

Profile: Richard Mandy

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How did you get into ITAM?

Originally, I wanted to become an electrician, but I couldn’t find an apprenticeship. So, I got into technology. I was working for Capgemini with clients, and the client project I was on ended. There was a new client project role going for asset management, and two decades ago, this was new stuff. I thought it sounded interesting and a cool challenge. The hiring manager told me that asset management was really where we were failing with this client project. Well, within 12 months, I turned it around from being the biggest failing to being the biggest success.

How did you turn that client project around within 12 months?

I don’t like waste, and I like to fix things and to find a fix that will fit properly within the organisation.

What skills are needed to have a successful ITAM career?

From a skills perspective, it’s being a people person, being approachable, being dependable. You also need to be someone who takes on accountability and sees something through from start to finish. You also need to be able to think outside the box as you need to tailor solutions to what the business truly needs.

You can’t be scared to ask questions and to challenge the status quo. Be open to other people’s opinions and ideas because if you grasp their concepts, and you truly listen to what they say, you will come up with something that will really deliver value add to the enterprise.

What are the main business benefits of ITAM?

The true main benefit is contributing to an organisation’s bottom line. Having an effective ITAM program in place can save your organisation millions.

Why do you think ITAM is a great career option?

Asset management may have a defined area or box, but it’s not necessarily a straight forward box. There are many facets of asset management that someone can develop a passion for. There’s data analytics, software asset management, contract management. You get to work with Legal. You get to work with Procurement. You get to work with different areas within the business. You truly can span every area of the business. But it’s also what you make of it. No matter where you look, there’s something cool you can do within asset management.

What do you love the most about working in ITAM?

It’s fast and challenging, and there’s a lot of satisfaction that comes with delivering significant savings back into the enterprise – this could save people’s jobs. My SaaS program within FIS, for example, has grown and is delivering millions of savings; and we’re only been going for 11 months. It’s incredible the amount we put back to the business.

The rewarding thing about asset management is seeing the success of

what you’ve designed and implemented for an organisation – the business value that you deliver. I think of ourselves as protecting the company from unnatural waste, unnatural spend, and unnatural expense.

Where do you think ITAM is going within the next 5 years?

ITAM keeps evolving. FinOps is growing in importance, and software asset management is transitioning to SaaS and hybrid cloud. New challenges for ITAM are things like rightsizing contracts at the start, buying the right hardware and using it effectively within the enterprise so you’re not creating waste.

AI is also coming quite quickly. I don’t think AI will replace things, but I do think it will supplement and support ITAM. I see it more as an enabler that will help ITAM teams work smarter. I’ve always said that tools account for 20%, and it’s the people and process (the 80%) that truly define the success of an ITAM program.

Richard Mandy: Director, IT Asset Management, FIS