

INTELLIGENCE SERVICES OUTCOME STORY

**PROVIDING VISIBILITY AND COMPLIANCE ALL
WHILST SAVING COSTS WITH ITAM**

FOR A UK LEADING PARCEL & SHIPPING COMPANY

PROJECT OVERVIEW

Softcat offered strategic services to the UK's leading Parcel & Shipping company, including hardware, software, and services.

Through our expertise, we empowered them to attain enhanced visibility over their estate, resulting in substantial cost savings and elevated compliance standards.

CHALLENGE

We discovered several shortcomings in the customer's estate visibility, resulting in significant challenges throughout the Joiners, Movers & Leavers process.

Consequently, the company incurred financial losses due to equipment misplacement and an inability to effectively adjust and optimise software agreements.

IMPLEMENTATION

In 2020, we initially introduced Snow License Manager as a powerful strategic SAM platform. Our goal was to enrich the available data and provide a comprehensive view of the wider estate, thereby assisting the newly established ITAM team in implementing best practices.

Yet, Softcat knew that the customer needed more internal resources and skill sets to effectively translate this data into actionable intelligence.

To address this challenge, we took the initiative to introduce our SAM Intelligence Service. This service offers a range of invaluable benefits, including license optimization, compliance and audit defence, thought leadership, and guidance on SAM best practices.

RESULTS

What outcomes did this service achieve?

We effectively identified and catalogued all software and hardware installations throughout the customer's entire infrastructure. By harnessing the powerful SaaS discovery capabilities of Snow, we gained valuable insights into the commercial risks and security across shadow IT.

Moreover, we seamlessly implemented industry-leading SAM best practices, ensuring that the customer benefited from efficient renewals management processes with all software publishers. We also delivered rightsizing activities to optimise strategic agreements.

In just the first year, our comprehensive cost optimisation strategies resulted in remarkable achievements. We **successfully avoided costs amounting to over £200k** and **eliminated licensing expenditures exceeding £1m**, specifically targeting Microsoft licenses.