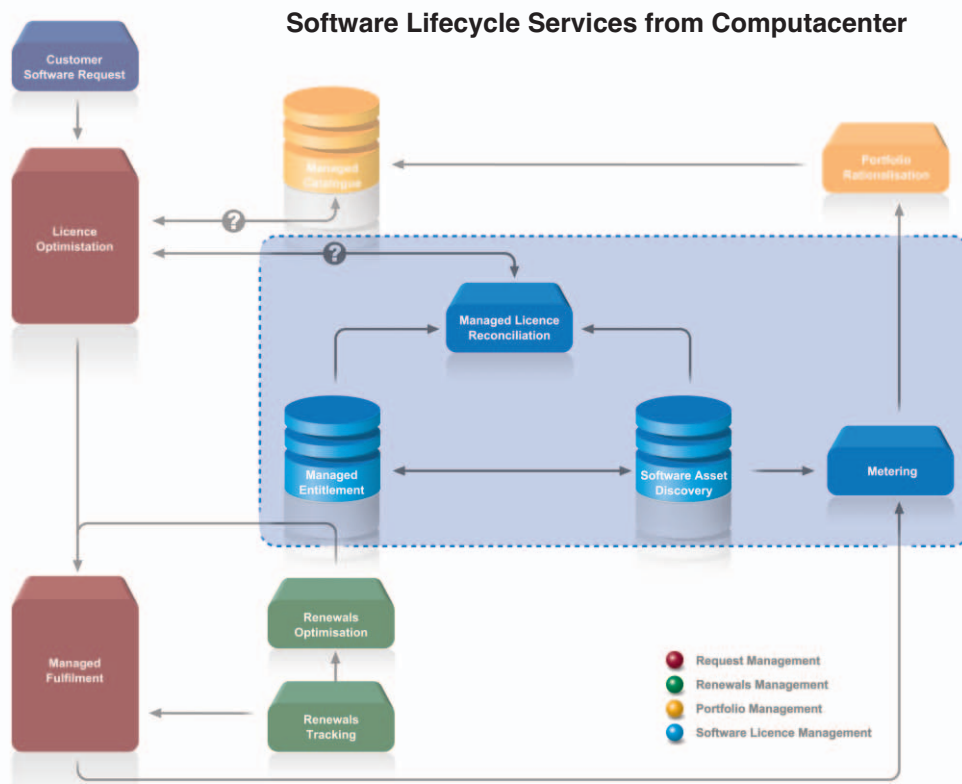


SOFTWARE LICENCE MANAGEMENT



MANAGING SOFTWARE COMPLIANCE AND COSTS DOESN'T HAVE TO BE DIFFICULT



Managing software compliance and costs doesn't have to be difficult.

Analysing the gap between what software you've purchased and what you're actually using is fundamental to having transparency and control of your compliance position. Do one without the other and you're only getting half the picture. While there's no half measure for effective software licence management, getting it right gives means you can prove compliance to vendors and, *save money*.

Compliance is about managing the balance between what you've purchased and what you're using to avoid being under-licensed, over-licensed or both. Getting this right requires a combination of tools and processes to get visibility of your estate and above all, licensing know-how to make sense of it all and to determine the best course of action where necessary to minimise cost and risk.

Computacenter's Software Licence Management service combines all these elements into a pragmatic

and cost-effective managed solution. We throw light on your software estate to give you the full picture and the means to confidently prove compliance and, *save money*.

What is Software Licence Management?

Computacenter's Software Licence Management service forms part of our portfolio of Software Lifecycle Services. It provides the core information system for you to measure and control compliance and is the cornerstone of the four managed service modules that together provide a comprehensive 'cradle to grave' software asset management solution.

This service is built on best-practice processes and industry-leading tools, underpinned by our people – an in-house team of multi-vendor licensing experts and accredited SAM consultants. It aims to give you transparency of your estate and control of your compliance position through ongoing reconciliation of entitlement with deployment packaged with expert advice.

The Software Licence Management comprises **Managed Entitlement, Software Asset Discovery and Metering** and **Managed Licence Reconciliation** services and is delivered to strict Service Level Agreements (SLA's).

Managed Entitlement

Managed Entitlement is an ongoing service which establishes and maintains an accurate, up-to-date picture of all the software licences your organisation owns at any point in time. This is called your **Software Entitlement Position** which is fundamental for reconciliation against audit data to accurately understand your compliance position.

Our SAM consultants work with you to:

- Build an **Entitlement Database** gathering historical and current procurement data from internal and external sources including data on price, licence structure, procurement route and benefit entitlements
- Establish your **Software Entitlement Position** giving an accurate view of your software position by vendor, product, version, licence and entitlements
- Agree processes for keeping your Entitlements Database up-to-date with information on new licence purchases and existing ones to be redeployed due to leavers, under-utilisation and retirement of hardware assets

This delivers:

- Adhoc **Software Entitlement Position** report detailing your precise licence position by vendor, version, licence and entitlement at any point in time

Managed Asset Discovery and Metering

Managed Asset Discovery and Metering combines industry-leading tools and expertise to give you continual transparency of software deployment and usage across your IT estate. Outputs from this include an Asset Register providing the audit data which is a pre-requisite for reconciliation.

Metering is specifically designed to eliminate waste and unnecessary purchasing by identifying under-utilised assets which can be removed and added to your Entitlements Database for 'reharvesting'.

The tools selected to provide discovering and metering will depend on your organisation's size and specific needs. We will advise on the most appropriate industry-leading tools at our disposal which include: ERACENT EAM & AMS and our own hosted audit solution, Software **Asset Discovery**. We will also look to incorporate existing tools to take advantage of investments you've already made.

We combine our tools and expertise to increase transparency and control of what software is installed and how it's used across your IT estate by:

- Automatically detecting all software deployed along with versions and quantities
- Auditing installed software to identify and locate devices, from desktop to server
- Building and maintaining an **Asset Register** database to track what's installed
- Using our experts to optimise the software recognition capabilities of the tools and improve data accuracy with additional data cleansing and resolving of data anomalies
- Identifying and reporting usage of unsupported programs and illegal software to reduce security and legal concerns
- Developing and implementing a metering policy to track usage and identify under-utilised assets

This delivers:

- Adhoc **Audit Reports** and a 'live' **Asset Register** detailing installation of products and versions at any point in time
- Monthly **Software Removal Report** detailing under-used software for removal and redeployment

Managed Licence Reconciliation

Our licence consultants take the outputs from discovery and entitlement processes to reconcile what you have installed (Audit Report) against what you have purchased (Software Entitlement Position Report) to determine your actual compliance position (Effective Licence Position).

This reconciliation and expert analysis is done at the outset of the service then repeated every month.

We make it easy for you to understand and manage your compliance position by:

- Ongoing reconciliation of your **Software Entitlement Position** against your **Audit Report (installation report)**
- Expert analysis of the gap between what's purchased and what's installed to identify licence shortfalls and or licence surpluses by vendor, by product by version. This determines your **Effective Licence Position**
- Providing proactive advice on how to close gaps at minimum cost
- Identifying licence surpluses so they can be exploited

This delivers:

- Monthly **Effective Licence Position Report** giving an accurate picture of your compliance position by product and version for each vendor

Is there anything else?

We recommend that customers considering Software Licence Management also consider combining this with **Request Management** so that procurement processes are integrated with entitlement tracking and strict Licence Control Management processes. This means company-wide software requests are centrally managed and controlled through Computacenter with the aim of reducing spend by ensuring existing licences are fully exploited to prevent new ones being purchased unnecessarily. It also addresses compliance by understanding where it's necessary to purchase a licence to prevent non-compliance. Together these services deliver measurable spend-avoidance through smarter procurement and utilisation of existing assets while proactively managing compliance.

What are the benefits?

Software Licence Management provides you with best-practice tools, processes and above all expertise to increase control, reduce costs and manage compliance across your software estate:

Cost

- Visibility of under-utilised software means they can be redeployed to avoid unnecessary purchase
- Removal of under-used licences means lower maintenance and renewal costs
- Visibility of surplus licences means they get used, not wasted
- Expert advice to correct under-licensing at minimum cost
- A managed solution means the investment in tools and people is already made
- Confidence that you can prevent and mitigate the financial risk of a vendor audit

Control

- Visibility and control of your software estate means you can make the right decisions on where and how to reduce cost and risk
- Ongoing reconciliation and expert advice simplifies keeping compliance under control
- Control and visibility of your software estate means you're better prepared for change i.e. Mergers & Acquisitions, De-mergers, Down-sizing
- Taking control of compliance helps mitigate risk and defend against a vendor audit
- Being proactive with compliance means it costs less to take corrective action, and you can engage the vendor when you're ready

Why Computacenter?

Software Licence Management provides you with best-practice tools, processes and above all expertise to increase control, reduce costs and manage compliance across your software estate:

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 or visit www.computacenter.com

