

Hatch IT Lifecycle Management Platform

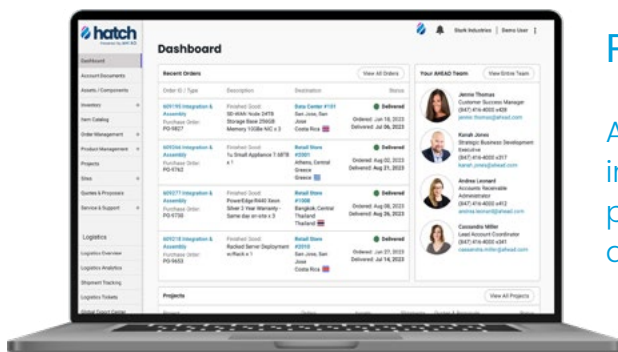
IT infrastructure is the lifeblood of your operations, but ongoing digital modernizations and tech sprawl can make it challenging to manage, especially when assets are distributed across cloud, data center, and edge locations.

Hatch software transforms the way IT teams manage disparate infrastructures to achieve better outcomes. It accelerates every facet of planning, executing, and supporting your deployed technology, enabling you to achieve maximum value across the lifecycle of your assets.

Advanced automation in Hatch brings unparalleled levels of real-time visibility across procurement, integrations, inventory, and global logistics. Seamless API integration between Hatch and your other platforms allows you to leverage data from Hatch to improve efficiency, accuracy and collaboration.

Rock-Solid Data for Intelligent IT Management

Hatch is an easy-to-use, intuitive platform that adds value before, during, and after projects and products roll out to your sites.



Pre-deployment

Any deliverables that flow through our integration facilities are fully visible as they progress across workflows before they're deployed to sites.

ORDER VISIBILITY

- Track order procurements and integration flow across work centers in real-time
- Every bill of materials also lists available options, such as components, software specs, and test scripts, for easier order customization
- Components are traceable to their country of origin

INTEGRATIONS

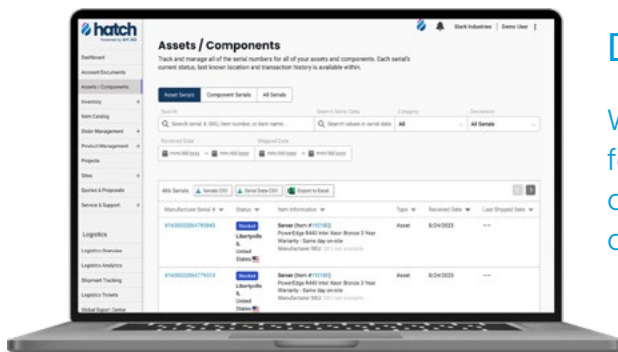
- Automated integration and QC infrastructure assures systems are configured, tested, and verified to match the BOM
- Products that roll out over time do so with consistency, with records of the exact configuration for each asset
- Automations can be set up to pull data such as license keys, tracking codes, serial numbers, and product SKUs

CHANGE CONTROL

- BOM revisions are managed by engineering change orders
- Create, view, sign off, and close change orders right in the platform
- A traceable revision history is maintained by description, due date, status, and approval

INVENTORY MANAGEMENT

- See granular details for inventory in stock, allocated, and on order for every stocking location
- Manage the availability of items required to fulfill repeat orders and number of units currently ready to deploy
- Set and adjust re-order levels based on schedules and lead times, with change history visibility



Deployment

When assets are leaving our facilities for installation at yours, data and activities managed behind the scenes are seamlessly trackable in Hatch.

GLOBAL LOGISTICS

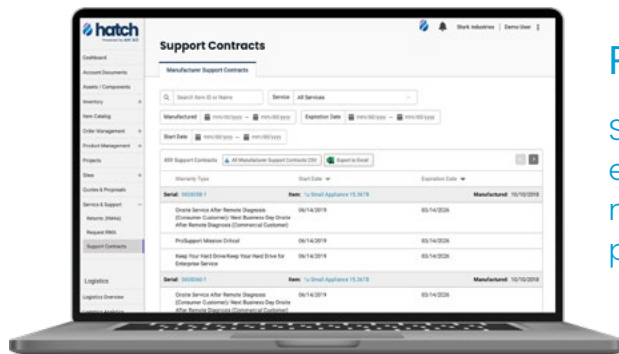
- Provides a global export hub with shipment and certification requirements and other details per country
- International concierge services to engage with global experts for pre-deployment consultation and to handle in-transit remediation

SHIPMENT & ASSET TRACKING

- Up-to-the minute delivery tracking for inbound and outbound shipments to aid in timing smart hands installations
- Detailed asset tracking at the exact location of deployed items

LIFECYCLE MANAGEMENT

- Ditch piles of spreadsheets and roadmaps and analyze consolidated IT asset lifecycles, from procurement through decommissioning
- View end-of-life roadmaps on full tech stacks, components, and other items with risk scoring for impending component EOL dates



Post-Deployment

Site-level asset visibility makes it easier to manage assets in the field to minimize service disruptions and help plan proactively for retiring assets.

SITE MANAGEMENT

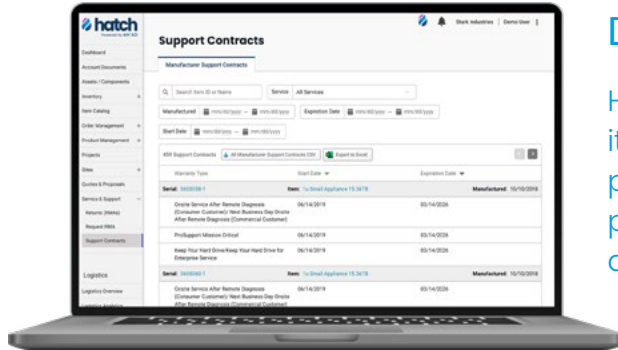
- Site tracking features consolidate all activity per site or data center
- Drill in to see all orders, assets, service entitlements, shipments and documents exclusive to a location
- Optional service add-on to load historic assets into the platform

SERVICE & SUPPORT

- Integration with ServiceNow to push asset data into their support portal
- Warranty tracking by asset and type, such as mission critical support or next-day onsite service
- Consolidated service contract data sorted by expiration date to use for renewal workflows

ASSET DECOMMISSIONING

- Reverse logistics services to facilitate return or relocation of assets
- Visibility to decommission aging assets in the field and cancel auto-renewing service contracts



Data Integrations & Tools

Hatch doesn't replace your trusted applications, it augments and enhances them. The platform provides bi-directional data transfer to improve productivity and accuracy by reducing manual data management and reporting.

- **API INTEGRATION**

Fully documented REST and GraphQL APIs automate data exchange through direct integration with your systems

- **Excel with Office 365**

Add the Hatch button to Excel to pull live data from Hatch into spreadsheets to create reports rather than downloading csv files

- **CUSTOM INTEGRATIONS**

Engage directly with our in-house Hatch development team to facilitate other time-saving integrations

Learn how Hatch can support your infrastructure for today, and efficiently scale it for the future.

"Hatch is the holy grail of order-to-fulfillment tools. It helps us get the data we need about our products and all the information required to keep our fulfillment process running smoothly. One of the most important capabilities is the build-to-ship process workflow. When our customers, partners or sales teams ask about delivery times and shipment tracking numbers, the information is at our fingertips."

Mike August, Viavi Solutions, Director of Business Management

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