

# INTELLIGENCE SERVICES OUTCOME STORY

## TRANSFORMING SOFTWARE ASSETS: THE POWER OF SAM

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FOR A LARGE UK SUPERMARKET

### PROJECT OVERVIEW

Softcat provided our customer with a comprehensive software asset management (SAM) service aimed at optimising their software assets resulting in significant cost savings, enhanced operational efficiency strict compliance adherence, and effective risk mitigation against software-related challenges.

# CHALLENGES

## What necessitated onboarding this service with Softcat?

During the time of Softcat's initial interaction with the customer, they were struggling to attain comprehensive visibility across their estate. This led to apprehensions regarding compliance and hindered their ability to optimise costs, resulting in unnecessary expenditure.

## What requirements was the customer looking for in a service?

The customer was looking for a service that helped them achieve:

- **Compliance:** ensuring software usage aligned with licensing agreements
- **Cost optimisation:** optimising software usage to minimise unnecessary expenses caused by over-licensing, under-licensing and unused software
- **Risk management:** identifying and mitigating risks associated with software usage, such as End-of-Life (EOL) or End-of-Support (EOS) software
- **Enhanced existing tool sets:** maximising ROI in current tools sets like ServiceNow by integrating a fully populated Configuration Management Database (CMDB) that improves efficiency and provides an accurate view of license availability
- **Improved decision making:** providing a clear understanding of software assets that can be used to make informed decisions regarding software procurement, deployment, and retirement



# IMPLEMENTATION

## What made our services stand out over others?

Our service is designed to cater to each customer's distinct needs.

We begin by conducting a thorough scoping period, during which we attentively listen to the customer's initial requirements and gain a comprehensive understanding of their existing in-house resources and skills, as well as identify any gaps that need to be addressed.

## How did our team help with implementation?

Softcat successfully deployed the solution, with our dedicated Customer Success Function providing comprehensive support throughout the entire deployment process while ensuring that all relevant stakeholders were consistently kept informed.

## How was our service implemented/introduced?

Softcat collaborated with the customer during the initial scoping phase to determine the scope and objectives.

This included technology overviews to ensure a SAM function was underpinned with best-in-class technology and determining priorities for the SAM program. Softcat also ensured the right combination of "people and process" by providing additional resources and SAM expertise.

## What was the initial reaction to our service?

After conducting a successful and comprehensive proof of concept (POC), transitioning into a live service was seamless and primarily involved extending the license key.

This led to the customer being very satisfied as it immediately brought to light significant opportunities for cost savings.

# RESULTS

## What outcomes did this service achieve?

- **Enhanced software compliance:** Identified and addressed compliance risks, improving adherence to licensing agreements and financial management.
- **Cost savings:** Optimised software license usage and negotiated better prices with vendors, resulting in significant savings and better asset utilisation.
- **Increased efficiency:** Efficient software inventory management and deployment processes improved organisational productivity and user satisfaction.
- **Informed decision-making:** Detailed insights into software usage and license entitlements enabled better procurement, deployment, and retirement decisions.