

## SAM READINESS SERVICES



# COMPUTACENTER'S ONE-TIME SOFTWARE SERVICES

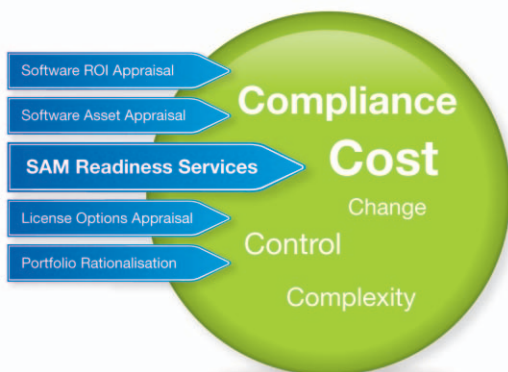
## Benchmark your SAM readiness against industry best practice

Without a Software Asset Management (SAM) strategy to proactively manage your software assets from 'cradle to grave' you're inevitably spending too much on software and at greater risk of an unwelcome vendor audit. So where do you begin to build a SAM roadmap that's appropriate to your needs and budget?

Discover how effective your ongoing tools and processes are for managing your software assets throughout their lifecycle – and how much better they could be – with one of our SAM Readiness services. These are designed to identify the gaps which currently leave you exposed to unnecessary risk and cost, giving you preliminary roadmap and business case for closing them. It provides you with the important first steps for understanding and taking control of your software estate, driving out costs and risk.

## What are SAM Readiness services?

Computacenter's SAM Readiness services form part of our portfolio of Software Lifecycle Services. They belong to the 'menu' of one-time engagements offered alongside our managed service offerings.



The SAM Readiness services aim to provide transparency of your current software asset management activities, benchmarking these against industry best practice to identify the gaps exposing you to unnecessary spend and unnecessary risk. We then provide you with a preliminary roadmap and business case for what needs to change, how and why.

We offer two options under this service depending on the approach preferred. An in-depth **Policies and Procedures Review** or a more general **SAM Readiness Review**. Both are a one-time, fixed-term engagement in which we assess your policies and procedures for buying, installing, using and managing software using Computacenter's methodology and report framework.

These professional services are delivered through our

SAM Practice by one of our certified SAM consultants and assessors. Both services are designed to address customer challenges around:

- Risk assessment
- Potential gains in cost reduction
- Making the business case for investment in an ongoing Software Asset Management programme

### SAM Readiness Review

A SAM Readiness Review takes a 'workshop' approach to provide you with practical recommendations around your SAM processes by evaluating current activities against industry best practice. The review process involves activity that is undertaken before, during and after the workshop itself:

- Establish customer stakeholders who can provide a holistic view of current SAM processes
- Set dates for workshop and final presentation of Findings & Recommendations
- Completion of comprehensive questionnaire with SAM consultant
- Questionnaire analysis and design of tailored workshop by SAM consultant
- Onsite workshop with key customer stakeholders reviewing modular lifecycle stages
- Thorough analysis of workshop output identifying key areas of strengths and opportunity as well weaknesses and concern
- Determine SAM Readiness rating against industry best-practice (score from 100)
- Produce Findings and Recommendations report
- Present concluding Findings and Recommendations to key stakeholders

This delivers:

- Industry-accredited SAM consultants, with ITIL, FAST and ISO 19770-1 accreditation
- Onsite interactive workshop
- SAM Readiness score and qualitative feedback against each area of the lifecycle examined
- Findings and Recommendations Report

### Policy and Procedures Review

The Policy and Procedures Review is a detailed investigation and a thorough Strengths-Weaknesses-Opportunities-Threats (SWOT) analysis of just how software is managed through its entire lifecycle within your business. The investigation can be tailored to focus on your specific areas of interest or concern.

This is delivered by certified ISO 19770-1, ITIL and FAST assessors. If required, the Policy and Procedure review can be mapped against methodologies from ISO19770-1

or FAST to help you gain accreditation from these organisations.

The final report is best viewed as a professional appraisal of the current position and a roadmap and business case for change. There will typically be a number of measures recommended, each of which will contribute to a more tightly controlled environment with quantifiable benefits in terms of cost and risk avoidance.

Computacenter can assist you in identifying and prioritising 'quick wins' amongst the recommendations proposed in order to justify the rationale for an ongoing SAM strategy.

The structure of the investigation is designed to mirror the natural lifecycle of software in the business covering the following areas:

Lifecycle Process Area	Definition
<b>Rules and Policies</b>	The global, formal, published policies that act to determine the rules required for all staff. These include: ■ HR rules / policies ■ IT rules / policies
<b>Identification of Need &amp; The Environment</b>	The process by which a requirement for specific software is identified. The nature of the environment.
<b>Request Management &amp; Authorisation</b>	The process by which a request for specific software is made. The process by which a software procurement request is authorised for purchase
<b>Procurement</b>	The process and methods adopted in actually procuring software for use by the business.
<b>Delivery, Installation and Acceptance Testing</b>	The process and methods adopted that manage and control the delivery of specific software to users and how software is tested, packaged and checked for assurance prior to the software being delivered to identified and authorised users.
<b>Asset Recording, Management and Control</b>	The process and methods adopted that follow the delivery of specific software to users that ensures all software released is recorded, managed and controlled in a safe and secure manner.
<b>Asset Disposal</b>	The process and methods adopted that ensures that any software identified for disposal is recorded and withdrawn in a safe and secure manner and that all records are subsequently updated to avoid inaccuracies of asset management data and that no disposed software assets can be reused.
<b>Customer Specific Activity</b>	Specific areas of investigation to be defined e.g. control of software maintenance / renewals

This service comprises:

- Clearly defining the scope of the investigation with reference to the formal policies, documents and systems that need to be reviewed
- Building customer-specific requirements into the investigation clearly identifying the nature of the ROI business case that is to be delivered and addressing the requirements of this
- Identifying the parties involved and arranging interviews to gain in-depth insight
- Investigation across all of the issues and topics identified with careful documentation to evidence what is learned
- Producing a **Preliminary Findings Report** identifying strengths and weaknesses as well as risks and opportunities associated with the current state

- Holding an onsite workshop to review preliminary findings, identifying areas for further follow-up investigation and ensuring the business case is fully supported
- Producing **Final Findings and Recommendations Report** when the investigation is complete

This service delivers:

- Reference table of all sources and contacts used
- Report documenting current state of tools, processes and systems investigated
- Preliminary Findings Report and Workshop
- Final Findings and Recommendations Report
- Business Case Report with indicative justification for those recommendations

## What are the benefits?

The SAM Readiness Services provide an opportunity for you to gain a clear picture of your current software asset management capabilities and what you need to do to improve them. It is the start of a more effective software asset management programme that will see you reducing **costs**, mitigating **risk** and gaining tighter **control** of your software estate.

Our customers derive a range of benefits from this service, including:

- An understanding of what needs to be changed
- Recommendations and a roadmap for the most appropriate SAM solution
- Business Case with indicative justification for the SAM investment
- An understanding of current risk and potential levels of waste
- Identification of opportunities for risk and cost avoidance

## Is there anything else?

If you now require an in-depth evaluation and quantification of ROI to justify your proposed SAM strategy, we recommend that you consider our **SAM ROI Appraisal service**.

## Why Computacenter?

Computacenter's coverage extends to 120 countries for both products and services. We have been delivering successful, value-added business solutions to our customers since 1981 and are the only Large Account Reseller able to provide end-to-end solutions for all your IT needs from hardware and software to IT services.

Only Computacenter offers a comprehensive portfolio of Software Lifecycle services helping customers gain and maintain control of their software costs and compliance risks, from cradle to grave. This comprises one-time fixed term engagements and ongoing managed services on a multi-year basis. As Europe's largest independent software reseller, we are also best placed to supply your software assets as well as manage them.

This modularised set of services backed by our tools and people allow us to tailor and scale solutions to your business needs. This combination underpinned by our ethos and commitment to being a best-in-class professional services organisation is an important differentiator that sets us apart.

But that's not all: as Europe's leading independent provider of IT infrastructure services, Computacenter can also fulfil your software needs as well as address your wider infrastructure needs:



- A **full range** of solutions and services from purchase to implementation to retirement
- A single point for sourcing software across **1100+ vendors**
- **Industry-recognised** Software Licence Managers and SAM specialists
- **Licence Managers are targeted on customer satisfaction**, not product sale
- **Purchasing and negotiating power**: we're the UK's No. 1 independent software supplier
- Comprehensive and proprietary tools **proactively ease** your software management
- Proven ITIL-based best practice to **meet the most complex requirements**
- **80% of FTSE 250 companies** are Computacenter customers

Computacenter is proud of its customer relationships. These are just a few of them:



## Contact us

To learn more, please contact your Computacenter Account Manager, email [software@computacenter.com](mailto:software@computacenter.com) or visit [www.computacenter.com](http://www.computacenter.com)

