

ENTERPRISE ASSET MANAGEMENT

AssetHandler

One trustworthy record for
everything your
organisation owns.

ASSET REGISTRY

MAINTENANCE

DEPRECIATION AND TCO

ITSM AND CMDB

AI ASSISTANT



Pre-launch. Waitlist open ahead of the 2026 launch. Capabilities are labelled shipped, in progress or roadmap throughout.

asethandler.com

01 The short version

AssetHandler is the system of record for enterprise assets — tracked, maintained and accounted for in one place, from purchase order to disposal.

Most organisations spend serious money on assets and then track them in a patchwork of spreadsheets, sticky notes and someone's memory. Equipment goes missing, maintenance gets skipped, and audit season turns into a fire drill.

Each asset gets an identifier, a category, an owner, a location, a status and a condition. A barcode or QR tag ties the physical object back to that record.

THE PROMISE

Every asset you own in one record you can trust — so where is it, who has it, and what is it costing us takes seconds to answer, not weeks.

02 The registry in numbers

1

One registry

Shop-floor equipment, IT hardware and software licences are the same core asset record, not three inventories that never agree.

250

Free to start

The free tier covers up to 250 managed assets with the full product surface and no card required.

Flat

Priced by estate, not headcount

A flat monthly fee banded by assets under management. Adding another technician does not raise the bill.

20

Governed resource types

Each permission-checked per action, seeded as six ready-made roles in every workspace.

Who it is for

Maintenance and facilities managers

You own uptime. You need preventive schedules that raise work before a failure, one queue everyone can see, and a per-asset service history solid enough to argue for budget with.

Field technicians

You want to scan a tag, see the record, update condition, log a fault and close the job without going back to a desk.

IT and software asset managers

You want the laptops, the servers and the licences in the same registry as the physical estate, with an effective licence position you can hand to procurement.

Compliance officers and auditors

You want an attributable, immutable history that assembles itself continuously, and a read-only view that cannot alter what it examines.

Finance controllers

You want depreciation and net book value computed from the same record technicians update, and a total-cost-of-ownership figure that makes repair-or-replace arithmetic instead of instinct.

Multi-site operations directors and service providers

You need local teams running their own equipment while you see the whole estate, and genuine per-tenant isolation without an instance per client.

04 What breaks today

None of what follows is exotic. It is the ordinary consequence of asset software that was built for exactly one of those three audiences.

The register is a spreadsheet that never matches reality

A workbook is passed around, edited by three people and quietly diverges from the equipment on the floor.

- One structured registry, with bulk import so the existing spreadsheet comes in rather than being re-keyed.

Nobody knows who has it or where it went

With no answer to who had it last, shrinkage gets written off and off-boarding quietly leaks laptops.

- Every reassignment is a transfer with a timestamp and the responsible user behind it.

Maintenance runs on firefighting instead of schedules

Work happens after the failure, at emergency cost, and the backlog is whatever is loudest that morning.

- Calendar and usage-meter schedules raise the work order before the deadline, checklists attached.

Audit season is a multi-week reconciliation

Producing evidence means assembling it after the request, from email, invoices and memory.

- Every event is recorded with an actor and a timestamp as it happens, so evidence is a query.

What breaks today, continued

Finance and the floor disagree about what things are worth

Depreciation lives in a fragile workbook, the maintenance log lives in a different tool, and neither reconciles to the ledger without manual effort.

- Schedules, accumulated depreciation, net book value and TCO computed from the record technicians update.

Warranties, renewals and end-of-life dates slip

A licence auto-renews for seats nobody has used since the last reorganisation. Equipment ages out with no replacement plan.

- The dates live on the asset record today. The engine that watches them and raises the alert is roadmap, and we say so.

Two inventories for one estate

Physical equipment sits in a maintenance tool, laptops and licences sit in an IT tool, and the two never agree.

- A machine, a truck, a laptop, a server and a licence are the same core asset record.

The bill grows every time you hire a technician

Per-seat pricing taxes exactly the behaviour you want. So people stay off the system and the register decays.

- Pricing is banded by assets under management, with a flat monthly fee inside each tier.

05 What you get

The registry is the source of truth, and every other workflow hangs off an asset existing in it.

REGISTRY

One record per asset

Identifier, category, owner, location, status, condition and custom fields, searchable across the estate.

TAGGING

Barcode and QR tags

Generate, print and affix a tag per asset, then scan it to pull up the record.

CUSTODY

Assignment and check-in / check-out

Assign to people, teams, departments and sites, with an attributable transfer trail behind it.

MAINTENANCE

Preventive schedules and work orders

Calendar- and meter-based schedules; work orders capture parts, labour and cost.

SERVICE DESK

Incidents, changes and problems

ITIL-aligned records tied to the assets and configuration items they affect.

FINANCE

Depreciation, budgets and invoices

Live accumulated depreciation and book value, a TCO rollup, and spend tied to the asset.

IT ESTATE

Configuration items, discovery and licences

A configuration database plus multi-SKU entitlements and an effective licence position.

EVIDENCE

Attributable history and reporting

Registers, depreciation schedules, maintenance logs and utilisation, run or exported.

GOVERNANCE

Roles, tenancy and quotas

Role-based access across twenty resource types, with per-workspace isolation.

06 Put to work: the floor

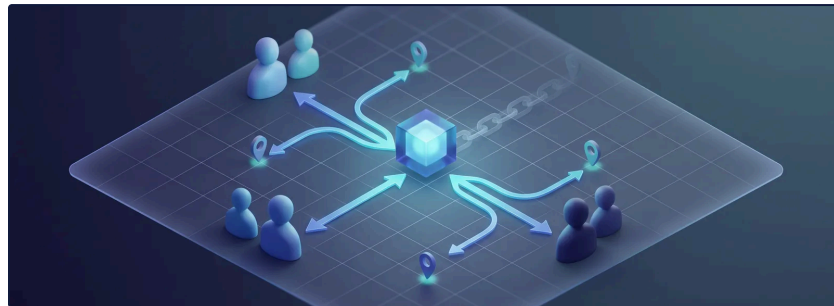


FIELD TECHNICIAN

Scan a tag and the whole record is already on the phone

Scanning a printed barcode or QR tag pulls up owner, location, condition and history. From that screen the technician updates status, logs a fault or records a check-out.

- The register stays accurate because updating it is faster than not updating it. Tag generation and the mobile journey are roadmap.



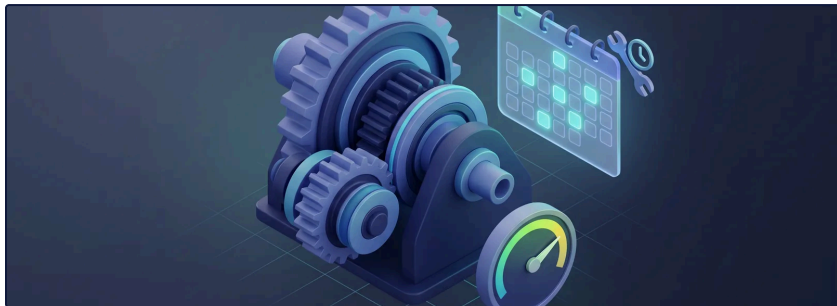
OPERATIONS LEAD

Always know who is holding what, and where it is now

Every reassignment is written as a transfer with a timestamp and the responsible user. The current holder is one click away and the trail shows how the asset moved.

- Accountability that cuts shrinkage and turns we cannot find it into a resolvable question.

07 Put to work: maintenance

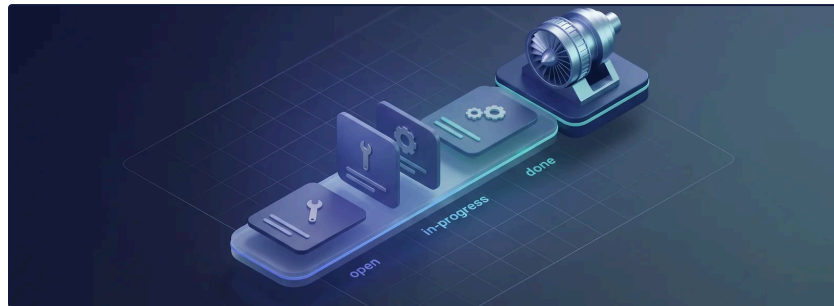


MAINTENANCE MANAGER

Service equipment before it fails, not after

Define a schedule per asset or asset class — every 90 days, every 500 operating hours, every 10,000 kilometres. The task is raised before the deadline with checklists, parts and instructions attached.

- A chaotic backlog becomes a predictable cadence you can staff against.



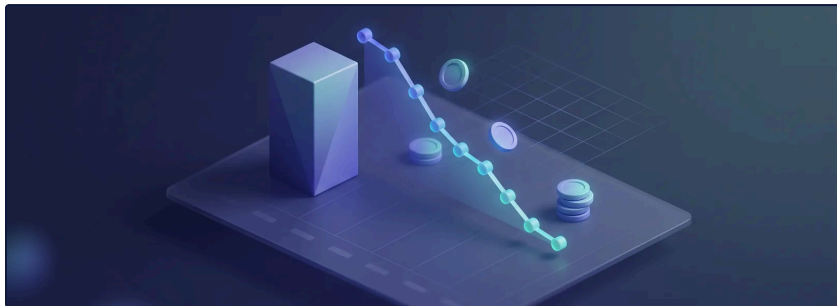
MAINTENANCE MANAGER

One queue for every repair, with the history behind it

A work order is raised against a specific asset, assigned to a technician, and moved through open, in progress and completed. Parts, labour hours, cost and notes are captured against it.

- That history becomes the evidence behind every repair-or-replace decision.

08 Put to work: finance and audit

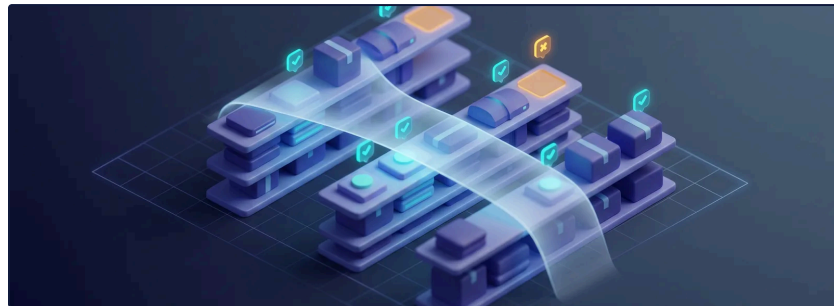


FINANCE CONTROLLER

Retire the depreciation workbook

Capitalise an asset with purchase cost, useful life, salvage value and method. The platform computes the schedule period by period and surfaces accumulated depreciation and net book value at any date.

- A calculated, auditable figure finance can reconcile against the ledger at close.



AUDITOR

Walk the site, scan, reconcile

Each scan reconciles against the register in real time, marking what is confirmed present, expected but missing, in the wrong place, or not in the system at all. The exceptions become the to-do list.

- This is the target workflow: scan-based reconciliation is roadmap and arrives with native mobile.

09 Put to work: the IT estate



IT ASSET MANAGER

Run the IT estate in the same registry as the forklifts

Software titles and installations track licences and where they are deployed. A configuration database records items and their dependencies, against the same asset entity as the machinery.

- IT and operations see one estate instead of two. Automated network scanning is designed, not yet built.



IT ASSET MANAGER

Explain the software bill before the vendor does

A title carries real entitlements — SKU, purchase order, licence metric, unit cost, contract reference and expiry — and the product computes entitled versus used, the variance, cost exposure and what expires within ninety days.

- One caveat the product states itself: usage is self-reported today, and labelled as such.

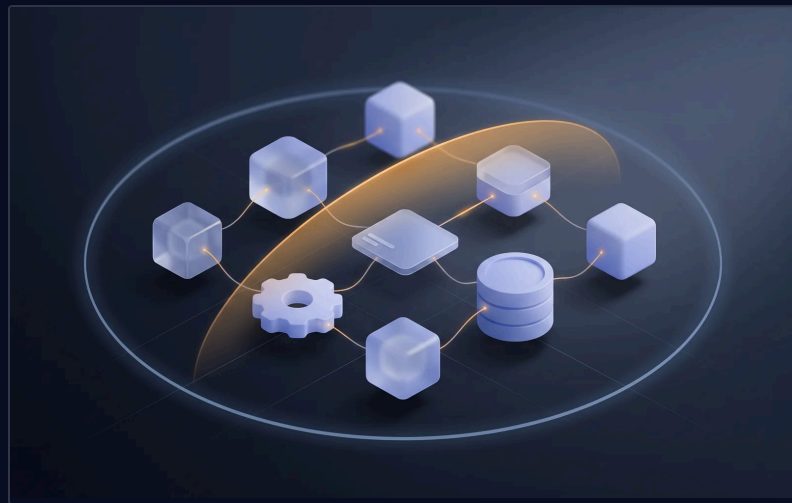
10 Built AI-native

The registry answers back — inside your permissions, from figures the product computed

The assistant lives in the application shell and is reachable from every screen. Fifteen screens resolve to a specific record, which is why schedule maintenance for this one works without pasting an identifier.

Answers come from two grounded sources, never the model's memory: forty-six documentation pages for how-to questions, and your estate read live through the same permission-checked API your browser uses.

The arithmetic stays in the product. Depreciation, book value, TCO and licence position are computed by AssetHandler; the model explains and recommends, it never recalculates.



11 What the assistant does today

An assistant on every screen

A floating assistant that picks up the asset, incident or work order you have open.

Raise a work order for this one needs no identifier — and it can do it.

A typed estate graph

Eighteen kinds of record projected into a graph as they are written, with relationships named.

It turns a pile of rows into something an answer can traverse.

How-to answers and real work in one place

Ask how depreciation works and get the documented answer; ask for a work order and it is created.

One conversation, no mode to switch.

Bring your own AI agent

Thirty-six agent tools and four read-only resources across the estate, over the Model Context Protocol.

Your agent signs in as a real user, so every call is permission-checked and recorded.

Documentation as the answer source

Forty-six pages across sixteen product areas, loaded at session start.

A documentation fix reaches the assistant without a release.

AI spend metered per turn

Every turn checks the workspace AI credit balance before it runs and reports what it used.

A billing hiccup never blocks a technician mid-job.

12 What is not built yet

IN PROGRESS

Predictive maintenance triage board

The board, the five forecast types, the risk bands, the confidence figure and the hand-off into scheduling are built. The scoring engine behind them is not, so the board shows nothing rather than a fabricated score.

IN PROGRESS

Licence position you can question

Computed and reachable through the API and agent tools; the software screen still shows the simpler seats view.

ROADMAP

Plain-language search and change impact

Ask the register in plain language, and ask what else goes down if a configuration item is taken offline. It will follow the relationships already recorded in the graph.

ROADMAP

Overnight watch on the whole estate

A scheduled sweep for maintenance due, warranties approaching, capital sitting idle and licence positions drifting. Nothing watches your estate overnight today, and we would rather say so.

There is no evaluation set, so there is no measured answer quality — which is exactly why this document carries no accuracy figure.

What keeps the AI in bounds

One permission model for people and AI

Every request is permission-checked before it reaches your data, as you. There is no path around a permission you do not have.

Consequential actions are proposed, not executed

Disposing of an asset, paying an invoice or approving a change stays a human decision with the reasoning attached.

Agents are named users, not service back doors

A connected agent signs in against the identity provider and calls the same public API the web application calls.

Every AI action is recorded and attributed

AI work lands in the same history as a manual change, with the person behind it named, so it is reviewable afterwards.

Nothing destructive in the agent toolkit

Agents can read, create and update. There is deliberately no delete, no disposal, no payment and no approval tool.

Empty beats invented

Where a capability is not connected, the surface shows nothing rather than a plausible-looking number.

14 Who does what

Six roles ship as managed templates, seeded into every workspace. Each grants a level per resource type across twenty asset resource types.

Asset Manager	Owns the register end to end. The only role with full administrative rights across all twenty resource types — it withholds nothing.
Maintenance Manager	Runs preventive maintenance, the work-order queue and the incident, problem and change loop. No read on budgets, invoices or transactions — uptime, not the ledger.
IT Asset Manager	Runs configuration items, discovery, software licences, connected devices and twins. Financial records are withheld: the IT estate is capitalised by finance.
Finance Controller	Capitalises assets and owns budgets, transactions and invoices, with read-only access to the spend behind TCO. Custody data is withheld: who holds what is employee personal data.
Field Technician	The narrowest write role, built for a phone next to the equipment. Operational counts but no amounts, and no finance, licence, discovery or reporting data at all.
Compliance Auditor	Read-only across the whole estate by design, because audit findings must never be produced by someone who can also edit the records being examined.

15 Under the hood

AssetHandler is API-first. Every screen draws on the same federated GraphQL API that your integrations, scripts and AI agents call, so there is no privileged internal path a customer cannot reach.

Authorisation is enforced at the API edge. The gateway resolves the caller's roles against each declaration and refuses the request before it reaches the asset service. A missing permission fails closed.

Multi-tenancy is not a configuration setting. Each workspace's records are fenced off in the data layer itself, so isolation survives a mistake in application code.

THE SPLIT THAT MATTERS

The arithmetic stays server-side. Depreciation, net book value, total cost of ownership and effective licence position are computed by AssetHandler — not by the browser, not by a spreadsheet, and not by a language model. That is what makes an AI answer about money checkable line by line.

16 Standards, integrations and deployment

OPEN STANDARDS IT SPEAKS

Federated GraphQL

OpenID Connect single sign-on

OAuth 2.0, plus the device grant

SCIM provisioning (Enterprise)

Model Context Protocol

ITIL incident, change and problem practice

Barcode and QR asset tagging

TLS 1.2+ in transit, AES-256 at rest

PLUGS INTO

ERP and finance, for capitalisation and ledger reconciliation

Service-desk and ITSM tools

Procurement, for purchase orders and supplier data

Identity providers, over OIDC

Notifications: in-app, email, push and webhook

AI agents and assistants, over MCP

Anything else, through the public API

HOW IT DEPLOYS

Multi-tenant SaaS. The default. Strict per-workspace isolation, nothing to operate yourself.

Dedicated tenancy. An Enterprise option for organisations needing their own boundary.

Self-hosting. Enterprise on request, with its own compliance scoping.

Recovery. 30-day hot backups, 90 days cold. Enterprise targets a one-hour RPO and eight-hour RTO.

17 Security and trust

AssetHandler holds asset, financial, custody and document data — including who holds which device, which is employee personal data.

Authorisation at the API edge

The gateway decides allow or deny before the request reaches the asset service, and a missing permission fails closed.

Isolation held in the data layer

Records are fenced off below the application over a restricted connection that cannot lift the fence.

Least privilege by design

Six seeded roles across twenty resource types. Every deliberate omission is documented.

Encryption in transit and at rest

TLS 1.2 or above with HSTS; AES-256 for databases, cache and object storage, with managed key rotation.

Attributable audit trail

Every assignment, transfer, maintenance event, depreciation step and disposal is recorded with actor and timestamp.

Incident response and notification

Documented playbooks with severity classification, and customer notification within 72 hours of a confirmed personal-data breach.

18 Certification, stated plainly

AssetHandler holds no third-party security certification today, and does not claim one.

The programme is built against ISO/IEC 27001 control families and the platform is designed against SOC 2 criteria, but neither is certified. If a live certificate is a hard procurement gate for you this year, AssetHandler will not clear it — ask for the control-by-control security exhibit and the certification timetable instead of a badge we have not earned.

ISO/IEC 27001

Targeted roughly nine months after launch.

SOC 2 TYPE II

Roughly twelve months; the observation window has not started.

GDPR AND INDIA DPDP

Readiness assessments in progress pre-launch; a DPA is available on request.

PENETRATION TESTING

Annual third-party testing is a target, not a completed exercise.

19 One product, many front doors

IN DEVELOPMENT

Web application

The full product in a browser — registry, tagging, custody, maintenance, service desk, finance and reporting.

IN DEVELOPMENT

Workspace experience

The same product composed into the platform shell, so asset work sits beside everything else.

BUILT

Agent server for AI clients

Thirty-six tools and four read-only resources over MCP, bounded by the signing-in user's permissions.

LIVE

Documentation site

Guides, API reference and tutorials — the same corpus the in-product assistant answers from.

PLANNED

Mobile apps

Native iOS and Android for field crews: scanning, offline mode, push alerts and on-device custody transfers.

PLANNED

Desktop, CLI, SDKs and extensions

A signed desktop build, a terminal client, Node and Python SDKs, browser and editor extensions, and a community hub.

Plans

Five tiers, banded by assets under management rather than by seat, so the bill tracks the size of the estate and not the size of the team.

FREE \$0/month 250 managed assets, 2 admin seats. The full feature surface, not a crippled subset. No card required.	STARTER \$99/mo 5,000 assets, 5 admin seats, 10 integrations. Single-site organisations. \$79/mo annual.	GROWTH \$399/mo 25,000 assets, 15 seats, 3 workspaces, 99.5% uptime. Multi-site operations. \$319/mo annual.	BUSINESS \$999/mo 100,000 assets, 50 seats, 10 workspaces, 99.9% uptime. \$799/mo annual.	ENTERPRISE From \$0.18/asset/mo Custom capacity, enforced SSO and SCIM, residency, dedicated tenancy or self-hosting. \$0.14 annual at 250K+.
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Add-ons rather than forced upgrades

Capacity packs extend a single limit without moving tier — assets, work orders, storage, API volume, integrations and seats.

AI runs on your own key

Model usage cost is not included in the plan price. Prediction volume is quota-limited per tier and assistant spend is metered per turn.

21 Why teams choose it

One registry for physical, IT and software assets

No affordable mid-market alternative combines maintenance management, IT asset management and a configuration database in one system.

Depreciation computed from the record technicians update

Maintenance-only tools have no fixed-asset financials at all; that number usually lives in a spreadsheet next to the ledger.

Native work orders, not a bolt-on module

Templates, checklists, parts and labour capture and a per-asset service history are part of the core product. The IT-first suites do not have this at all.

Priced by estate, not by seat

A free tier up to 250 assets, and getting the whole team onto the system costs nothing extra.

Service management against the same records

ITIL incidents, changes and problems run against the same assets, so the service desk and the register never need reconciling.

Status labelling as a product principle

Every capability carries a shipped, in-progress or roadmap label, and surfaces without an engine behind them show nothing rather than a plausible number.

22 Honest answers to hard questions

You are pre-launch. Why would I bet an asset register on you?

You should not bet a critical estate on an unlaunched product with your eyes shut. There are no customers and no case studies, because there is nothing yet to count. The honest shape of an early engagement is a pilot on a bounded estate, with the roadmap items you depend on written into the order form.

Your predictive maintenance is not real.

Correct, and the product says so on the board itself. The surface is built; the scoring engine is not, so the board shows nothing rather than a fabricated score. If predictive scoring is your primary reason to buy, buy the incumbent that has it in production today.

Our technicians live on phones. Where is the mobile app?

Not shipped. Check-in and check-out work in the browser today and the web experience is responsive, but native iOS and Android with scanning and offline mode are planned rather than downloadable. If your crews work in patchy connectivity, that gap is material.

We already have a fixed-asset module in our ERP.

Most organisations do, and it does depreciation adequately. What it does not do is raise a preventive work order, hold a checklist a technician can complete on site, or tell you who is holding the laptop. AssetHandler feeds capitalisation outward rather than replacing the ledger.

How do I know an AI agent will not change something it should not?

By its blast radius rather than by our assurances. There is no delete, no disposal, no payment and no approval tool anywhere in the agent surface, so the destructive operations do not exist to be called.

23 Against the alternatives

VS MAINTENANCE-ONLY CMMS

They own the maintenance loop and several have field mobility. AssetHandler does not yet match. What they do not have is IT hardware, licences, a configuration database or depreciation, so the laptops end up in a second tool.

VS IT-ONLY ITAM SUITES

They lead on automated discovery and licence compliance, and AssetHandler concedes the discovery edge outright. But they have no work orders and no shop-floor operations, so an organisation with a fleet and a server estate buys two products.

VS ENTERPRISE EAM SUITES

They are deeper on live telemetry, twin fidelity and production predictive maintenance. The trade is cost and time: flat published pricing, self-serve deployment and one converged registry instead of a multi-module negotiation.

VS SPREADSHEETS AND SHARED DRIVES

There is no honest argument that AssetHandler is easier on day one. A workbook cannot be permission-scoped per role, cannot record who changed what, and cannot be reconciled against what is standing on the floor.

START TODAY

Bring a real estate and see whether the register holds

The most useful next step is not a demo of everything — it is loading a bounded slice of your own estate and testing the loop that matters most to you.

- Join the waitlist and tell us the shape of your estate.
- Load one site or one asset class using bulk import, and tag it.
- Run one loop end to end: a schedule into a work order, or a capitalisation into a depreciation schedule.
- Take your security reviewer the measures annex and the certification timetable.

JOIN THE WAITLIST

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THE SCENARIOS IN FULL

assethandler.com/use-cases

SECURITY POSTURE

assethandler.com/security

TALK TO US

contact@assethandler.com
