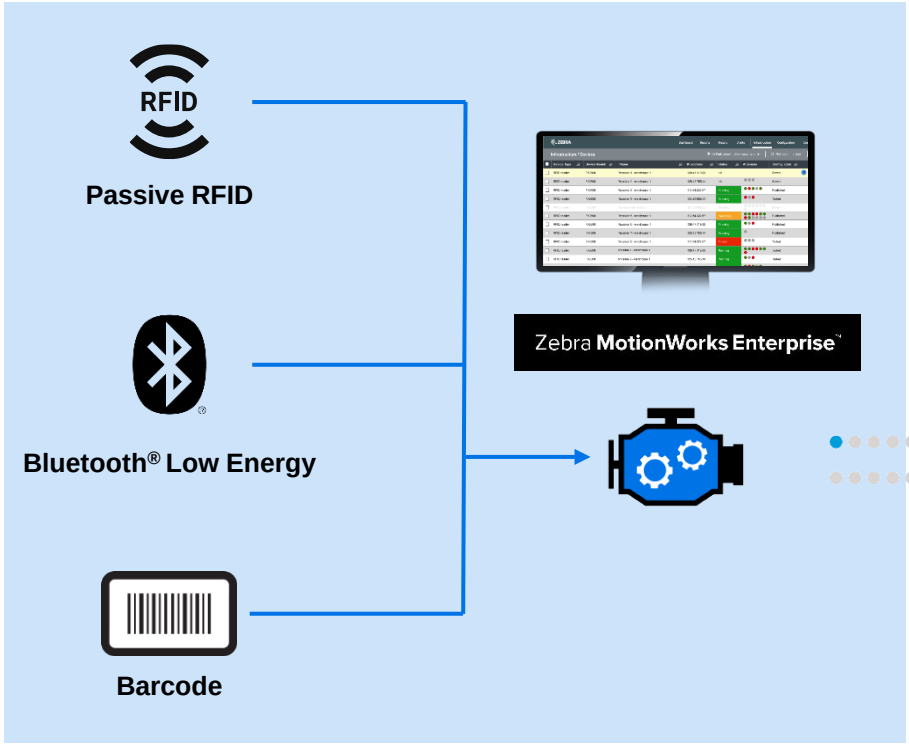
ServiceNow Hardware Asset Management

IT Asset Manager

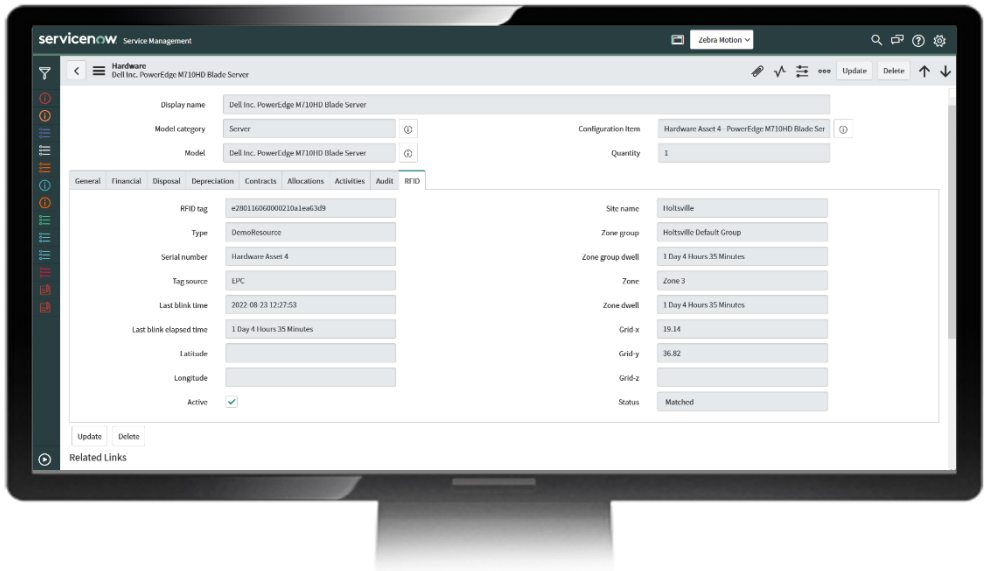
Bringing it all together

Automated asset tracking using MotionWorks

Automated Asset Tracking



ServiceNow Hardware Asset Management + MotionWorks Asset Management Connector



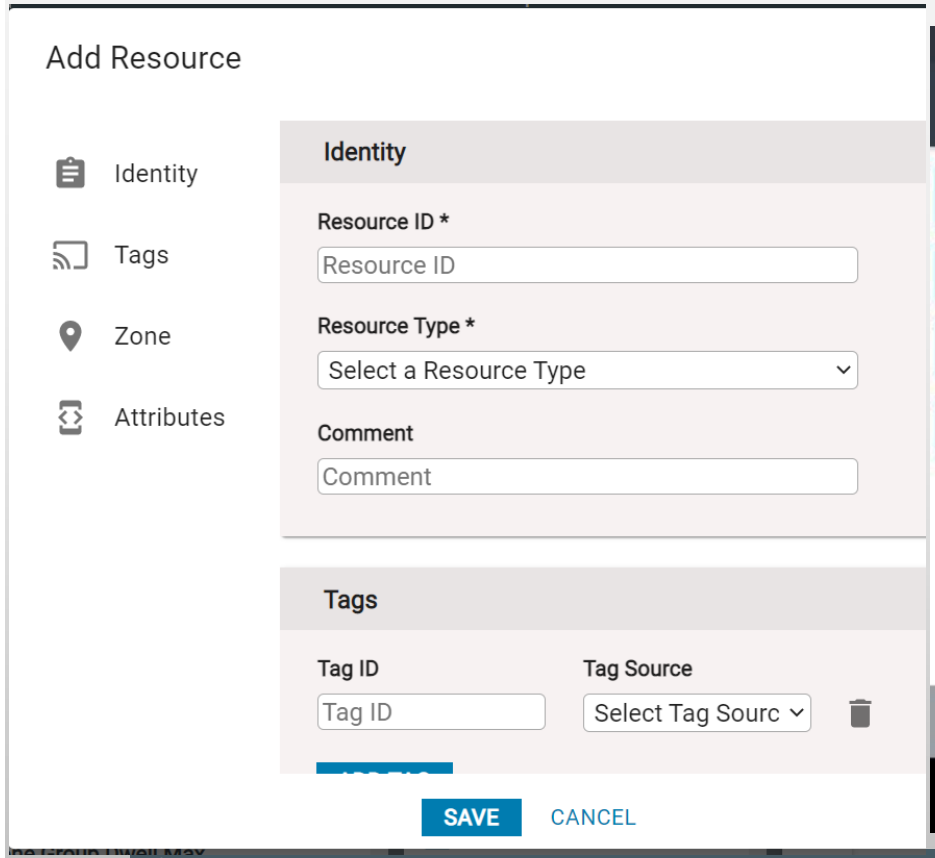
IT Asset Manager

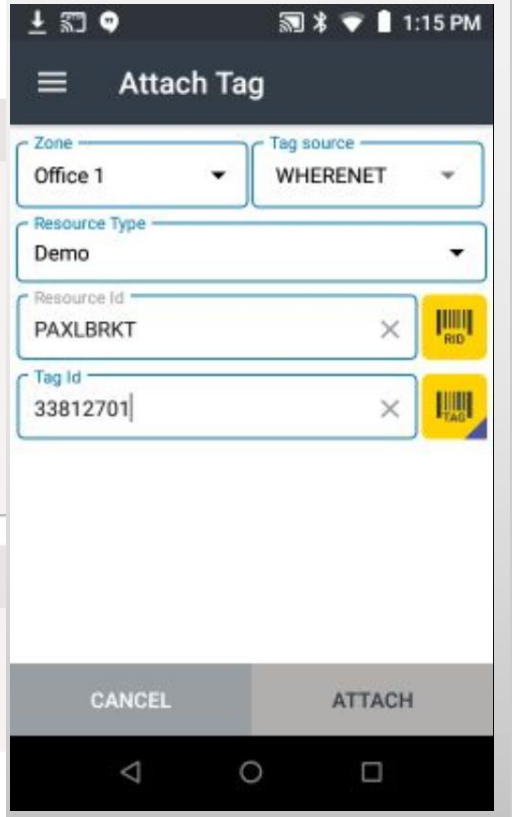
Setup

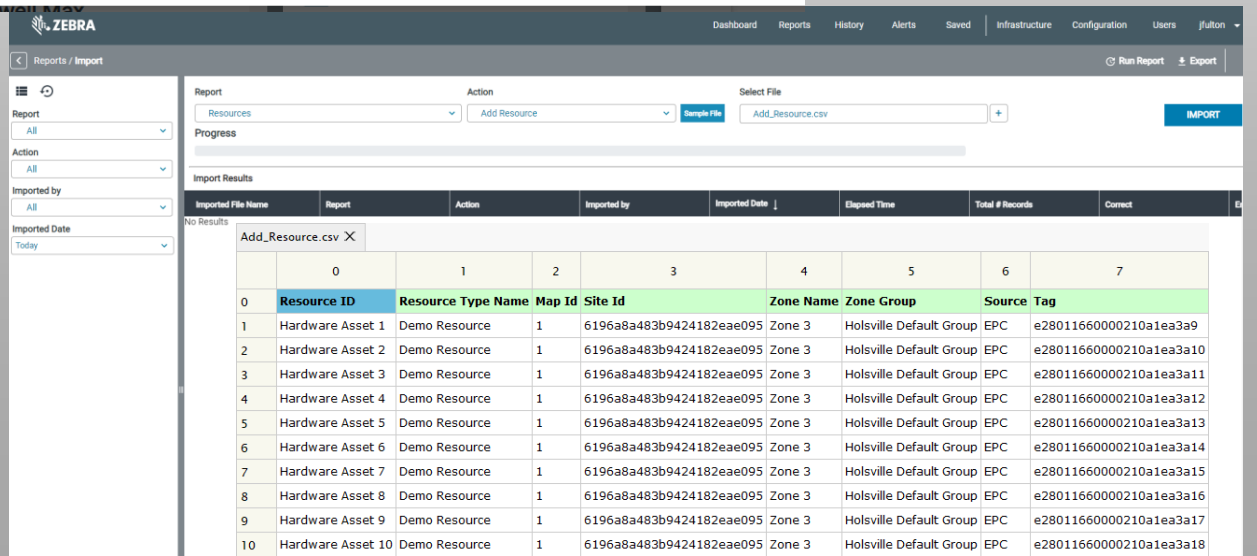
Assets need to be set up in Zebra MotionWorks

Assets can be added in multiple ways

- Manual input
- Mobile application (barcode and/or RFID scan)
- Data import from .csv file
- Via API

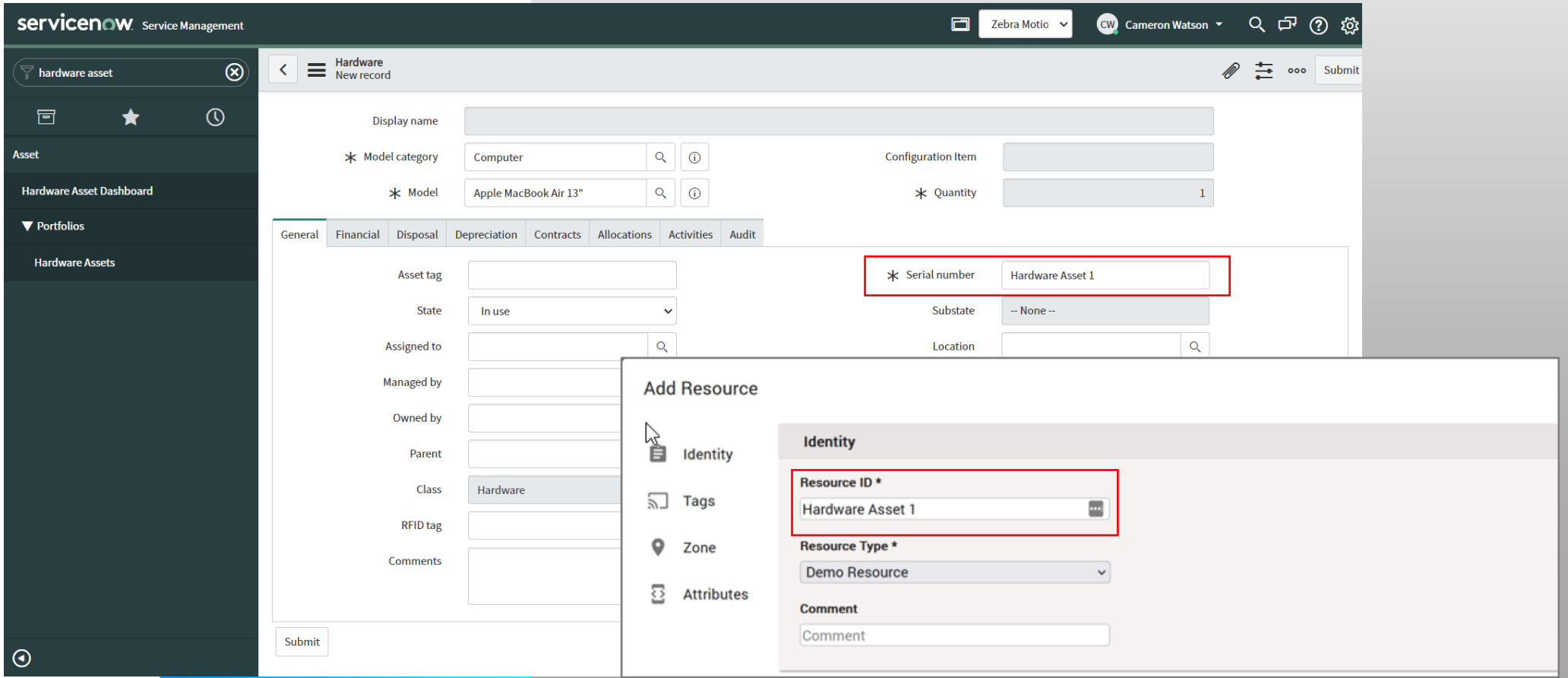






Assets need to be set up in ServiceNow HAM

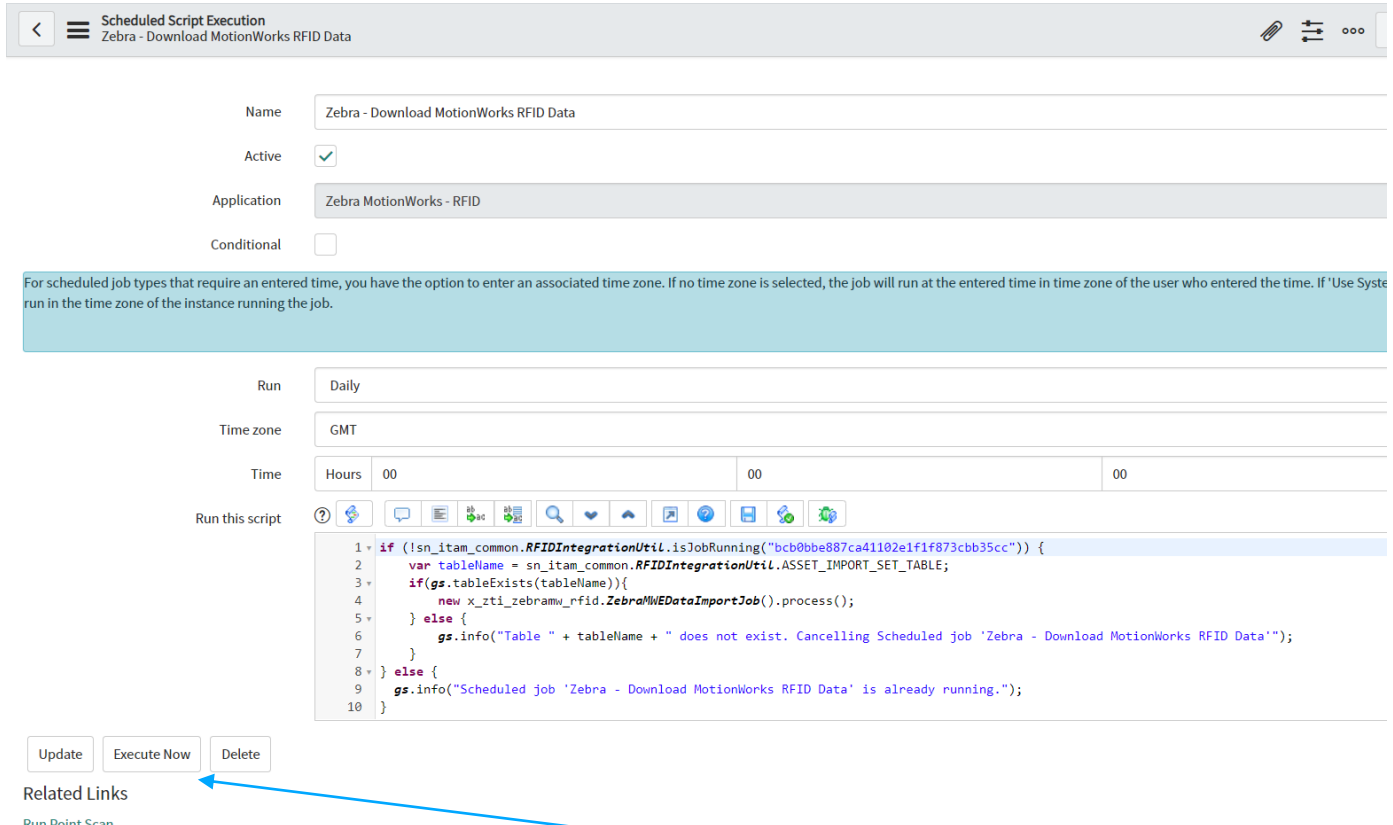
HAM Serial number must match Resource ID from MotionWorks Enterprise



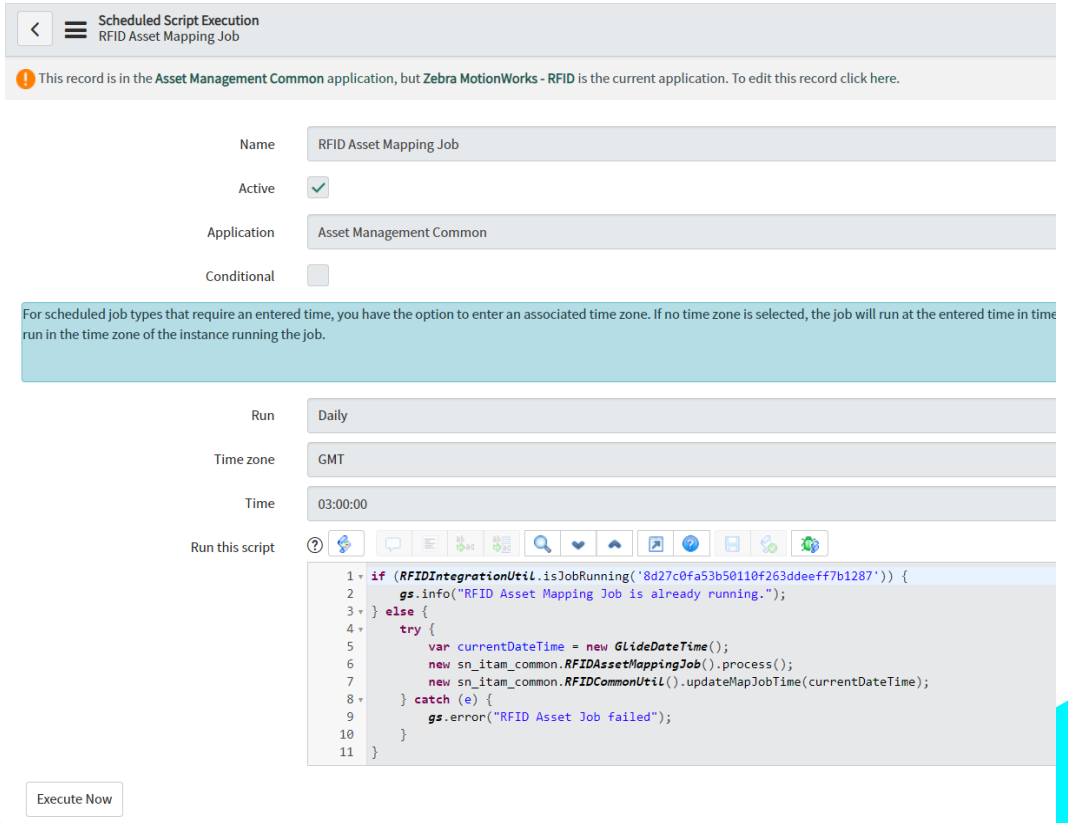
Configure Connector to get data from Motionworks

Automated asset tracking using MotionWorks

Set time to retrieve data



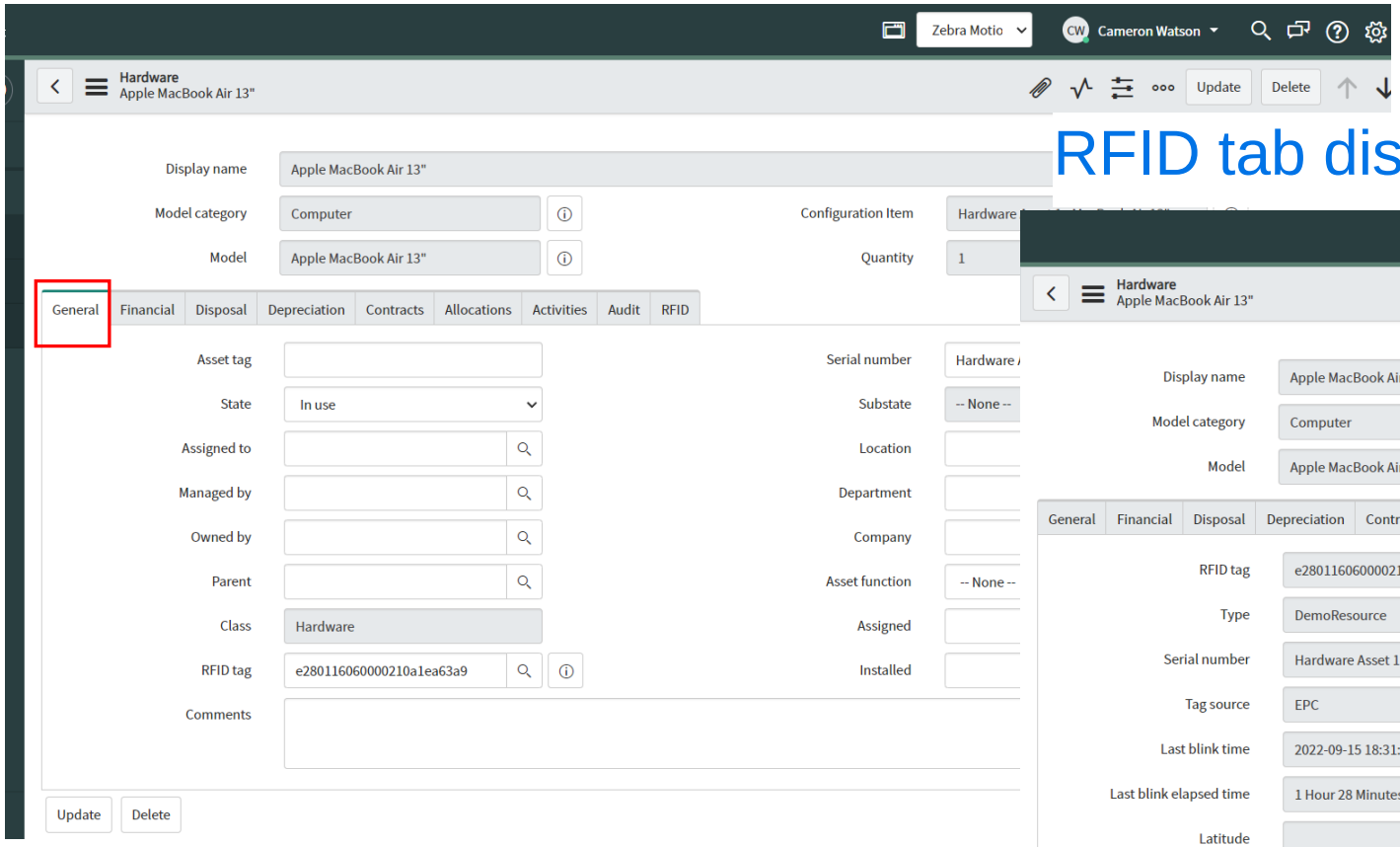
Set time to populate retrieved data



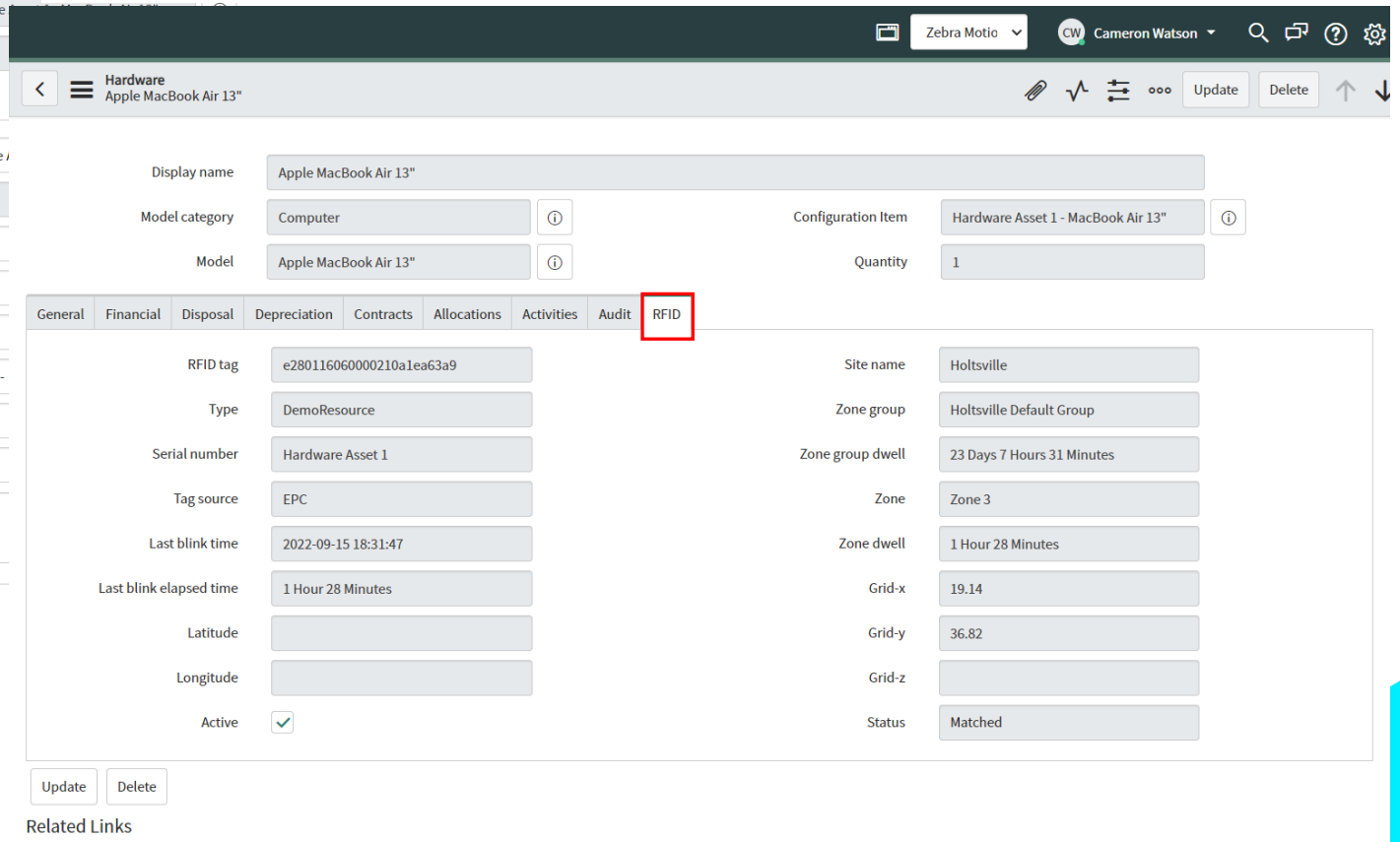
Or Run Manually at any time

HAM Asset tag and location data updated automatically

General Tab shows Standard info plus RFID Tag ID



RFID tab displays last seen time and location data



QUESTIONS

Thank You

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Want more?

Additional details about the solution will be presented in **RFID in Action! – A Livestream Technology Demonstration** on Dec. 13. Sponsored by Lowry Solutions the free webinar features a demonstration and review of **Zebra's MotionWorks Enterprise platform**. Full details and registration on the RFID Journal home page rfidjournal.com under Online Events.